

Patient and Public Involvement – Quarterly Report: April to June 2016

SERVICE	PARTICIPANTS	METHODS USED	RECRUITMENT	ROLE	IMPACT
Together for Health	40 volunteers enlisted to act as Community Connectors supporting local people to navigate services.	Asset based community development	Through existing networks and local community and voluntary sector groups in New Addington and Fieldway e.g. Food Banks, Churches	<p>Croydon Voluntary Alliance (CVA) has been commissioned by the CCG to deliver a Making Every Contact Count (MECC) pilot. To recruit patients to Together for Health pilot programmes.</p> <p>This work will support Croydon Residents to better manage their own health and wellbeing.</p>	<p>Feedback from Face 2 Face, has shown that 50% of the group's users had stopped going to their GPs for their condition and started to self-manage, as a direct result of joining the peer support group.</p> <p>An on-line map of local assets has profiled 400+ local resources which will help to support local residents in the future.</p> <p>51 patients signposted to community initiatives (including Pharmacy First) confirming unanimously, via follow-up calls, that the project has helped them to realise that being responsible for their own health and wellbeing is their choice.</p> <p>Frontline staff have worked closely with the Community Connectors which will support the potential for changing practice in the future.</p>
End of Life care (Pathway)	63 people – broadly representative of Croydon's diverse	End of Life Care Dying Matters Week.	Community outreach sessions at	To raise awareness of end of life care	Helped to establish good contacts with local community and voluntary sector support groups

	population 139 Carers	Community Outreach through Age UK, Croydon Healthy Living Hub St Christopher's Hospice Access Croydon	relevant groups and activities.	and planning for death. To potentially recruit patients to End of Life steering Group	which will help future PPI activity.
PPG awareness week (Networking) Promoting the work of practice based patient participation	13 Patients – all members of local PPG's 11 Patient Participation Groups	Emails CCG website notices Posters Leaflets	Targeted emails to PPG contacts CCG Website Get Involved LBC on-line platform Through Croydon Healthwatch network	To support the dissemination of PPG awareness week materials to support the work of GP practice based PPG's and encourage patients to join their PPG.	Recruited 4 additional members to the Croydon PPG Network Made contact with 3 new PPG's previously not known to the CCG. Helped to support the development of a new 'knowledge hub'. This is an on-line Forum which can be used to disseminate and receive information among patient group members.
Dermatology (Reprocurement)	1 patient representative recruited onto the procurement panel.	Identified patient through provider network.	Through provider network.	To ensure patient representation in the procurement bid scoring process	Training and scoring to be completed in quarter 2 (August).
MSK Patient Survey (Reprocurement) Gather patient feedback on MSK service ahead of reprocurement.	100+ MSK patients (random selection) representative of Croydon adult community 9 patient volunteers to administer the survey 6 x White 1 x Black African	Patient volunteers completing survey's with patients in clinics.	Through MSK clinics.	To provide a snapshot of patient experience of community based MSK services to help guide the re procurement	The results are currently being collated by the PPI manager and a meeting with the patient volunteers will be held to analyse the results. The results will then feed into the procurement process.

	2 x Asian.			process.	
Outcomes Based Commissioning (Service Transformation)	13 members of the SUSEG group (All over 65) 10x White 1 x Black Caribbean 2 x Asian	3 x SUSEG monthly meetings	Service user groups recruited through GP Practices and community and voluntary sector.	To inform and support the development and implementation of the five models of care. Service User Specialist Engagement Group oversees the engagement activity and feedback process of the OBC.	The SUSEG continue to meet on a monthly basis and are key members of the Project Development Group's. The My Life plan has undergone significant revision as a result of engagement undertaken by SUSEG members.
Urgent Care Evaluation Panel (Reprocurement)	3 x patient representatives 1 x Healthwatch Croydon representative 2 x Asian males (over 50) 1 x Black African female (under 30) 1 x White female (over 50)	33 people attended two follow up meetings on urgent care after the engagement process ended. 4 were selected for the procurement. They were selected using the following criteria: IT literate	From database of all urgent care contacts who indicated they would be willing to be further involved.	To ensure wider patient representation in the procurement bid scoring process.	The patient representatives that took part are currently evaluating their involvement and the impact they believed it had. The results of this evaluation will be presented in the quarter 2 PPI report.

		<p>Showed good understanding of the issues</p> <p>Made objective comments or suggestions</p> <p>Availability for evaluation dates</p> <p>Good fit with service user profile</p> <p>Showed awareness of equalities and whole-borough /whole-system issues</p>			
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Planned PPI July – September 2016

SERVICE AREA	PATIENT AND PUBLIC PARTICIPATION
Financial Improvement Plan 2016-2021 and extended QIPP programmes	<p>Targeted pre-engagement with community and voluntary sector organisations and/or patient groups to support the development of an engagement and potential consultation programme. This is ahead of a broader programme encompassing several commissioned services.</p> <p>Work will also take place with the CCG Equalities and Diversity lead to identify key equalities groups to support and inform the development of a cross programme Equalities Impact Assessment.</p>
Urgent Care	<p>Learning report from the patient procurement panel representatives and the Healthwatch Croydon representative on their experiences of</p>

	<p>participating in the urgent care procurement panel.</p> <p>A communications and engagement plan will be developed in quarter two to ensure that patients and the public have the opportunity to engage with the new provider and help support them to develop their on-going PPI.</p>
EDS 2: Children's Asthma & Dermatology	<p>The EDS goals 1 and 2 ask CCGs to gather evidence relating to better health outcomes and patient access and experience. To complete the process the CCG will invite stakeholders including the public, patients, and patient representatives to review the available evidence and make an assessment of the CCG's performance in two case studies. The review date is set for 6 October.</p> <p>Patient and public representatives will be recruited over August and September.</p>
Outcomes Based Commissioning	<p>The SUSEG group meet monthly to ensure engagement activity and feedback is continuing to influence the development of the contracts.</p> <p>In quarter two it is anticipated that the SUSEG members will support the soft launch of OBC in the Mayday network.</p> <p>Further engagement will take place with the CVS in September to strengthen engagement with the CVS ahead of the contract initiation.</p>
SWLCC Strategic Transformation Plan & Grass Roots Engagement Work	<p>As part of the grass roots programme being delivered through Healthwatch Croydon, the CCG will be invited to a number of events with smaller voluntary and community sector groups. The events will largely be to discuss SWL wide issues and recruit to a south west London citizen's panel but can also involve local issues which the CCG wishes to engage on.</p>

	Four events are scheduled for quarter 2 and will be reported on in the next quarter report.
Open Space Forum for patients and public	As an alternative to the previous Patient and Public Involvement Forums an open space meeting will take place in quarter 2. The overall theme of the event will be Together for Health.
Mental Health	Targeted pre-engagement with community and voluntary sector organisations and/or patient groups to support the development of an engagement and potential consultation programme. This is ahead of a broader programme encompassing several commissioned services.
Anti-coagulation	Focus groups will be held to gather further patient insights into the service, based on the results of the Healthwatch Croydon report. This will inform the current review.
Health Help Now (Pre-launch)	Work will be undertaken with parents of young children who attend the Crossways and Woodside Children Centre groups to help redesign the Health Help marketing materials ahead of the Croydon launch in autumn 2016.
Diagnostics	A patient rep to be recruited and trained to join the Diagnostics steering group.
Gynaecology	A patient rep to be recruited and trained to join the Diagnostics steering group.
Diabetes	<p>A Diabetes brief intervention workshop is planned for 20th July. It was a whole day event that was attended by patients and primary and secondary care clinicians.</p> <p>The aims of the workshop are to learn:</p> <ul style="list-style-type: none"> • what communication strategies are helpful to patients • what would encourage them to change their behaviour and improve the self-management of their diabetes?

	<ul style="list-style-type: none"> • some of the barriers to them being able to self-manage their care • how patient care could be better
<p>Equalities Panel</p>	<p>As an action from the PPI Review it was agreed that various fluid models would be developed to improve the representation of seldom heard groups in PPI.</p> <p>As part of this an Equalities Panel had been agreed for further development. This would be a fluid network of key local CVS staff and volunteers who the CCG could work with to tap into groups with protected characteristics and from seldom heard communities, similar to the approach we took for urgent care. This would provide us with a way of undertaking a more representative spread of PPI activity than a regular standing group.</p>