

Patient and Public Involvement – Quarterly Report: Quarter 3: October to December 2017

SERVICE	PARTICIPANTS	METHODS USED	RECRUITMENT	ROLE	IMPACT
<p>Planned Care Transformation – Patient Leads</p> <p>(On-going re-design of care pathways and re-procurement)</p> <p>The following planned care service working groups were held in this quarter:</p> <ul style="list-style-type: none"> • Ophthalmology • ENT • Gynaecology • Neurology • Cardiology • Dermatology • Diabetes • Digestive Diseases • Muscular-Skeletal and Trauma and Orthopaedic services 	<p>After the wider workshops in June and July regular working groups were set up which included patient leads, clinicians, commissioners and providers. The working groups meet monthly and their role is to redesign new community based patient pathways.</p> <p>The patient leads are made up of the following:</p> <p>6 x Asian British 5 x Black British 8 x White British</p> <p>9 x Male 10 x Female</p> <p>The majority of the patient representatives are over 60.</p> <p>A programme of outreach has been</p>	<p>Monthly 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 impact of the engagement as reported in last quarters report has been included into the Joint Impact Assessment Panel discussions to ensure that concerns raised about access and equity are addressed and any mitigations are put in place ahead of any changes to pathways.</p>

	<p>taking place to ensure younger residents are included in discussion around transformation plans. This outreach will focus on:</p> <ul style="list-style-type: none"> - The recruitment of a more Croydon residents who reflect diverse communities within the borough - Wider engagement with patients currently using planned care services 			programme, to ensure patient, carer and public voices have informed and influenced the development of the programme.	
Training for Patient Leads - Planned Care transformation programme	All patient leads were offered training and support through the Patient and Public Voices training programmes offered by NHS England.	2 x day training programme offered by NHS England	From service transformation working groups	To support Patient Leads in developing their knowledge of NHS structures to help them in their role.	The next training event will take place in March 2018
Ophthalmology	Sensory Impairment Team (Croydon Council)	Meeting with 3 members of the Sensory Impairment Team who work with people who are visually impaired across Croydon	Not applicable	To support the ophthalmology lead commissioner in developing the new service specification.	<p>As a result of the meeting it was agreed that:</p> <ul style="list-style-type: none"> • The team would be involved in any future procurements of the service (as representatives of service users) • The team would act as a

					<p>gateway to the Engagement Team to talk to service users</p> <ul style="list-style-type: none"> • Low vision aids would be included in the service specification to ensure they were more accessible to Croydon residents
<p>Transformation Outreach</p> <p>(Planned Care Services)</p> <p>(On-going transformation of planned care services and moving from acute to community settings)</p>	<p>Croydon BME Forum ASKI Older Peoples group Croydon Asian Resource Centre Croydon Voluntary Action Imagine (Mental Health service)</p>	<p>Meeting with groups and representatives from these organisations</p>	<p>Through established community and voluntary sector organisations</p>	<p>To input into the development of new models of care as part of the Croydon transformation programme</p> <p>To ensure that a wider group of Croydon residents feed into the transformation programme to help influence any planned changes</p>	<p>This is an on-going piece of work that will help to shape the transformation through ensuring that a wider group of Croydon residents are informed about the potential changes to services and encouraged to get involved through working groups and other opportunities.</p>
<p>GP Hub day</p>	<p>The CCG Engagement Team</p>	<p>Joint visit to the 3 GP Hubs on one day with members of Just Be (Croydon Council)</p>	<p>The day was organised by AT Medics</p>	<p>To raise awareness of the GP Hub services and the services available locally to support people to adopt healthier behaviours, and promote Just Be/ Health Help Now</p>	<p>Health Help Now cards were left at all 3 sites and reception staff were made aware of the App and website and details of how to download.</p>

<p>Pharmacy Mystery Shopping exercise</p> <p>(Quality assurance – focusing on the Minor ailments service – previously known as Pharmacy First)</p>	<p>Three of the CCG regular volunteers took part in the mystery shopping exercise.</p>	<p>The Medicines Management team developed scenarios to check whether the protocols for the Minor Ailments Scheme were being followed.</p>	<p>CCG volunteers</p>	<p>To visit selected pharmacies to undertake a mystery shopper exercise to test protocols were followed under 3 scenarios.</p>	<p>The volunteers visited a total of 12 Pharmacies and wrote up a short report based on their experiences.</p> <p>Overall the visits showed that the pharmacies which visited were following the correct protocols.</p>
<p>Evergreen Forensic Mental Health Service</p> <p>(Re-design and re procurement of forensic mental health service)</p>	<p>Service Unit Manager 3 x residents</p>	<p>Visit to Evergreen to speak to available residents</p>	<p>Through the provider (Priory Group)</p>	<p>To talk to residents about any potential changes and to ask their views on the service.</p>	<p>The residents spoken to during the visit were happy overall with the service but were keen to move back out into the community with support.</p> <p>Initially a Croydon resident was identified to be part of the procurement panel but was unable to take part. A representative from MIND was part of the panel.</p>
<p>Outcomes Based Commissioning Service User Experience Group</p>	<p>The core groups consists of:</p> <p>12 X WB (4 x M, 8 x F) 2 x BA (2 x Female) 2 x Asian (Male) 3 x disabled</p>	<p>Monthly service user experience group.</p> <p>Individual membership of project development groups (PDG's).</p>	<p>Patient and CVS representatives were recruited through previous engagement events and Healthwatch Croydon contacts</p>	<p>To contribute to on-going engagement in the OBC programme</p> <p>To provide expert patient support and assure that the One Croydon Alliance are engaging across Croydon in a timely manner.</p>	<p>The SUSEG continue to meet on a monthly basis.</p> <p>During this quarter several members of SUSEG were part of the group developing the Local Voluntary Partnership (LVP) and were involved in a public meeting to discuss the plans with a wider group of voluntary and community sector representatives.</p>

<p>Volunteer recruitment</p> <p>Development of volunteer recruitment and support programme to increase the number of people directly involved with CCG commissioning programmes</p>	<p>A recruitment drive to attract Croydon residents who are reflective of the population of Croydon has been on-going since April.</p> <p>4 new volunteers joined the CCG during the reporting period. Three of whom took part in the mystery shopping exercise described above).</p> <p>4 x female (2 x WB, 2 X BA)</p>	<p>Volunteer recruitment programme</p> <p>Volunteer induction sessions which included meeting commissioners to talk about the CCGs main areas of work</p>	<p>Local small and medium size community and voluntary sector organisations</p> <p>Outreach sessions at local volunteer led small groups and organisations</p> <p>Recruitment through local Grass Roots events</p> <p>Healthwatch Croydon networks</p> <p>Croydon CCG website</p>	<p>There is a wide variety of tasks that volunteers can get involved with to support the local healthcare system, including:</p> <p>Working with the CCG to develop new pathways</p> <p>Working with local community and voluntary sector organisations to help support local people to engage with healthcare providers</p>	<p>During this period the volunteers supported the CCG by:</p> <ul style="list-style-type: none"> - Becoming active members of the Planned Care working groups - Supporting a mystery shopping exercise
<p>Grass Roots programme (South-west London Health and Care partnership)</p>	<p>4 x South West London Health and Care Partnership Grass Roots events were held this quarter.</p> <p>Across the 4 events approximately 150 people took part.</p> <p>The events focused on:</p>	<p>Barbers Shop event</p> <p>Health and well-being event in Thornton Heath</p> <p>Open meeting with refugee groups</p>	<p>Through Healthwatch Croydon / SWL engagement team</p>	<p>To talk informal to Croydon residents who do not normally engage with the CCG about local healthcare services</p>	<p>Refugee and asylum seekers were concerned about going to see a GP about mental health issues as they felt that it may be used against them in the future. They were advised to contact Off the Record who run a project for young refugees and asylum seekers.</p> <p>People experiencing</p>

	Young black males Refugee and Asylum seekers Older people from BME communities in Thornton Heath Homeless groups (Croydon Crisis Centre)				homeless were concerned that they would not be able to access a GP due to having no permanent address. They were advised to contact the Rainbow Centre in Croydon who can support people to register with a GP.
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Planned PPI January – March 2018

SERVICE AREA	PATIENT AND PUBLIC PARTICIPATION
Planned Care Transformation	Several of the planned care services who are in the first wave of transformation will be going forward for procurement in the next quarter. Patient representatives, who are currently members of service specific working groups, will be invited to join procurement panels. A programme of recruitment will be undertaken, where additional patient representatives are required.
3 day Health Help Now / IAPT promotion – Whitgift Shopping Centre	<p>A 3-day promotional event has been planned with DFP-TV to promote Health Help Now and IAPT services are part of the CCGs on-going support for self-care and long term condition management.</p> <p>The 3-day event will be held at the Whitgift centre and will involve showing the Health Help Now promotional video on a loop and members of the engagement team talking to members of the public.</p>
Joint Patient and Public forum with Healthwatch Croydon	A joint patient and public forum is being planned to discuss planned care service transformation and wider transformation plans with Croydon residents.
Procurement Training for patient representatives in Planned Care	Two procurement training events are planned for current patient representatives. The first training event will be open to a wider audience to provide an opportunity for new recruits to learn more about the procurement process and attract new volunteers.

	<p>The second training event will be a more targeted one to ensure patient leads are aware of and are comfortable with their responsibilities during the procurement process.</p>
Diabetes Open Space meeting	<p>As part of the diabetes service re-design we will be holding an open space event for patients, carers, clinicians and providers to help the CCG to build a new model of care that works for Croydon.</p> <p>We will also be setting up a diabetes network to ensure people are able to remain engaged throughout the redesign process.</p>
Development of population wide I statements	<p>The work of One Croydon Alliance is currently guided by five I statements which were developed as a result of significant engagement with older people, carers, community and voluntary sector groups and other key stakeholders. The reach of One Croydon is now in the process of being extended to the whole population of Croydon. As a result of this work will take place to develop the current I statements so that they resonate with the wider population's aspirations and ambitions for themselves and their families and communities.</p> <p>The outcome of this work will be a collective vision for Croydon residents, and the people and services who work with them.</p>