Patient and Public Engagement Annual Report

April 2015 to March 2016
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1. Summary of how we seek and act upon the views of local people

During 2015/16 Fareham and Gosport Clinical Commissioning Group (CCG) engaged with over 1,800 local people on a range of topics and in a variety of ways. This was in addition to our ongoing engagement with the Locality Patient Groups, voluntary sector and partners to ensure we hear and act upon the views of local people.

What have we engaged on?
As well as the ongoing feedback we have received, we specifically engaged on a range of topics including long-term conditions; transforming local NHS services in east Hampshire; community bed and services; and Guildhall Walk Healthcare Centre, Portsmouth.

How do we engage?
We engage with local people in a variety of ways including:

- Surveys – both online and face-to-face
- Focus groups
- Conversations with individual people
- Holding events with our partners
- Attending local groups.

We promote engagement opportunities through:

- Our websites and social media
- Locality Patient Groups, Patient Participation Groups, local councils and the voluntary sector
- Local media.

What are the key themes?
From the feedback we have received the clear and consistent themes remain in line with those from 2014/15. These are:

- Integrated care – local people have told us they would like:
  - More co-ordinated care focused on people rather than organisations
  - More information and involvement in decisions about their care
  - Better use of IT systems so the professionals caring for them can all see the same information
  - Services that are integrated with social care, the voluntary sector, education, housing and employment
  - Consistency in the care people receive when they are on the same pathway and consistency in the quality of that care

- Care closer to home – local people would like:
  - More specialist services in their local communities
  - Access to services in a variety of ways including telephone, email and online consultations
  - More services that are closer to home
  - Access to health services seven days a week
  - Easier access to the latest therapies

- Working with the voluntary sector – local people have said:
  - They would like to be signposted to voluntary support available in their local community
  - They value the wealth of expertise available in the voluntary sector
  - Integrated services need to include those available in the voluntary sector.
How have the views of local people changed services?
We have used the feedback we have received from local people to improve local services in a range of ways including:

- Informing our reviews of end of life care and community beds and services
- Arranging for some local GP practices to order replacement hearing aid batteries for patients directly from Portsmouth Hospitals NHS Trust
- Working with Millbrook, who provide the wheelchair service, to reduce waiting times, including directing patients who do not meet the service criteria to alternative services such as the Red Cross
- Liaising with NHS Property Services to increase the support they provide to primary care redevelopment projects
- Working with Southern Health NHS Foundation Trust to reduce the waiting times to see a physiotherapist through the Orthopaedic Service
- Supporting Southern Health NHS Foundation Trust to develop and implement an action plan to improve the service provided by the Integrated Care Teams
- Working with local Trusts to improve the timeliness of electronic discharge summaries being sent to GP practices
- Working with Southern Health NHS Foundation Trust to review the triage process used by the IAPT service (Improving Access to Psychological Therapies) to ensure local people who need a face-to-face appointment are offered one
- Working with the voluntary sector to plan pilots of the ‘Surgery Signposters’ service which is running in Gosport and will be launched in Fareham during 2016/17.

How are we developing how we understand our local communities?
Our engagement activities are just one way through which we find out what local people think about local services. There is a range of other ways in which we get feedback including national surveys, such as the Friends and Family Test and GP Patient Survey; local patient feedback surveys run by different services; and complaints and incidents.

What will we be engaging with local people on during 2015/16?
There are a number of areas we will be engaging on during 2016/17 including:

- Long-term conditions – We plan to develop the engagement carried out so far by working with voluntary groups for specific long-term conditions to explore the themes from the 2015/16 survey in more detail
- Multi-speciality Community Provider development – We will be supporting local GPs community services, local authorities and the voluntary sector who are working together to provide better local care, to engage with local people to ensure their views drive forward how we develop local services
- Local people’s perception of the NHS – We will be finding out what local people think about the local NHS so we can track the themes each year and use this insight to improve local services
- Vascular services in southern Hampshire (led by NHS England) – We will be supporting NHS England to seek the views of local people about proposals for the future of vascular services in southern Hampshire
- Co-production – Running a focussed project in Gosport, from which the learning will help to inform co-production approaches across the CCG.
2. Introduction

2.1. About your CCG

Fareham and Gosport Clinical Commissioning Group (CCG) was formed on April 1, 2013 and we are responsible for making sure that local people get the health services they need. We have:

- 21 constituent member GP practices
- A budget of £254 million for 2015/16 covering services at acute hospitals, community services and prescribing
- An area of 38 square miles including Fareham, Portchester, Crofton, Titchfield, the Western Wards, Gosport, Bridgemary, Elson and Lee-on-the-Solent.

We serve a population of 203,284 including:

- A large younger population with more people aged under 20 than over 65 years
- More people aged over 45 years than the national average
- A higher birth rate in Gosport than the national average.

We work with six main NHS service providers:

- Portsmouth Hospitals NHS Trust
- University Hospital Southampton NHS Foundation Trust
- Southern Health NHS Foundation Trust
- Solent NHS Trust
- South Central Ambulance Service NHS Foundation Trust.

We also work closely with:

- Hampshire County Council
- Fareham Borough Council
- Gosport Borough Council
- Hampshire Healthwatch
- Local voluntary organisations.

2.2. Our vision

Everyone should have the support they need to live the life they want, take control of their health and be as independent as possible throughout their lives.

That is the vision at the heart of our CCG strategy – and this annual engagement report covers the second year of our five year journey towards meeting the goals we articulated when we developed the strategy.

This vision has grown from a concerted effort to listen to local people, member practices, and our colleagues working in other parts of the health and social care system, nationally and locally. People have told us that they want to see an increased focus on preventing ill health, helping individuals manage their long-term conditions and empowering them to take control of their own health. They would like services provided by health, social care and the voluntary sector to be better integrated, working closely with education, housing and employment. They are also keen to be involved so their views are used to develop
local services and improve quality. The views we hear locally are very much in line with the transformation programme that is beginning to take root across the NHS nationally, driven by the NHS Five Year Forward View.

2.3. Patient and Public Engagement Annual Report

This Patient and Public Engagement Annual Report sets out the engagement activities we have undertaken during 2015/16. We are committed to continue to develop how we talk to local people and share how we have listened to their feedback to improve local services.

This report supports the recommendations set out in Transforming Participation in Health and Care – ‘The NHS belongs to us all’, with regard to letting local people know how we have gathered their views and taken them into account in our commissioning decisions. This not only applies to formal consultations on service changes, but to any activity where patients or the public are asked for their views on particular proposals or issues before a decision is made.

The duty to report requires CCGs to report on consultations undertaken:

- By the CCG, NHS Trusts or NHS foundation trusts, that are independent of the CCG, but where the outcomes will influence the commissioning decisions of the CCG
- By the Specialist Commissioning Group for the local area which will have an impact on the commissioning decisions of the CCG
- By other CCGs which will have an influence on the decisions of the CCG
- Jointly with another organisation, such as a local authority, that will have an impact on the commissioning decisions of the CCG.

The guidance stipulates that the following information needs to be included for each consultation:

- Who we consulted
- The issues or proposals which people have been asked to give their views about
- Information made available to people during the consultation
- A summary of the feedback received and the range of views expressed
- Decisions taken by the CCG following the consultation
- An explanation of how the views were taken into account when the decisions were made and how it influenced them.

This report includes all engagement work that has been undertaken during 2015/16.
3. Listening to the views of local people

3.1. Taking the views of local people into account

The CCG is committed to taking the views of local people into account when making decisions about local healthcare. To do this we have developed clear routes from the practice Patient Participation Groups through to the CCG’s Governing Body.

Most of our member practices have a Patient Participation Group which patients from the practice are able to join, enabling them to share their views on both their practice and wider health services. Each Patient Participation Group has a representative on its Locality Patient Group. There are two of these in the CCG’s area, one in Fareham and one in Gosport.

Each Locality Patient Group has a representative on the CCG’s Community Engagement Committee. This is chaired by the Governing Body Lay Member with the portfolio for Patient and Public Involvement. The Committee is a sub-committee of the Governing Body and has a wide range of representatives including the voluntary sector, Councillors and BME groups. More details of the Community Engagement Committee are available below.

The CCG Governing Body is committed to hearing the views and concerns of local people. The formal mechanism for ensuring they receive this feedback is through an engagement report which is considered at every Governing Body public meeting. This report provides members of the Governing Body with information on engagement activities undertaken,
the feedback received and subsequent action taken. It also highlights key issues from the feedback received that we particularly want to highlight to the Governing Body. Papers for our Governing Body meetings are available on our website.

3.2. Working with our partners

We work closely with our partners including the three local authorities, Hampshire Healthwatch and the voluntary sector. The focus of this work is to ensure our partners are able to share the feedback they receive on local services with the CCGs. We are also planning to develop how we work more closely together to identify and maximise opportunities to reach and involve local people.

3.3. How to get involved

Fareham and Gosport CCG is committed to meaningful engagement with communities, patients and carers to make sure that it commissions high quality, value for money health services, based on patient experience and the views of local people.

You can get involved by:

- Joining the Patient Participation Group at your GP Practice – your practice manager will be able to give you more details
- Telling us your ideas and comments using the online form on our website or the enquiries email address. Contact details are given at the end of this report
- Attending the CCG’s Governing Body meetings that are held every three months – dates for these are available on our website and advertised in the local press
- Attending the CCG’s public seminars that are held every three month – the topics for these are available on our website and advertised in the local press.

3.4. Community Engagement Committee

During 2015/16 the Community Engagement Committee (CEC) met on a bi-monthly basis. Members are drawn from across the area to provide representation of patients and stakeholders’ views and opinions and to inform commissioning arrangements, business planning and to identify possible improvements.

The CEC is chaired by the Lay Member of the CCG’s Governing Body with the portfolio for Patient and Public Involvement. The Chair ensures there is two-way communication between Committee members and the Governing Body. Each CEC member has two responsibilities. The first is to advise the CCG on its approaches to patient and public involvement and the second is to share the views/feedback from their group at the CEC so the CCG can take this into consideration. Members are also expected to update their organisation/group on the discussions held at the CEC.

Who did we consult and what did we ask?

During 2015/16 membership included:

- CCG Lay Member for Patient and Public Involvement (Chair)
The main focus items discussed at the CEC meetings held during 2015/16 are detailed in the following table. In addition to the main focus items each meeting receives an update from the CCG’s Quality Team, Commissioning Team, the Locality Patient Groups, the Voluntary Sector Health Forum and Hampshire Healthwatch.

<table>
<thead>
<tr>
<th>Month</th>
<th>Topics</th>
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<tbody>
<tr>
<td>May 2015</td>
<td>• Surgery Signposters Service pilot</td>
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<td></td>
<td>• Multi-speciality Community Provider</td>
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<tr>
<td></td>
<td>• Integrated commissioning</td>
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<td></td>
<td>• Step-down beds at Gosport War Memorial Hospital</td>
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<td></td>
<td>• Phlebotomy services</td>
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<td>July 2015</td>
<td>• Integrated commissioning and links to the Multi-speciality Community Provider</td>
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<td></td>
<td>• Mental Health Recovering College</td>
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<td></td>
<td>• Dementia Friendly GP practices.</td>
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<td>September 2015</td>
<td>• Phlebotomy services</td>
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<td></td>
<td>• Physiotherapy services</td>
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<td></td>
<td>• End of life care at acute hospitals</td>
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<td></td>
<td>• Dementia Service at Fareham Community Hospital.</td>
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<td>November 2015</td>
<td>Adult mental health services, including Osborne House and availability of in-patient facilities</td>
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<td></td>
<td>• Vascular surgery</td>
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<tr>
<td></td>
<td>• Community beds and community services review</td>
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<td></td>
<td>• Supporting people with long-term conditions</td>
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<td></td>
<td>• Domestic abuse services</td>
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<td>January 2016</td>
<td>• Bereavement Service at Queen Alexandra Hospital, Portsmouth</td>
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<tr>
<td></td>
<td>• Self-medication policy review at Queen Alexandra Hospital, Portsmouth</td>
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<tr>
<td></td>
<td>• Phlebotomy services at Fareham Community Hospital</td>
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<td></td>
<td>• Adult Mental health Clinic at Fareham Community Hospital</td>
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<td></td>
<td>• Red Cross Service at Fareham Community Hospital.</td>
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<td>March 2016</td>
<td>• Multi-speciality Community Provider</td>
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<td></td>
<td>• Pharmacy workforce development</td>
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<td></td>
<td>• Child and Adolescent Mental Health Service (CAMHS)</td>
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<td></td>
<td>• Utilisation of Fareham Community Hospital</td>
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<td></td>
<td>• Got It Right scheme</td>
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What did they tell us?
Committee members receive, consider and provide feedback on communication and engagement plans, documents and reports. They also provide general feedback on local services. The Chair and members also support other projects within the CCG, attend events and take part in various engagement events. For example, the Chair is a member of the Fareham and Gosport Voluntary Sector Forum.

What did we do?
The feedback received from members of the CEC is included in the engagement report that is considered by the Governing Body at each of its formal meetings.

Members of the CEC provide feedback on topics discussed at the meeting as an ongoing process. Feedback is shared with the relevant CCG lead(s).

3.5. Locality Patient Groups

Almost all of our member practices have Patient Participation Groups (PPGs) which are valuable bodies that have been set up to enable engagement at practice level. They also provide opportunities to work with the CCG through the Locality Patient Groups as well as sharing areas of good practice among individual PPGs.

The Locality Patient Groups (LPGs) (one in Gosport and one in Fareham) draw on the collective views of practice representatives and via these, the wider practice population.

Who did we consult?
Membership of the LPGs is drawn from individual GP practices’ PPG representatives and an engagement lead from the CCG. The LPGs meet regularly and members are also informed of engagement opportunities on an ongoing basis.

What information did we give?
The members of the LPGs share information and updates on initiatives aimed at improving patient experience. Engaging with the LPGs is another way of ensuring the CCG knows the views of local people and can take these into account when developing services or making decisions.

A number of PPGs have newsletters and practice noticeboards which they use to share valuable information with their patients.

What did they tell us?
Highlights of issues raised during the year include:

- Step-down beds at Gosport War Memorial Hospital
- Availability of phlebotomy appointments
- Recruiting and retaining GPs in the local area
- Delays in tests results from hospitals being received by GPs
- Access to GP appointments
- The number of people who do not keep their GP appointment
• GP practices displaying details of charges for non-NHS items such as medical reports
• Confusing messages being given to patients about which phlebotomy service to use.

What did we do?
We listened to the feedback raised by the LPGs and used this to improve local services. Examples include:

• Ensuring PPG representation in the Multi-speciality Community Provider localities
• Asking GP practices to clearly display changes for non-NHS items
• Reminding GPs about who should access which phlebotomy service and asking them to clearly provide this information to patients
• Reviewing comments and concerns shared about phlebotomy services to identify any issues that need to be resolved
• Supporting GPs in Gosport to develop and pilot a Same Day Access Service run from Gosport War Memorial Hospital
• Sharing the concerns raised about test results with acute trusts
• Working with partners to look at ways to improve recruitment and retention of GPs in the local area.

4. Seeking the views of local people

The CCG has carried out a range of engagement activity during 2015/16. In this section of the report we detail each activity and explain who we consulted and what we asked; what they told us; and what we did in light of the feedback.

4.1. Public seminars

Who did we consult and what did we ask?
We hold a public seminar before each of our Governing Body meetings on a topical health subject. Members of the public are invited to attend these and are welcome to ask questions and share their views.

The topics for the public seminars held during 2015/16 were:

• April 2015 – Mental Health
• July 2015 – Transforming care in Hampshire
• October 2015 – Keeping the population healthy
• January 2016 – Digital solutions to improve health and care.

What did they tell us?
The feedback from each session covers a range of views and all of these have been shared with the relevant CCG lead to take into consideration in their area of work.

What did we do?
The themes from the feedback were shared with the appropriate CCG lead for that area of work. Feedback relating to provider Trusts and individual services was shared with them to use to develop local services.
4.2. **Long-term conditions**

**Who did we consult and what did we ask?**
Communities have been telling us they would like support to manage their own health and wellbeing. To build on this, the CCG worked with South Eastern Hampshire and Portsmouth CCGs to ask local people with one or more long-term conditions how they would like to be supported by the NHS in the future. We received over 650 responses to an online survey, with almost 140 of those from people living in Fareham and Gosport.

**What did they tell us?**
The key themes from the results were:

- More information, and easier ways to consult with NHS staff (eg phone or email) are felt to be crucial to improving support
- Not everyone feels involved by their clinicians – less than one-third said they felt ‘very involved’ in decisions about their care
- Approximately one-quarter of respondents said that they found it reassuring to have appointments in hospital, and wanted that to continue, compared to more than 40% who would prefer community-based support, and more than 20% who wanted more support to enable them to better self-manage their condition away from hospital.

**What did we do?**
We plan to develop this engagement further by working with voluntary groups for specific long-term conditions to explore the themes from the survey in more detail. This work will be undertaken during 2016/17.

4.3. **Transforming local NHS services – Gosport Multi-specialty Community Provider Locality**

**Who did we consult and what did we ask?**
We carried out a survey with local people with support from our Patient Participation Groups. The survey asked local people how they used primary care services now and how they might if services were available differently.

**What did they tell us?**
The survey received over 1,400 responses and we asked Hampshire Healthwatch to independently analyse the results and identify key themes for them to discuss further with local people.

The themes from this engagement work were:

- The majority of those who responded, including those with a long-term condition or caring responsibilities, would be happy to be seen by a healthcare professional other than their own GP
- Most would be happy to travel to somewhere other than their own GP practice though a small number did raise concerns about access to public transport
• Many said they would be happy to be seen by a pharmacist but there seemed to be a lack of understanding around the training, skills and knowledge pharmacists have and the advice they would be able to give
• Most said they would be happy to talk to a healthcare professional over the phone but less were happy to use digital technology
• Most said they would be happy for their medical records to be accessed by the person treating them.

What did we do?
This insight was used by the locality as they started to develop a model of care for local people including the same-day appointment service.

4.4. Gosport same day appointment service pilot

Who did we consult and what did we ask?
Following the engagement programme carried out to seek the views of local people on GP services in Gosport, the GPs developed a same-day service model. We shared this with local people and sought their feedback.

What did they tell us?
We received feedback from over 65 people. Whilst a small number stated a preference for seeing their own GP in their own practice, the vast majority of respondents were supportive of the new service and expressed that they would be happy to use it.

Some concerns were raised about the new service. These were:

• Ability to get to Gosport War Memorial Hospital due to public transport and/or mobility issues
• Ensuring patients are called back as quickly as possible and not left waiting for too long
• Not everyone likes a telephone consultation so the option of having a face-to-face appointment should still be available
• Lack of parking available at the hospital if it is busy and being charged to park on the site
• The service should not replace home visits as these will still be needed by some people.

What did we do?
The model was revised in light of the feedback received with each practice taking part in the pilot retaining a number of same-day appointments for patients unable to travel to the hospital.

4.5. Community bed and community services review

Who did we consult and what did we ask?
We worked with South Eastern Hampshire CCG to seek the views of local people about community beds and community services that care for people in their own home. We asked people to share their views either through an online survey or at visits we made to Petersfield Community and Gosport War Memorial Hospitals.

What did they tell us?
Almost 200 people shared their views.
Those taking part in the survey were asked how services could be best organised in the community to support more patients to being cared for at home. 69 people gave a range of responses which had the following themes:

- Providing additional support to people’s care needs such as dressing, bathing and shopping
- Providing social support to help avoid people feeling isolated
- Increasing the number of staff, including those who are qualified and social carers
- Developing the different community services to work as part of one team with local GPs acting as co-ordinators
- Increasing the rapid support available to those with dementia
- Increasing awareness of these services amongst local people
- Providing a wider range of support equipment for use at home
- Working with the voluntary sector so they can provide non-medical support
- Improving how care packages are organised.

Seven people reflected that the care they had received in a community bed could have been provided at home and stated they would prefer to be cared for at home.

14 people felt that the number of community beds available should remain the same or increase alongside improved or community services. One also expressed concern that the level of community services required would be difficult to provide in the current financial limits of the public sector.

The survey highlighted that if more people are cared for in their own homes in the future then community beds would increasingly be for only the most unwell patients. This may mean local people having to travel further to access these and people were asked what they thought about this.

78 people gave a range of responses which had the following themes:

- 29 people stated that they would like community beds to be available in their local area
- 15 people stated that potentially having to travel further would not be an issue
- 14 people stated that it would not be an issue as long as the beds were in a location accessible by public transport and not located a long distance from people’s homes.

**What did we do?**

We are seeking the views of local GPs on these services and the insight from both engagement exercises will help to inform the future model for these services which is being developed during 2016/17.

**4.6. Guildhall Walk Healthcare Centre, Portsmouth**

**Who did we consult and what did we ask?**

Portsmouth City CCG carried out a three month consultation to seek the views of local people about proposed changes to the services provided at Guildhall Walk Healthcare Centre.
The consultation was promoted through websites, social and traditional media, and by contacting stakeholders and potentially interested parties directly.

**What did they tell us?**
Over 450 people share their views during the consultation with 14 from Fareham and Gosport. The themes from these responses were:

- Although the majority of comments tended to include criticisms of the proposals, people felt that the plan offered advantage in terms of creating a ‘one stop shop’ for urgent care, and felt that it would be beneficial for GPs and nurses to work together
- Some respondents also felt that the plans would help to create a simpler system, and one which was more efficient
- The most common objections related to concerns about location and access – people felt that St Mary’s was not as well positioned at Guildhall Walk, and that it was difficult to get to, or less close to the city’s centre of population
- Others felt that Guildhall Walk was relatively easy to get to, or that car parking at St Mary’s was perceived as difficult and/or expensive
- Regarding the service itself, some people questioned whether waiting times may rise, and whether pressure on the Emergency Department would be increased.

**What did we do?**
The CCG took the views of local people into account and decided to relocate the current walk-in service for non-registered patients to St Mary’s Treatment Centre, Portsmouth. The Guildhall Walk facility will continue to provide a GP surgery, including a walk-in service for patients registered with the surgery.

**5. Listening to the concerns of local people**

In addition to engaging with local people on specific services or areas of work we encourage them to let us know if they have had an experience of NHS services that wasn’t as they expected. During 2015/16 the CCG received nine complaints and 135 informal enquiries and concerns. The top themes from these concerns were about:

- Access to treatment
- Funding
- Commissioning of services
- Communication
- Care and treatment.

We work closely with all of our provider organisations to address any complaints and concerns appropriately. We also use the feedback gained from complaints to make improvements to local services.

The CCG has developed Quasar which is an online tool which enables us to identify themes from all of the feedback we receive, including concerns raised by GPs and healthcare professionals. Themes from this feedback are reviewed and any actions, including changes to local NHS services, that need to be taken identified and acted upon.
6. Engagement planned for 2016/17

The following table lists some of the planned CCG engagement work for 2016/17. Please note this is not an exhaustive list and other events will be added over the coming months.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Summary</th>
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<tbody>
<tr>
<td>Supporting those with long term conditions</td>
<td>With more and more people living with long-term conditions we want to look at how these people are supported. We plan to develop the engagement carried out so far by working with voluntary groups for specific long-term conditions to explore the themes from the 2015/16 survey in more detail.</td>
</tr>
<tr>
<td>Multi-specialty Community Provider development</td>
<td>The South Hampshire Multi-specialty Community Provider development will see local GPs, community services, local authorities and the voluntary sector working together to provide better local care. A central part of this programme will be engaging with local people to ensure their views drive forward how we develop local services.</td>
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<tr>
<td>Co-production</td>
<td>Working with people in Gosport to co-produce health outcomes for their area. The learning from this work will inform the co-production approach across the CCG.</td>
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<tr>
<td>Patient activation</td>
<td>Developing a pilot to introduce the patient activation measure into a local area which will help clinicians understand the activation levels of individual patients so they can support them more appropriately. The activation levels will also be collated across the area and used to help inform how to provide local people with the support they need to manage their health and wellbeing.</td>
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<tr>
<td>Perception of the NHS by local people</td>
<td>We will be engaging with local people to see what their perceptions of the NHS are. We plan to do this at set intervals during the year so we can track themes and use this insight when improving local services.</td>
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<tr>
<td>Vascular services in southern Hampshire (led by NHS England)</td>
<td>We will be supporting NHS England to seek the views of local people about proposals for the future of vascular services in southern Hampshire.</td>
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7. Sharing your views

On our website you can find out more about our work, when we hold meetings in public and details of our public seminars. You can also use it to share comments on local health services or make a comment or complaint on a specific issue.

Website – [www.farehamandgosportccg.nhs.uk](http://www.farehamandgosportccg.nhs.uk)

If you would like to get involved or share your comments on local health services please contact us.

Email – fgccg.enquiries@nhs.net
If you wish to make a complaint or raise a concern about the CCG or the services it commissions please contact our Comments and Complaints Team.

Email – fgccg.complaints@nhs.net

Address – Comments and Complaints Team
Fareham and Gosport CCG
CommCen Building
Fort Southwick
James Callaghan Drive
Fareham. PO17 6AR

Phone – 023 9228 2081 (9am to 5pm, Monday to Friday)