

Patient and Public Involvement – Quarterly Report: Quarter 2: July to September 2017

SERVICE	PARTICIPANTS	METHODS USED	RECRUITMENT	ROLE	IMPACT
<p>Planned Care Transformation</p> <p>(On-going re-design of care pathways.)</p> <p>This quarter included focused work on the following pathways:</p> <ul style="list-style-type: none"> • Ophthalmology • ENT • Gynaecology • Neurology • Cardiology • Dermatology • Diabetes • Digestive Diseases • Muscular-Skeletal and Trauma and Orthopaedic services 	<p>20 x patient leads attended July workshop covering:</p> <ul style="list-style-type: none"> - Cancer - Neurology - Cardiology - Respiratory <p>Regular working groups comprising patient leads, clinicians, commissioners and providers met for the following services in this quarter:</p> <p>Dermatology (5 x patient leads) ENT (2 x patient leads) Gynaecology (1 x patient lead) Diabetes (6 x patient leads) Ophthalmology (2 x patient leads) MSK (3 x patient leads)</p> <p>The patient leads were broadly representative</p>	<p>1 x workshop meeting for patient leads, clinicians, commissioners and providers.</p> <p>Fortnightly working groups comprising patient representatives, clinicians, commissioners and providers across active planned care programmes.</p>	<p>CCG Health Network database</p> <p>PPG Networks</p> <p>Community and Voluntary sector organisations and forums</p> <p>Patient forums and patient reps</p> <p>Healthwatch Croydon</p>	<p>To represent patient experience and intelligence to the working groups and apply that learning to the on-going development of new service delivery models.</p> <p>To contribute to the development of new models of care within the specialist services working groups</p> <p>To be an integral part of working groups making recommendations for service transformation to the Local Transformation Board.</p> <p>To oversee progression of the planned care transformation</p>	<p>The level of engagement from patient leads in the working group has been sustained over several months and their contributions have led to the following changes being made to programmes:</p> <p>MSK</p> <ul style="list-style-type: none"> - Introduction of pain management self-help element to the model of care - Instigated further discussions around the introduction of use of new technology <p>Ophthalmology</p> <ul style="list-style-type: none"> - Ensured that the Eye Clinic Liaison Officer remains central to the new model of care - Advised a review of Low Visual Aids provision which has been identified as in need of improvement to ensure

	<p>of Croydon residents in relation to BAME profiles:</p> <p>6 x Asian British 5 x Black British 8 x White British</p> <p>However in terms of age profile there was a skew towards older age groups (50+)</p>			<p>programme, to ensure patient, carer and public voices have informed and influenced the development of the programme.</p>	<p>patients can access LVA's within Croydon</p> <p>Dermatology – further work required on Health Apps to support people due to concerns expressed by patient leads that vulnerable patients may not be able to access Health Apps. This has led to additional funding being given to support behavioural insight work.</p> <p>Digestive Disorders – the patient leads have developed a 'patient charter' for people living with coeliac disease which the CCG will share with our GP membership.</p> <p>Diabetes – the group were not comfortable with the model of care developed and patient leads expressed concern that the pace of change was too fast and more time is needed to be fully effective. Therefore the diabetes re-design programme has been paused.</p> <p>Neurology – patient leads advised the introduction of an</p>
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					MS nurse for Croydon which is currently being scoped.
Evaluation of Patient Leads role in Planned Care transformation programme	9 of the patient leads who participated in the on-going service re-design working groups	2 x evaluation workshops looking at: - Positive aspects of the engagement model - What could be improved for the future	From service transformation working groups	To reflect on their experiences of participating within the working groups and to help co-design future engagement in planned care transformation programme	As a result of the meetings the following changes have been made to strengthen the engagement programme going forward: - Recruitment of a wider range of Croydon residents to more closely reflect the make-up of the borough - Pre-meetings with commissioners ahead of the working groups to ensure patient leads are fully briefed ahead of the working group meetings - Wider engagement must take place with patients currently using the services under discussion
Mental Health Voluntary Sector Review (Review of CCG funded Voluntary and Community sector mental health services)	Voluntary and Community sector providers of CCG funded mental health services	Individual meetings with service providers and Croydon Council leads	Not applicable	To support the CCG and Croydon Council to review its Voluntary and Community sector funded services to achieve a more integrated pathway for service users by collaboratively restructuring service user	The Senior Engagement Manager completed an Equalities Impact Assessment of the services provided. The EIA showed that there is a strong association between severe and enduring mental illness, higher incidence of mental ill health in BME communities

				pathways.	<p>and residents living in areas of high social and economic deprivation.</p> <p>Where protected characteristic groups and higher need groups were identified to be at risk if there was a reduction in access to support services, mitigations were put in place to provide support to service users and carers.</p>
GP Hubs on-going publicity	5 x representatives from across the South Croydon Residents Associations	Meeting with representatives from the South Croydon Residents Associations	South Croydon Residents Association	To discuss the implementation of the GP Hubs and areas of improvement to publicity and raising awareness of the GP Hub services both in the Purley hub and Croydon wide	<p>Local intelligence from the SCRA representatives indicated that improvements in the signage had not yet taken place. The Urgent Care Lead has followed this up with the provider alliance.</p> <p>SCRA suggested a list of services that could be dealt with at a GP Hub be included in a revised information flyer.</p> <p>It was felt to be inappropriate to provide a list on information flyers due to concerns that patients may not seek appropriate help if their condition was not listed.</p> <p>However, other suggested</p>

					amendments have been agreed and a revised information flyer will be available as part of wider winter communications material.
<p>PPI Forum – Big Ideas</p> <p>(Co-production workshop for local residents to support the development of future commissioning intentions)</p>	<p>Over 60 Croydon residents and representatives from community and voluntary sector groups.</p> <p>The participants were from across Croydon wards. Of those who completed an equalities monitoring form:</p> <p>16% - Asian British 21% - Black British 7% - Other 56% - White British</p> <p>2% indicated that they had a disability</p> <p>39% - Male 61% - Female</p>	PPI Forum	<p>CCG Health Network</p> <p>CVA networks</p> <p>Healthwatch Croydon networks</p> <p>PPG Networks</p> <p>Croydon CCG website</p>	To work with the CCG to help find solutions to achieve the best health and care services for Croydon residents.	<p>Together the participants generated over 700 ideas. A full list is available at http://www.croydonccg.nhs.uk/news-publications/publications/Documents/Big%20Ideas%20Workshop%20-%20Public%20Engagement%20-%2011%20July%20FINAL.pdf</p> <p>The ideas were added to the ideas generate at similar events for CCG staff, providers and clinicians and were themed (with the support of three local residents) and are currently being reviewed by the Project Management Team.</p>
<p>PPI Forum – redesigning PPI Structures the Croydon Way</p>	<p>25 Croydon residents and representatives from community and voluntary sector groups.</p>	Public Meeting	<p>CCG Health Network</p> <p>CVA networks</p>	To co-design the CCG’s overall engagement structure to identify when and how we	<p>Participants selected 4 key ways that they want to CCG to work with Croydon residents. They are:</p>

<p>(Co-designing the CCG's engagement activities across Croydon)</p>	<p>The participants were from across Croydon wards. Of those who completed an equalities monitoring form:</p> <p>8% - Asian British 11% - Black British 3% - Other 78% - White British</p> <p>42% - Male 58% - Female</p>		<p>Healthwatch Croydon networks</p> <p>PPG Networks</p> <p>Croydon CCG website</p>	<p>engage with Croydon residents.</p> <p>Gold standard processes from other areas were presented and discussed and participants worked with senior managers to pick the best to develop the 'Croydon Way' for engagement.</p>	<ul style="list-style-type: none"> - Regular structured meetings with PPG representatives to discuss areas of local concern - 'Feet on the street' – outreach across Croydon with key themes to be identified by GP's, PPGs and Patient leads - Outreach programmes targeting seldom heard communities to ensure their voices are heard by decision makers - A representative structure that mirrors the neighbourhood based GP networks to encourage residents to identify and work on issues affecting local neighbourhoods with health and social care organisations. <p>The above ideas are currently being set up and advanced by the Engagement team, working closely with Healthwatch Croydon.</p>
<p>Weight Management workshop</p> <p>(Re-design of weight management services)</p>	<p>65 participants representing service users, local authority representatives and Community and</p>	<p>Open workshop</p>	<p>CCG Health Network</p> <p>Healthwatch Croydon</p>	<p>To help re-design weight management services in Croydon.</p>	<p>This is an on-going area of work being led by Public Health.</p>

jointly with Public Health – Croydon Council)	Voluntary sector providers		networks Croydon Council Public Health LBC		
Outcomes Based Commissioning Service User Experience Group	The core groups consists of: 11 X WB (4 x M, 7 x F) 1 x BA (Female) 2 x Asian (Male) 3 x disabled	Monthly service user experience group. Individual membership of project development groups (PDG's).	Patient and CVS representatives were recruited through previous engagement events and Healthwatch Croydon contacts	To contribute to on-going engagement in the OBC programme To provide expert patient support and assure that the One Croydon Alliance are engaging across Croydon in a timely manner.	The SUSEG continue to meet on a monthly basis. The Healthwatch Croydon representative is leading on the evaluation of the impact of the Personal Independence Coordinators interventions through a series on qualitative telephone interviews and focus groups.
Volunteer recruitment and induction Development of volunteer recruitment and support programme to increase the number of people directly involved with CCG commissioning programmes	A recruitment drive to attract Croydon residents who are reflective of the population of Croydon has been on-going since April. 9 new volunteers took part in first induction programme in August 2 x Asian British	Volunteer recruitment programme Volunteer induction sessions which included meeting commissioners to talk about the CCGs main areas of work	Local small and medium size community and voluntary sector organisations Outreach sessions at local volunteer led small groups and organisations Recruitment	There is a wide variety of tasks that volunteers can get involved with to support the local healthcare system, including: Working with the CCG to develop new pathways Being part of	To date the volunteers have supported the CCG by: - Undertaking site visits to survey anti-coagulation patients across Croydon - Supporting the filming of a Croydon local Have you had your Flu jab video as part of the local Stay Well this Winter campaign. The film was aimed at parents and carers of

	<p>2 x Black British 5 x White British</p> <p>3 x working age adults 6 x aged 65+</p>		<p>through local Grass Roots events</p> <p>Healthwatch Croydon networks</p> <p>Croydon CCG website</p>	<p>decision-making processes around new ways of working across health and social care services</p> <p>Working with local community and voluntary sector organisations to help support local people to engage with healthcare providers</p>	<p>children aged under 5</p> <ul style="list-style-type: none"> - Becoming active members of the Planned Care working groups - Becoming patient assessors to support the EDS2 assessments
<p>Grass Roots programme (South-west London Health and Care partnership)</p>	<p>1 x South West London Health and Care Partnership Grass Roots event was held this quarter.</p> <p>Approximately 70 people attended.</p> <p>The majority of the participants were 65+ and from BAME backgrounds</p>	<p>BAME older peoples health and well-being event in Addiscombe</p>	<p>Through Healthwatch Croydon and Well-Being You (a local organisations)</p>	<p>To talk informal to Croydon residents who do not normally engage with the CCG about local healthcare services</p>	<p>People expressed concern that face to face appointments would be replaced by Skype appointment. They supported the use of Skype for very minor things such as a cold, chesty cough or skin rashes.</p> <p>This has been fed into the Dermatology working groups' plans to increase tele-dermatology.</p>
<p>Equality and Diversity System 2</p> <p>(Assessment of services against the EDS 2 system as part</p>	<p>12 patient assessors took part in the EDS 2 process</p> <p>6 X WB (2 x M, 5 x F) 3 x BA (Female)</p>	<p>2 x training sessions for patient assessors</p> <p>1 x session assessing the</p>	<p>CCG existing volunteers</p> <p>Healthwatch Croydon networks</p>	<p>To ensure that Croydon residents voices were central in the EDS 2 system.</p>	<p>As a result of the patient assessors concerns regarding the initial assessment meeting with providers, where the data presented was not as in-</p>

of national assurance programme)	3 x Asian (1 x Female, 2 x Male)	accessibility of 3 commissioned services. The services were: 1. Intermediate Gynaecology 2. Intermediate Diabetes 3. Cardiology		To provide assurance to the CCG that the services it commissions are accessible and promote equality.	depth as they had hoped, a follow up post-assessment meeting was held to moderate the scores with additional evidence. For two of the services this led to a re-evaluation of their overall score from achieving to developing.
Anticoagulation (Pre-engagement ahead of re-procurement)	150 anti-coagulation patients responded to the survey 11 patients attended the workshop, held at the Carers Centre All attendees were 65+	1 x patient workshop Survey across all sites offering anti-coagulation services including acute and community sites	Work shop participants were recruited through survey across all provider sites	To explore patients current experiences of the anti-coagulation services and discuss pathway improvements.	Information on patient experience has been used to develop the service specification. The Senior Engagement Manager is currently working with the lead commissioner to identify a small group of patients to support the re-procurement through membership of the evaluation panel.

Planned PPI October – December 2017

SERVICE AREA	PATIENT AND PUBLIC PARTICIPATION
Planned Care Transformation	The transformation of planned care services will require intensive on-going PPI resourcing. Phase 1 of the re-design, started this quarter, which focuses on developing new models of care, will move into phase 2 during the next quarter. Phase 2 will involve wider engagement with patients and carers of the individual services.

	<p>The Engagement team are currently developing an overarching plan which focuses on outreach and service specific engagement with, for example, ophthalmology patients currently receiving services at Moorfields (CUH) and within the community.</p>
Mental Health – Forensic Services Re-procurement	<p>Engagement will be undertaken with existing service users at Evergreen Lodge as part of the mental health forensic services re-design and re-procurement.</p> <p>A service user representative will be recruited to support the procurement panel.</p>
Refining the Croydon Way Engagement structure	<p>Working with Healthwatch Croydon and the newly formed Croydon wide Communications and Engagement Group (comprising of Communications and Engagement professionals from across health and social care and voluntary sector) the Engagement team will operationalise the Croydon Way for Engagement.</p> <p>This has been developed with Croydon residents who attended the PPI Forum in September and will be developed and refined more widely with community, voluntary and patient groups.</p>
Mental Health – IAPT Re-procurement	<p>Engagement has been undertaken with existing service users and those that are under represented among service users (BAME groups and over 65's) to support service improvement work in April/May. This has informed the service specification and IAPT model.</p> <p>A patient representative will be recruited to support the procurement panel.</p>
Joint Impact Assessment Panel	<p>During the previous quarter the Project Management Office of the CCG set up the Joint Impact Assessment Panel (JIAP). The group was set up to formalise the process for assessing and reviewing all impact assessment submissions, in relation to current and future QIPP CCG projects or programmes.</p> <p>The Panel is chaired by the Assistant Director of Governance and Quality and its members are:</p>

- Quality Lead
- Information Governance Lead
- Senior Engagement Manager
- Communications Manager
- Community Engagement Manager
- Equality and Diversity Lead

JIAP's purpose is to:

- Provide a reliable and consistent approach for assessing current and future impact assessment submissions in relation to QIPP CCG programmes, initiatives or projects across Quality, Equality and Privacy Impact Assessments;
- Provide a consistent and formalised process for conducting reviews of all submitted impact assessment paperwork, relevant evidence and/or associated reporting;
- Provide a resource efficient and robust process that supports Croydon CCG's statutory, governance and quality commitments.