

Engagement Report

Quarter Four 2019/20

1. Purpose

1.1. The purpose of this paper is to provide an update on engagement activities with the public and patients that have taken place across the Hampshire and Isle of Wight Partnership of CCGs during quarter four of 2019/20 (January 1 to March 31, 2020).

2. Engaging with local people

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

- **Winter communications plan**

We have continued to work with our providers, local councils and local CCGs (Portsmouth, Southampton and West) to implement a pan-system winter communications plan. The approach is to better co-ordinate activity and pool resources, working towards a common goal of promoting proactive messages to the public during winter. The plan has themed weeks including flu vaccinations, self-care, alternatives to the Emergency Department, introduction of new clinical roles in the NHS111 service, online access to services and how we are supporting people out of hospital.

The work has included using activity and performance data to inform and target our social media activity to key patient cohorts, working with local newspapers through paid for advertising and feature articles, and sharing key messages through our different channels.

We have also reviewed, including seeking the views of patient representatives, our Urgent Care guides which have been developed for each system to help local people understand the different services available and when to use which one. The guides are available online and in venues across the local areas including GP practices.

- **Primary Care Network engagement**

We are continuing to support each Primary Care Network (PCN) in North Hampshire CCG to hold an engagement event which local patients, residents and stakeholders are invited to.

The areas discussed at the events include the role of a PCN and details of their local one; work of the PCN to date, including examples; and future plans and priorities for the PCN. Attendees are invited to network with PCN leads and ask questions / comment on the work to date and future plans.

An event for Acorn Health Partnership is being arranged for the end of March.

The PCNs in Fareham & Gosport and South Eastern Hampshire CCGs have been regularly attending the Locality Patient Groups. Discussions are underway in these

groups and the North Hampshire Patient Participation Group (PPG) about how PPGs can work together in their PCN areas to support their local network.

- **Non-emergency Patient Transport Service**

The CCGs in Hampshire, with support from provider colleagues, ran an online survey, for service-users only, on the Non-Emergency Patient Transport Service in Hampshire. It ran from January 20th to February 17th, 2020 – and resulted in 48 responses. The survey was publicised on all CCG websites in Hampshire, the acute hospital trusts, community hospitals, outpatient clinics, the renal department at Portsmouth Hospitals NHS Trust and GP practices. It was also promoted by the South Central Ambulance Service (SCAS) on its texting services for patients due to use SCAS transport in the final ten days of the survey.

Feedback from the survey, as well as other feedback outside the survey, including the Renal Department at Queen Alexandra Hospital, Cosham; renal clinics and the service provider, has resulted in planned changes to the key performance indicators for the service as part of the service contract changes which are due to come into effect in October 2021 – notably to the increasing the times patients would arrive before their appointment and be collected after their appointment so that the transport vehicles have a more realistic chance of getting patients to their appointments on time and the clinics run on time. There are no changes planned to the way the service itself is operated.

An average of 5,000 patients a month use the service. The survey response itself equated to 0.94% of service users. 62% of respondents were women, with most of the respondents aged 55-64 or over 75 (22.22% each). 4.44% were in the youngest age category - 18-34, but the service is generally used by older patients.

Of the responses, 41.86% lived in the North Hampshire CCG area, 30.23% in Fareham and Gosport and 11.63% West Hampshire. The responses for Portsmouth, Southampton, South Eastern Hampshire and North East Hampshire were all under 7%.

Questions asked how likely patients were to recommend the service to family or friends if they needed similar care or treatment (nearly 49% were likely or extremely likely; 25.53% were neither likely nor unlikely and 21.28% were extremely unlikely); how often people used the service; why they needed to use patient transport (46.67% said friends/family were not available to take them; 44.44% had a medical condition preventing them from using public transport; 20% were renal dialysis patients; and 17.78% said they could not afford to pay for other transport or parking.

Some 77.78% of respondents said they couldn't make their appointment if they didn't have patient transport, with 16% of others saying they would use their car, bus, taxi or voluntary services.

Some 43.59% of patients had to travel between 10 and 20 miles for their appointment, 33.3% less than ten miles and 7.69% between 20 to 30 miles.

- **End of Life Care**

Engagement has begun to support a review of end of life care services – not just the palliative care phase, but all aspects of support from diagnosis onwards.

The work is to support a review across Fareham and Gosport, South Eastern Hampshire, and Portsmouth CCG areas. The intention is not just to involve people on a one-off basis, but to build a more ongoing network of support connected to the emerging workstreams.

In the initial phase a draft survey was drawn up which was then discussed with groups of people, which resulted in a thorough re-working of the questions and approach. The survey was intended to assess how people felt local services performed, and what needed to change to improve support. Two version of the survey – one for patients, carers, and people who have been bereaved, one for staff working in relevant services – has now been launched and an initial breakdown of responses has been provided to the project team.

The next stage is to use the responses to help inform a workshop session looking at end of life care locally, and the hope is that this can be the start of a process where people are engaged in developing and implementing improvement plans.

- **Winklebury regeneration plans**

We have been working closely with Vivid Home Housing Association on plans for the regeneration of Winklebury. We are committed to ensuring both current and new residents in the local area are able to access high quality primary care services. A new health centre is proposed in Winklebury and will be designed to ensure it can accommodate the expected increase in population from the first phase of the Manydown housing development.

We joined Vivid Homes to seek the views of local people on the plans at an engagement event. Over 250 local residents attended and contributed to ideas and suggestions of what a new health centre would look like. Common themes included access to pharmacy, NHS dentist provision and mental health services. The demographic in the area is young children and families with a growing elderly population and this was reflected in some of the suggestions for instance:

- Baby Clinics
- Support for young parents
- Increasing physical activity
- Falls Clinic
- Dementia support
- Activities for older people
- Chiropody.

All of the feedback, ideas and suggestions will be taken into account as the plans develop.

- **Beech Grove Surgery**

We have been supporting the Isle of Wight CCG in its work with the Beech Grove practice in Brading which will close at the end of March. A significant engagement programme has been undertaken with patients since the practice served notice on 1st October 2019.

This has included a survey to get an insight into what patients value from services (online and hard copy which elicited 296 responses in total), some patient drop-in events to explain the process and the options appraisal being undertaken and to seek feedback – with 70 patients attending the initial event and 300 the follow-up sessions.

FAQ documents were also prepared in response to questions raised. Significant concern has been raised, including transport links to other practices, potential longer waiting times at another practice, transition of medical and prescription records, families on low

income and the volume of elderly patients registered. The options appraisal process identified there were no providers willing to take on the practice so the CCG has been working with the practice to ensure a managed transfer of patients to surrounding practices, taking account of the feedback wherever possible.

- **Travel to mainland for treatment for Isle of Wight patients**

A patient travel guide for Isle of Wight residents who need to travel to the mainland for treatment has now been launched. This came as a result of patient feedback received as part of the Island transformation programme which highlighted concerns about the costs of travel, as well as patient experience issues. An Island travel group was set up in response to this which involved the CCG, Trust, Council, ferry companies, Healthwatch and patient groups and the leaflet was developed as a result of this joint working.

3. Ongoing engagement routes

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

- Fareham and Gosport CCG Community Engagement Committee
- South Eastern Hampshire CCG Community Engagement Committee
- North Hampshire Communications, Engagement and Involvement Forum
- Gosport Locality Patient Group
- Fareham Locality Patient Group
- North Hampshire Patient Participation Group
- Fareham and Gosport Voluntary Sector Health Forum
- IOW Healthwatch GP practice patients feedback quarterly report.

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
AGMs	We have asked some of our groups for ideas about the format of the future AGM	A number of ideas were made including an market place event and a chance to find out about local services	These ideas will be fed into the AGM planning discussions when these start
PPGs supporting their local PCNs	PPGs from across the area would like to support the work of their local PCN and be involved in shaping future plans	Discussions are underway between PPGs about how they can work together to do this and these are being discussed with the PCNs	The CCG Partnership will continue to support the discussions and developing approaches
Online primary care options	Some PPGs have offered to provide patients with support to effectively use online options such as the NHS App	This offer has been shared with the practices and the system wide Digital Team to explore further	Consideration is being given to how PPGs can be trained to support patients to effectively use the NHS App

eConsult	Concern has been raised about healthcare professionals not putting their names in eConsult response emails	We have raised this with the national digital team who will see if new versions of the system can require healthcare professionals to add their names. In the meantime we have promoted this as good practice to our GP practices	Patient representatives have reported that healthcare professionals are adding their names so they know who has responded to them
Awareness of extended access in GP practices	Concern has been raised about promotion of extended access information across the partnership – inconsistencies in approach between practices – but recognition that different approaches in different areas may be a factor in inconsistency	HIOW ICS commissioned Healthwatch to do some research into this and the findings of their report will be considered	Practices will be made aware of the national materials available to promote extended access

5. Future planned engagement activities

5.1. We will continue to develop a Partnership engagement approach which states our intentions and expectations behind patient involvement, participation and engagement. This work will consider the extent to which patients and members of the public are proactive in shaping how we do things in addition to responding national policies. It will also take into account the changes happening in the NHS and social care with the development of the Hampshire and Isle of Wight Integrated Care System, system Integrated Care Partnerships and Primary Care Networks and consider the levels at which participation and engagement need to take place.

5.2. We will continue developing how we support and work with all of the Primary Care Networks across the CCG Partnership.