

Report title	Governing Body Patient Voice Report (January 2019)
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Chair	Dr Neel Gupta, Chair
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Report author	Martin Emery, Communications and Engagement Team
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Report summary	This paper gives a synopsis of the patient and public engagement activity undertaken since the previous Governing Body meeting.
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Recommendation	CPPEG is asked to Note the summary report.
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Strategic objectives links	Working with the people in Camden to achieve the best health for all is part of Camden CCG's vision; and the completion of the work plan will help us to achieve our aspirations.
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<p>CPPEG- Lay Governing Body member (Kathy Elliott)</p>	<p>We continue to welcome contributions and support to strengthen patient and public engagement. Since the last Governing Body meeting, highlights have been:</p> <ul style="list-style-type: none"> • My thanks to Kate Slemeck, Chief Executive and Chris Streather, Chief Medical Officer of the Royal Free London to discuss patient and their families concerns with Dr Neel Gupta and me on the 13 December. A summary of the actions are detailed in the Patient Voice report (page 11 &12). • My thanks to the Communications and Engagement team who supported the consultation events that were held in relation to St Pancras Hospital Site redevelopment. The consultation ran from 6th July to 12th October 2018 and over the last 3 months NHS Islington and Camden CCG held public events and drop-in sessions, along with outreach and engagement with local service user groups and the community. The proposals and further engagement and coproduction will now be planned with the local community and service users to develop and design both the new inpatient unit and the community hubs. <p>Moving forward:</p> <ul style="list-style-type: none"> • Citizens Panel higher education health and wellbeing campaign (Jan - March) • NCL Integrated Care System Developments Event – (31 January) • CPPEG public meeting (12 February)
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Camden Clinical Commissioning Group
Governing Body Meeting
16 January 2019



Report Title	Patient Voice Report	Date of report 16/01/19	Agenda Item 2.3
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Lead Director / Manager	Ian Porter Director of Corporate Services North Central London CCGs	Tel/Email	ian.porter3@nhs.net
GB Member Sponsor	Kathy Elliott, Lay Governing Body member responsible for Patient and Public Engagement		
Report Author	Martin Emery, Senior Engagement Manager & Simeon Scott Baker Head of Communications & Engagement	Tel/Email	martin.emery@nhs.net
Report Summary	<p>This paper gives a synopsis of the patient and public engagement activity undertaken since the previous Governing Body meeting.</p> <p>The report is linked to Strategic Objective E, which is part of the CCG's Business Plan: Work jointly with the people and patients of Camden to shape the services we commission.</p>		
Recommendation	The Governing Body is asked to note the content of the report.		

Identified Risks and Risk Management Actions	Not Applicable
Conflicts of Interest	Not Applicable
Resource Implications	Not Applicable
Engagement	Engagement documented in report.
Equality Impact Analysis	No equality impact assessment is required for this report.

Report History and Key Decisions	Not Applicable
Next Steps	Not Applicable
Appendices	Not Applicable

The Patient Voice Report (January 2019)

This paper covers work undertaken over the past two months, relating to:

1. Camden Patient and Public Engagement Group (CPPEG)
2. Strategic Objective E as set out in the CCG's Business Plan: Work jointly with the people and patients of Camden to shape the services we commission.

1. Camden Patient & Public Engagement Group (CPPEG)

Since the last Governing Body meeting the CCG has held one CPPEG operational meeting and one CPPEG public meeting. Key themes and issues arising are described below:

1.1 CPPEG operational meeting (06/11/2018)

CCG Committee reports

CPPEG committee representative reports and the Governing Body Patient Voice report were discussed, approved and disseminated to PPGs for information, which can be accessed [here](#).

Camden Young People (YP) Champions (healthcare issues that are important to YP in Camden)

Abbie Mitchell, Peer Mentoring Manager, Fitzrovia Youth in Action (FYA) and Mohammed, Samira and Zainab (YP Champions) updated CPPEG on general practice experiences that are important to young people in Camden. The presentation is [here](#). The key messages were:

The programme was originally started with a mental health focus and has now evolved to support the improvement of various services for young people such as:

- Inclusion Day at London Youth, Youth Offending Service, Sexual Health in Camden and Islington (CAMISH), feeding into wider national work with Royal College of Paediatrics and Child Health (RCPCH).

There are 30 young people currently part of YP Champions who are split into three sub groups

- Young Commissioners, Young Promoters and Outreach & Young Programme Advisers.

Feedback from YP Champions and their peers about their experiences of general practice were categorised under 4 themes which can be viewed in Table 1:

Table 1:

<p>1. Access and Approachability</p> <ul style="list-style-type: none"> - "We don't get taught how to make an appt, what to expect, what a GP surgery is like, how to approach the receptionist or what it means when they say 'I'll refer you.'" - "Phoning to get an appt – this can be really hard. Some YP describe how they give up and don't bother". - "Some Drs don't seem to know how to speak to me – but also I don't speak up if I don't really understand what they are saying or what I have to do next". - "Sometimes the staff, I know they're busy, but they can be rude and just expect us to know everything. If the receptionist is rude, and I see I have a 30 minute wait, I'm prob gonna leave." - "I might get a number to call or told I have to 'self-refer' – then I probably won't do that....yes it's my responsibility but I might have just said some stuff I haven't said to anyone, I might be really upset and then get handed a number and probably won't hear anything for weeks" 	<p>2. Power regarding treatment</p> <ul style="list-style-type: none"> - "Sometimes our parents are there because they need to be, but sometimes we might want to say something not with them" - 'they [the Dr and parent] speak about us but not to us.' - "I don't feel like I have much of a say as if my parent makes a decision with the Dr, that's it really." - "One young person described being refused to be seen alone when she was 14 and asked to return with a parent, despite the fact she felt she had waited for that appointment for a while – this has led to a much wider conversation around confidentiality and rights of young people and their health..." - "My doctor was pretty good speaking to me and my mum. Tried to make sure I understood what was happening and asking my thoughts. My problem was my mum would answer for me."
<p>3. Time to be seen</p> <ul style="list-style-type: none"> - One of the big things that has come up, especially related to mental health is the time from saying you need support to getting any support, let alone the right 	<p>4. Promotion</p> <ul style="list-style-type: none"> - 'I didn't really know about the sexual health services available to be honest. I think they need to promote them more.'

<p>support. In Feb 2018 “If I told someone today, I might not have any support in place until like September.”</p> <ul style="list-style-type: none"> - Some of our young people noted they can get some support at school, but sometimes you need the support outside of school too or don't want people to know at school? - If you need to have tests for more than one thing, you have to retell your story each time which can get frustrating. Like the notes from one place don't seem to go to the next place” 	<ul style="list-style-type: none"> - “I found it really useful meeting the sexual health team at Camden Unity Cup – I understood what they were about and was able to learn more about sexual health in general. But for me, at schools, what was delivered by them was hard to understand and not as engaging compared to what I had at youth club.’ - Sometimes there is loads of information when you are waiting but too much. It's not clear, just all on a noticeboard.’ – some of our young people don't feel like very much of the material is 'for them' but also that when there is too much, they don't read it.
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CPPEG members welcomed the introduction to the work of the FYA (for further information about FYA you can view their website [by clicking here](#)) and agreed to discuss the themes with their PPGs and opportunities for joint working were discussed with Healthwatch Camden and presenting at a GP education would be explored. It was also agreed that the Chair, Vice Chair and Governing Body Sponsor for commissioning Children's services would hold a Q&A with YP Champions after the New Year to discuss their experiences of healthcare services in Camden and further explore opportunities for joint working.

Developing an integrated model of primary and community care for Camden residents

Meena Mahil, Integrated Care Programme Director, Camden CCG gave an update on the CCG plans for updating the provision of care navigation and social prescribing in Camden. The presentation is [here](#). The key messages were:

What is integrated care?

From the perspective of the patient – integrated care is *“My care is planned with people who work together to understand me and my carer(s), put me in control, coordinate and deliver services to achieve my best outcomes”*.

From the perspective of Camden CCG – integrated care is *“Integrated care occurs along a spectrum. “Services can be more or less integrated, and it is not the case that full integration of services will be needed for every patient in every place; it is not the case that if you look across the NHS in England today we have equal degrees of integration. “The extent to which services work together has arisen differently over time.”* Simon Stevens, March 2018

What do Camden patients say?

Based from feedback we know:

- *“A lot of different people contact me ... they ask what do you need etc... but I don't always know which organisation is which and that's a problem”*
- *“There are so many people coming and going I really don't know who is who”*
- *“I had an idea there was a social worker and carers – then there was a new team – palliative care – and two OTs, two physios and two nurses and I was still none the wiser.”*

What are the views of Camden providers across the system?

Based from feedback we know:

- *“There needs to be an overarching leadership and accountability structure which spans across all organizations involved.”*
- *“[We need] shared outcomes, no barriers and complete integration in managing the current needs of a patient by all teams”*
- *“The problem is, is that staff on the frontline work across the borough of Camden working with different patients and different GP staff”*

What are we aiming to do with to improve integrated working?

The CCG has limited resources, so we are working with our existing providers to see how we can improve joint working that happens outside of a hospital setting. For 2019/20, we will focus on aligning outcomes across some of our services to facilitate collaboration across local NHS providers. During the next 16 months Camden CCG and local NHS providers are working to:

- Identify local population groupings and determine our priorities for delivering integrated working across local NHS providers

- Agree risk stratification approach
- Design our model of care for our selected population group
- Commissioning our model by moving towards aligning outcomes across providers
- Continuous evaluation and testing of the model
- Further develop partnership working

There will be 4 phases of our integrated work over the coming years which are:

- Phase 1: Primary & Community elements of the model
- Phase 2: Developing our specialist community Long Term Conditions model
- Phase 3: Moving towards a whole population model
- Phase 4: Developing our acute model/commissioning whole system model

CPPEG members welcomed the presentation and identified with the experiences given by patients, supported the proposal and welcomed updates to be presented at future CPPEG operational and public meetings.

Phase 1 review of CNWL adult community services and what happens next

Paul Davis, Senior Manager, Community Commissioning and Delivery gave an update on plans to review CNWL. A summary of the presentation is [here](#). The key messages were:

Background:

- In 2017/18, Camden CCG commissioned Central North West London NHS Foundation Trust (CNWL) to provide 17 adult community services.
- Future commissioning needs to better support healthcare closer to home and align with our integrated care model.

The adult community services commissioned from CNWL

Integrated primary care services	Specialist long term condition services	Reablement services	Inpatient services	Palliative care services	Other
1. District Nursing (day and evening) 2. Overnight nursing 3. Complex case management 4. Rapid response 5. Discharge to assess (REDs) 6. Community rehabilitation 7. Falls	8. COPD 9. Stroke and neurology 10. Heart failure	11. CareLink	12. St. Pancras Rehabilitation Unit	13. Palliative Care	14. Continuing Health Assessment 15. Wheelchair Service 16. Podiatry 17. Phlebotomy

Patient (Healthwatch survey) and GP feedback tells us:

Quality:

- Services are generally well regarded by patients and GPs.
- Areas for improvement exist but do not impact significantly on overall performance.

Performance:

- Key performance indicators (KPIs) in the contract do not allow us to effectively evaluate service outcomes.
- Feedback from GPs on condition-specific services is generally good but we cannot demonstrate a direct link between these services and fewer people being admitted to hospital.

CPPEG members welcomed the update and the aspiration to align community services in the integrated care model and asked that representatives from the Community Commissioning Team return to update members on implementation following the New Year.

Primary care locally commissioned services for 2019 and beyond

Vanessa Cooke, Senior Commissioning Manager – Primary Care updated CPPEG members on the current status for providing primary care locally commissioned services for 2019 and beyond. The presentation is [here](#). The key messages were:

Overview

- Camden CCG commissions 13 primary care locally commissioned services (LCSs).
- LCSs are discretionary – services and levels of investment vary by CCG.
- Current local investment includes the nine Universal Offer services and four other LCSs which practices can choose to provide. The contracts and associated investment for most of these services end in March 2019.
- We are reviewing what we commission and how we commission it, to ensure future locally commissioned services align closely with local need and are high quality and affordable.
- Together with stakeholders, we are developing plans that are robust and achievable. And the case for investment must recognise and respond to Camden’s challenging financial position by ensuring investment clearly links to the achievement of key outcomes.

Our approach - we want to ensure our primary care locally commissioned services:

- Build on the outcome-focused commissioning approaches taken in 2017/18 and 2018/19
- Focus on delivering high quality care and reducing unwarranted variation
- Can be accessed by all Camden patients
- Reduce reliance on, and avoid, activity in secondary care
- Increasingly support and link to the development of integrated care.

Current proposed headline changes

1. Refine care planning approach for complex patients
2. Expand neighbourhood outcomes approach
3. Expand primary care warfarin monitoring
4. Develop new services that deliver QIPP.

Developing new services

- Any new proposals must deliver QIPP
- New services may be commissioned at federation or practice level
- Developing proposals for new services may take longer than the rest of the LCS development process
- We will work with practices to agree realistic timelines for introducing any new services.

CPPEG members welcomed the presentation and Hilary Lance (CPPEG Chairwomen) becoming a member of the Integrated Care Group with update reports to be presented at operational meetings for discussion. CPPEG members also recognised the need for QIPP and a representative from the Primary Care Team will return to present an update on progress made at the January (2019) operational meeting.

Moorfields Eye Hospital NHS Foundation Trust

Simeon Baker, Head of Communications and Engagement updated CPPEG members that the Moorfields City Road Site is old, expensive to maintain, and cannot deliver the same level of environment and care for patients as a modern, purpose built hospital. The initial aim for Moorfields NHS Foundation Trust is to look to consult on a possible move to the St Pancras Hospital Site, where a new hospital would be built. Simeon advised CPPEG that the CCG expected a public consultation during 2019 and an update would be provided when it was confirmed. Questions were asked in relation to whether the land for the new hospital site would be leased or purchased and Simeon confirmed that his understanding was that Moorfields anticipated purchasing the land that they would require (which would be part of the overall St Pancras Hospital Site).

CPPEG members welcomed the update and it was agreed that a further update would be presented at the operational meeting in January.

Table 2:

You Said	We Did
CPPEG committee reports: Approved.	Camden CCG has: disseminated reports to PPGs and the public via the patient newsletter, social media and made available on the public website.
Camden Young People (YP) Champions (healthcare issues that are important to YP in Camden: CPPEG members	Camden CCG has: disseminated the patient themes to PPGs and General Practice staff asking that the issues are discussed at practice meetings.

welcomed the themes and the introduction to the work of Firzovia Youth in Action (FYA).

Developing an integrated model of primary and community care for Camden residents: CPPEG members welcomed the presentation, supported the proposal and welcomed Primary & Community Commissioning representatives attending future operational and public meetings to provide updates on development of integrated model.

Phase 1 review of CNWL adult community services and what happens next: CPPEG members welcomed the update and the aspiration to align community services in the integrated care model.

Locally commissioned primary care services (from April 2019): CPPEG members welcomed the update, recognised the need for QIPP and the opportunities to give feedback and invited representatives from the primary care team back to CPPEG to update progress made at the January operational meeting.

Camden CCG will: work to introduce the issues raised around YP experience of healthcare via GP education days. The Chair, Vice Chair and GB sponsor for Children's services will also hold a Q&A meeting with YP Champions after the New Year as well as exploring opportunities for joint working moving forward.

The difference this will make: YP's experiences will be presented at a GP education day to help practices address the concerns that were raised in relation to general practice as well as the experiences being discussed at practice PPG meetings. Opportunities for joint working with the CCG and practices will be discussed with FYA in a Q&A meeting to embed the voice of Young people in general practice and commissioning at the CCG.

Camden CCG has: disseminated the presentation to PPGs and the public via the patient newsletter and social media.

Camden CCG will: provide an update to CPPEG on development of the integrated care model in 2019 from staff in the Primary & Community Commissioning Team. The CCG will also provide patients and the public with opportunities to contribute to the development of the integrated care model in 2019.

Camden CCG will: an update from the Community Commissioning Team will be provided after the New Year.

Camden CCG has: disseminated the presentation to PPGs via the patient newsletter and social media.

The CCG will continue to work with key stakeholders (for example Camden practices and their Federations, Local Medical Committee, Healthwatch Camden, patient representatives, Public Health and others) to develop plans that are robust and achievable.

The difference this will make: CPPEG are representative in discussions with stakeholders developing the proposal and business case for LCS ensuring that the patient voice is represented.

1.2 Camden Patient Participation Group Open meeting (11/12/2018)

CPPEG open meetings occur bi-monthly and give an opportunity for members of the public to hear about and engage with the work of the CCG. The December open meeting was attended by 43 members of the public.

Presentation 1: Accessible Information Standards (AIS) – Practical Support Visits for Camden GP Practices

The presentation given by Anna Wright, Deputy Director – Policy Lead Healthwatch Camden & Linda Bernard, Reception Manager at Brondesbury Medical Centre, can be viewed [here](#). The main messages from the presentation were as follows:

What is the Accessible Information Standard for General Practices (Into force August 2016):

1. Find out - does the patient have a communication support need?
2. Record – the need systematically
3. Alert – make sure staff know
4. Act and offer – information in alternative formats that people can understand

Were Camden GPs compliant?

- Healthwatch Camden research showed that many of Camden’s GP practices were not meeting the AIS

What did Healthwatch Camden do?

- Healthwatch did not want their report and recommendations to just sit on a shelf but understood the challenges facing GP practices – and teamed up with the CCG and designed a short sharp practical support package to help practices meet the AIS.
- Healthwatch worked with practice managers at Rosslyn Hill and Prince of Wales Road to test out the support session – to make sure it really works on site and iron out glitches and then visited all 34 Camden practices

Healthwatch and the CCG focused on a small number of concrete actions during the visits led by Anna Wright (Healthwatch Deputy Director - Policy Lead) and work with practice staff to make sure:

- All patients get the chance to register using a format they prefer (Easy Read or Large Print)
- The practice is taking action to ask all patients if they have a communication support need and is recording patient preferences somewhere that can be seen easily every time by all staff (poster and screen)
- All staff have had Deaf Awareness Training (if not - help practices to book this with Asif Iqbal, Rehabilitation Officer for Deaf and Hard of Hearing People)
- If the practice has a hearing loop - test the hearing loop to be sure it is working and if not, provide assistance to purchase a new one.
- That practices know about new technology that can help provide BSL for emergency appointments (e.g. SignLive)
- Helped practices meet Care Quality Commission Compliance

What next?

- Camden is now the only CCG area in the country where almost every GP practice is meeting the basic requirements of the AIS
- Everyone can help make sure this work makes a difference.
- Next time a patient visits their local GP – check if they have a poster asking patients to inform the receptionist about communication support needs
- Ask the receptionist if new patients can register using a form in Easy Read
- Healthwatch and Camden CCG will promote the work to the public raising awareness of AIS and promote good practice to other CCGs in London.

The public attendees welcomed the presentation and the time given to answer questions that were raised from the audience. PPG members in attendance agreed to be keep the issue of AIS on practice PPG meeting agendas to ensure that AIS is embedded and the communications and engagement team will continue to promote AIS awareness via the patient newsletter and CPPEG meetings. The Vice Chair of Camden CCG also thanked Anna Wright for leading and helping the CCG become the first area in the country where every GP practice is meeting basic requirements of AIS.

Presentation 2: The National Diabetes Prevention Programme in Camden

The presentation was given by Mollie Stockhill, Diabetes Prevention Facilitation Officer & Angharad Shambler, Contract Manager Independent Clinical Services Health & Wellbeing. The presentation is [here](#). The key messages were:

Background:

- NHS Diabetes Prevention programme (NDPP) has been developed collaboratively by NHS England, Public Health England and Diabetes UK
- Up to 100,000 places will be made available, across the country by 2020
- The NDPP started to accept referrals in August 2016 with the opportunity for 3747 people to be supported across Camden, Islington and Haringey.

Eligibility Criteria:

- 18 years old and over, registered with a GP Practice in Camden, HbA1c results between 42–47mmol/mol (6.2– 6.4%) or Fasting plasma glucose result between 5.5-6.9 mmols/l within the last 12 months and not pregnant.

Commitment to a 9 month long programme:

- Stage 1 (Initial Assessment), Stage 2 (Nutrition and physical activity sessions), Stage 3 (Build on sustaining lifestyle changes) & Stage 4 (Six and nine month one to one review).

Delivery in Camden to date:

- 747 Initial Assessments
- 24 Group sessions
- We have delivered initial assessments and group sessions in both Turkish and Bengali.
- We run regular sessions in the evenings to accommodate those who work.

Feedback received:

- 94% of people would rate the programme as Good or Very Good
- *“Everything was very good, I will recommend to everyone who has pre-diabetic condition, the programme really helped me a lot”.*
- *“Really really pleased, have lost a lot of weight and improved blood test, can’t thank the team enough for what they have done”.*

How can the CCG and PPGs support the NDPP to improve the rate of patients referred attending the support groups?

- Include us in newsletters.
- Promote the service within your surgery and share some of our positive feedback and successes.
- Provide knowledge about the programme in your PPG meetings – Making sure people know the breakdown of the 9 month programme.

The public attendees welcomed the presentation and the PPG members agreed to promote the programme in general practice and communications and engagement team will promote the programme via social media, patient newsletters and local community group newsletters to raise awareness of access to the service.

Presentation 3: Self Care - managing your help better

The presentation was given by Eli Collis, CPPEG Representative and Martin Emery, Communications and Engagement Team, NHS Camden CCG). The presentation is [here](#). The key message were as follows:

What is Self-Care?

- The care we take towards our own health and wellbeing.
- Includes care given to children, family, friends and others in your neighbourhoods and local communities.

Outcomes achieved from preventing ill-health and enabling self-care:

- stay fit and maintain good physical and mental health;
- prevent illness or accidents; care for minor ailments and long-term conditions
- maintain health after an illness or discharge from hospital

Volunteering opportunities in Camden to help support self-care, social prescribing and care navigation in general practice and community settings via:

- Peer mentors, befrienders & community car drivers

Public attendees welcomed the update and agreed to promote awareness of self-care through PPG and local community meetings and the communications and engagement team will continue to promote the self-care message via social media, public website, patient newsletter and local community group newsletter.

Presentation 4: future topics for CPPEG public meetings

The presentation was given by Hilary Lance (Chair – CPPEG). The presentation is [here](#). The key messages were as follows:

From recent feedback people want to know more about:

- Performance of Local NHS Providers (acute, community & mental health), Self-care, Camden Local Care Strategy & North London Partners (Sustainability & Transformation Partnerships), General Practice Neighbourhoods, Social Prescribing, Procedures of limited clinical effectiveness (PoLCE), NEL Information Exchange (NELIE) and Camden Integrated Digital Record (CIDR) – EMIS Health in General Practice.

The attendees supported the topics listed and welcomed updates to be presented at future public meetings as well as the PPG forum meetings in 2019.

Table 2:

You Said	We Did
<p>Presentation 1: AIS – Practical Support Visits for Camden GP Practices The public attendees welcomed the presentation and the collaboration taken with Healthwatch, Camden CCG and general practices working together to become the first area in the country where every GP practice is meeting basic requirements of AIS.</p>	<p>Camden CCG has: disseminated the presentation to the public via the patient newsletter, public website and social media.</p> <p>Camden CCG will: continue to promote AIS with general practices in Camden and support PPGs in keeping the patient voice at the core of practice PPG meetings. PPGs will also be invited to monitor the implementation of AIS in general practice ensuring that the basic requirements continue to be fulfilled.</p> <p>The difference that this makes: General Practices in Camden have ensured that patients who have learning disabilities and are partially sighted are able to access services and receive information that they can understand.</p>
<p>Presentation 2: The National Diabetes Prevention Programme in Camden The public welcomed the update and the PPG members agreed to promote the programme in general practice. The communications and engagement team will promote the programme via social media, patient newsletters and local community group newsletters to raise awareness of access to the service.</p>	<p>Camden CCG has: disseminated the presentation to the public via the patient newsletter, public website and social media.</p> <p>Camden CCG and PPGs will: continue to promote the service to ensure that patient uptake is maximised and share patient feedback and successes.</p> <p>The difference that this makes: Local patients will have the opportunity to prevent and manage their conditions better.</p>
<p>Presentation 3: Self Care - managing your help better: Attendees welcomed the update and opportunity to promote self-care in Camden.</p>	<p>Camden CCG has: disseminated the presentation to the public via the patient newsletter, public website and social media.</p> <p>The difference this will make: Awareness of self-care and the benefits have been promoted with local population groups (e.g. local Black and Ethnic Minority Groups, Long term condition groups and elderly groups) with uptake increased and interest in volunteering to support self-care has also increased.</p>
<p>Presentation 4: future topics for CPPEG public meetings: The attendees supported the topics listed and presentations and updates to be scheduled at CPPEG public and PPG forum meetings in 2019.</p>	<p>The difference that this will make: The CCG has responded to the feedback received from PPG's and the public ensuring that the patient voice is kept at the heart of the work of the CCG ensuring that our work is transparent and patient sighted.</p>

2. Business Plan Objective E: Work jointly with the people and patients of Camden to shape the services we commission

The following summarises other key engagement activity undertaken by the CCG over the last two months to support Objective E:

Mental health

The Communications and Engagement team, in collaboration with colleagues at Islington CCG, supported Camden & Islington NHS Foundation Trust to promote and host consultation events in relation to St Pancras Hospital Site redevelopment. The public consultation sought views on proposals to move inpatient beds from St Pancras Hospital to a new site at the Whittington Hospital and create two new mental health community hubs in Islington and Camden; retain clinical services at St Pancras Hospital, the Trust's beacon site, and also build an Institute of Mental Health there to support its research work.

The consultation ran from 6th July to 12th October 2018 and over the last 3 months we have held three public events and two drop-in sessions, along with outreach and engagement with local service user groups and the community. [You can read the evaluation report by clicking here.](#)

The Governing Bodies of Camden and Islington CCG's have now agreed the proposals and further engagement and coproduction will now be planned with the local community and service users to develop and design both the new inpatient unit and the community hubs. We will send further information out in January 2019 to everyone who has responded to and been involved in the consultation.

Medicines Management & NHS England

Consultation on a review and update of guidance on Items which should not be routinely prescribed in primary care: The Communications and Engagement team are supporting the Medicine Management team and NHS England in promoting and raising awareness of [the national public consultation](#) to the public that has been launched on proposals to update and review commissioning guidance (consultation closes 28 Feb 2019). The consultation, including events, runs from 28 November 2018 until 28 February 2019.

Changes to prescribing gluten-free foods: The Communications and Engagement are supporting the Medicine Management team and NHS England in promoting and raising awareness to the public of the [new guidance](#) which followed extensive consultation by the Department of Health and Social Care and a change in the law which came into force on 4 December 2018, that only bread and gluten free 'mixes' remain available via NHS prescription.

Citizens Panel (CP)

In the new year the Communications and Engagement Team are starting a higher education health and wellbeing campaign (Jan- March) working with 4 universities in the borough, focusing on student mental, physical health and the best way to access NHS services. Further updates will be sent to CPPEG in January 2019.

The Communications and Engagement Team, with the assistance of the MES who support the Citizens' Panel, hosted a Winter Pressures / Cold Weather Planning event (4th December) attended by panel members and the public. Activities included workshops facilitated by a local GP and Pharmacist and a presentation delivered by London Ambulance Service with the feedback to be reported to CPPEG in February.

Citizens' Panel members are now being invited to CPPEG open meetings.

Transfer of Patients from the Royal Free London Hospital to Chase Farm Hospital (Elective Surgery)

The Communications and Engagement Team are supporting the collation of patient feedback and liaising with counterparts at the Royal Free London to assist with responding to individual patient complaints and helping to ensure that appropriate actions are taken to improve the patient and relatives experience.

Following the feedback received and the patient story that was presented by the Chair of CPPEG – Dr Neel Gupta, Chair and Kathy Elliott, Vice Chair of Camden CCG held a meeting with Kate Slemeck, Chief Executive and Chris Streater, Chief Medical Officer of the Royal Free London to discuss patient and their families concerns.

The main concerns forwarded to staff at the CCG were related to poor public transport links for patients and their families; and being offered insufficient patient choice of where the elective surgery could be provided. The meeting was held on the 13 December and a summary of the actions are as follows:

1. Royal Free London would work to be more explicit that it is seeking to encourage Camden patients to have surgery at Chase Farm Hospital given the clinical advantages of a purpose built elective centre where operations are less likely to be cancelled due to pressures on beds. Crucially the Royal Free London would

also be clearer that patients do have a choice and can still ask for the surgery to take place at the Royal Free Hospital.

2. Improve pathway design to ensure Camden patients who are happy to have surgery at Chase Farm Hospital can have any tests associated with their surgery – blood tests and pre-operative assessments – at the Royal Free Hospital.

3. Health inequality and transportation – The Royal Free London agreed to explore how transport options to Chase Farm Hospital for those patients who choose to have surgery there from Camden could be improved.

In terms of next steps the Royal Free London will immediately be looking to produce better materials for their clinical and operational teams to ensure they are more explicit in the choice that Camden patients have for their surgery and will also be working to improve the patient pathway

Transformation and Delivery

The Communications and Engagement team are supporting the refresh of the communications and engagement plan for the Local Care Strategy which will be rolled out in the Spring of 2019.

North London Partners: residents give their views on developing integrated care arrangements

The Communications and Engagement team supported North London Partners (Communications and Engagement Team) by raising awareness of with the public on attending a local event (27th November) to understand what integrated care might mean for north central London, identify potential challenges and benefits that it could offer and discuss how different groups might work together. A further event is planned for the 31st January with stakeholders and the public to discuss the benefits and challenges which representatives from the Communications and Engagement Team will attend and support.

North London Partners: Adult Elective Orthopaedic Review

The Communications and Engagement Team supported North London Partners through inviting written feedback via online patient questionnaires, emails and in written letters and hosting public meetings. Following this engagement phase, the review group reported back to a number of public committees. The papers for each of these committees are provided below. [You can read the engagement reports by clicking here.](#)

3.0 Looking ahead

The following activity is currently planned for January/February 2019:

- CPPEG operational meeting (14 January)
- Citizens Panel higher education health and wellbeing campaign (Jan - March)
- NCL Integrated Care System Developments Event – (31 January)
- CPPEG public meeting (12 February)