

Engagement Report Quarter Three 2019/20

1. Purpose

1.1. The purpose of this paper is to provide members of the CCGs' Community Engagement Committees with information on engagement activities with the public and patients that have taken place in the CCGs during quarter three of 2019/20 (October 1 to December 31, 2019).

2. Engaging with local people

2.1. During this time the CCGs have been engaging with people in the following areas:

- Your Big Health Conversation – GP services

The CCGs sought the views of local people on recently introduced GP services. This was done through the Your Big Health Conversation – GP Services survey which was available online with CCG staff also attending local groups and venues. The survey asked people for their views on the following services:

- Integrated Primary Care Access Service
- Same Day Access Services
- GP provided phlebotomy tests
- Online access (eConsult)
- Online appointment booking
- Online prescription requests
- Long term condition clinics.

The survey was completed by 475 people in the following areas:

- 33.5% live in Gosport
- 22.3% live in Whitehill & Bordon
- 19.6% live in Fareham
- 14.7% live in Waterlooville, Horndean, Havant, Emsworth, Hayling Island and the surrounding areas
- 9.9% live in Liphook, Haslemere, Petersfield, Liss and the surrounding areas.

The majority (30.1%) were aged 65 to 74 years with:

- 0.2% under 18 years
- 5.9% 18 to 34 years
- 11.4% 35 to 44 years

- 18.5% 45 to 54 years
- 19.8% 55 to 64 years
- 12.2% 75 years or over
- 1.9% preferred not to disclose their age.

Respondents were asked if they had heard of the services, if they had used them and if they would use them again:

Service	I've heard of the service	I have used the service	I would use it again
Integrated Primary Care Access Service	48.8%	13.0%	71.9%
Same Day Access Services	71.1%	52.1%	92.2%
GP provided phlebotomy tests	78.3%	60.6%	92.9%
Online access (eConsult)	66.7%	27.4%	75.5%
Online appointment booking	85.4%	47.5%	86.8%
Online prescription requests	83.9%	50.8%	90.0%
Long term condition clinics	38.9%	14.0%	67.2%

Those who have not used the services either didn't know about them (49.1%) or haven't needed to use them (40.0%).

Respondents were asked what information could be supplied to encourage them to use the services. Just over half said a guide to the options available or a guide to how to use the services and with half also saying a webpage with all of the details.

Respondents were also asked if they would be willing to talk to a care navigator. The vast majority (79.2%) said they would be happy too in order to help make sure they got the right advice/support they need.

Respondents were asked to score the importance of the following factors to inform the development of the service in the future. Scores are between 1 (not very important) and 5 (very important).

Factor	5 (very important)	4	3	2	1 (not very important)
Distance/time needed to travel by car	62.7%	14.2%	13.1%	4.3%	5.6%
Distance/time needed to travel by public transport	75.5%	8.8%	8.2%	2.6%	4.9%
Being able to see the right person for your need at the right time	77.5%	15.7%	3.8%	1.7%	1.3%
Being given an increased choice of when you can make a routine GP/nurse appointment	60.4%	24.8%	10.6%	1.9%	2.3%
The service being located as close to where you live as possible	59.6%	19.8%	14.7%	3.8%	2.1%
The service being located where it covers a larger area to ensure it can be staffed by the right people and has consistent opening times	41.2%	28.7%	20.9%	5.6%	3.5%
Healthcare professionals being able to access your medical record	80.9%	11.0%	4.5%	1.1%	2.5%
Being able to see a GP	68.4%	17.4%	11.1%	1.7%	1.4%

Respondents were asked if the service name should be changed. The majority asked for it to be simpler and clearer with the name clearly saying what the service does. Respondents made a number of name suggestions including GP Appointments Service, Appointments Plus, GP Weekend Service and GP Xtra.

Respondents were asked if there was anything in particular they thought needed to be considered as the service was developed in the future. 310 respondents answered with the following top five themes:

- Appointments, especially for urgent issues, need to be available and timely without long waiting times with priority for patients who cannot go to their surgery during the day
- Promote the service and benefits more effectively, especially through practices
- Ensure the hubs are not too far from where people live and accessible
- Public/voluntary sector transport to the hubs needs to be available and not take too long to travel or be expensive
- Ability to book an appointment at the best hub for you needs to be improved with phone calls answered more quickly or online booking.

Respondents were asked how they normally travel to health appointments:

- 72.2% travel by car, including lifts from family/loved ones
- 40.8% walk
- 12.6% use public transport, including taxis
- 5.3% cycle
- 2.4% use voluntary sector car schemes.

Respondents were asked about their use of other online services such as banking or shopping. The vast majority (90.2%) said they used these types of services. 9.8% said they didn't with the majority of these (59.2%) saying they do not use these services as they do not like using them.

Respondents were invited to make any other comments. 181 respondents made additional comments with the following top five themes:

- Services need to be accessible in a range of ways, not just online
- Promote local services and how/when to use them more effectively, including having simple and clear names and descriptions
- The IPCAS service provision needs to be equitable across all areas and to all patient groups
- Online services are good but need to be easier to use and responded to quickly
- Accessibility to appointments needs to be improved and simplified, including online and by phone.

2.2. The CCGs are/have also been leading/supporting communication and engagement programmes to seek the views of local people on the following potential changes:

- East Hampshire Primary Care Network diabetes project

It was recognised that practices in East Hants have variation in the services available to those people living with Type 1 diabetes and the Primary Care Network wants, with support from South Eastern Hampshire CCG, to understand these difference to identify

areas of improvement. All seven practices in East Hampshire undertook an audit of patients with Type 1 diabetes and invited them to attend one of four focus groups held across the area or to give feedback via a telephone interview.

27 people shared their feedback and the themes were:

- Variation in access to specialist services, however in some cases this was felt to be appropriate
- Variation in routine checks undertaken during reviews and sharing the results with GP
- There should be more structured education opportunities
- Patients would like ongoing support with suggestions including peer groups and a helpline
- Clinicians need to recognise the need for psychological support
- Access to modern condition management technology needs to be improved.

These findings have been shared with the local practice nurses and specialist teams who the Primary Care Network will meet with to discuss what can be improved and developed in partnership. It is hoped that there will be patient representation from those who offered feedback as this work develops.

- Emsworth Surgery

South Eastern Hampshire CCG is supporting the practice to develop plans for its potential relocation in the future.

The practice, local community representatives and CCG continue to work together to develop the hospital into a viable and sustainable site to ensure the practice continues to provide high quality services. This work has included developing an outline business case which has been approved by NHS England.

Key stakeholders and the practice have formed the Emsworth Stakeholder Group to support the project and ensure the views of patients and local people continue to be taken into account.

- Primary Care Networks

The CCGs continue to support all of the Primary Care Networks as they start to develop their plans and future services. This includes supporting them to engage with people and stakeholders.

3. Ongoing engagement routes

3.1. In addition to the engagement activities we have carried out, the CCGs have received feedback through a number of other routes including:

- Fareham and Gosport CCG Community Engagement Committee held on October 1
- South Eastern Hampshire CCG Community Engagement Committee held on October 9
- Gosport Locality Patient Group held on October 23
- Fareham and Gosport Voluntary Sector Health Forum held on November 5
- Fareham Locality Patient Group held on November 7
- South Eastern Hampshire Locality Patient Group held on November 14.

4. Feedback received and action taken

4.1. The following table sets out the issues raised and the action taken/being taken by the CCGs.

Theme	Feedback received	Actions planned or taken	Outcome
Primary Care Networks (PCNs)	The Locality Patient Groups would like to know more about the PCNs including what they are and their roles	The PCNs are attending the Locality Patient Group meetings to talk to them about their role and developing future plans in more detail	Locality Patient Group members are also beginning to meet in their PCN groupings to enable more detailed discussions
EU Exit and medicines supplies	A Locality Patient Group has asked if any of the issues with medicines supplies are due to EU Exit	There can be stock issues but these are not related to EU Exit. Often it is due to companies selling their medication to where they can get the best price across the world	Locality Patient Groups will share this information with members who have raised concerns. Information is also available on the national gov.com website
Over the counter medications	Some Locality Patient Group members were unaware of the recent national changes	The CCG has provided each practice with posters and leaflets to display	Locality Patient Group members are going to check with their practices
Security of personal details used in electronic prescribing	Concern has been raised about the confidentiality of patient information through the electronic prescribing system	Information is shared securely through NHS IT systems which are fully compliant with data protection requirements	Locality Patient Groups will share this information with members who have raised concerns

5. Future planned engagement activities

5.1. We will continue developing how we support and work with all of the Primary Care Networks across both CCGs.

5.2. We will be determining the next phase of 'Your Big Health Conversation' in light of the themes from phase two.

6. Recommendation

6.1. The Community Engagement Committees are asked to note this report.