

Patient and Public Involvement – Quarterly Report: Quarter 1: July to September 2016

SERVICE	PARTICIPANTS	METHODS USED	RECRUITMENT	ROLE	IMPACT
<p>EDS 2: Children's Asthma & Dermatology</p> <p>Pre- assessment session</p>	<p>5 patient and public representatives were recruited to scrutinise and assess the Children's Asthma and dermatology service against standards 1 & 2.</p> <p>3 x WB (2 x F, 1x M) 2 x Asian (M) 1 x disabled</p> <p>An introductory session to the EDS system was held on 30 September.</p>	<p>Pre-assessment 1.5 hour workshop with patient representatives and CCG staff and representatives from the Children's Asthma (provider).</p>	<p>Identified patient through CCGs existing virtual health network and Healthwatch Croydon.</p>	<p>To ensure patient representatives were confident to take part in the EDS2 process and felt sufficiently supported to undertake the assessment of the services.</p>	<p>Scoring to be completed in quarter 3 (October 6).</p>
<p>Outcomes Based Commissioning</p> <p>Service User Experience Group</p>	<p>The core groups consists of:</p> <p>10 X WB (4 x M, 6 x F) 1 x BA (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 inform and underpin the implementation phase of the OBC programme.</p> <p>To contribute to on-going engagement in the OBC programme</p>	<p>The SUSEG continue to meet on a monthly basis and are key members of the PDG's.</p> <p>Two patient representatives, who are part of the My Life Plan PDG have worked to develop a more patient centred alternative – the GP Partnership tool, which would also support shard decision making. This will be discussed further with the Together for Health programme leads.</p>

<p>SWLCC Strategic Transformation Plan & Grass Roots Engagement Work</p> <p>STP</p>	<p>Three Grass Roots events were attended with members of the SWLCC Engagement team.</p> <p>The meetings were:</p> <p>Young Peoples Roller Disco – New Addington x 8 YP</p> <p>People First (LD group) x 20 + people with learning</p> <p>BME Women’s Forum x 30 BAME women</p>	<p>Community events x 3</p>	<p>Recruited through Healthwatch Croydon as part of the Grass Roots programme</p>	<p>To engage people in discussions around wider south west London health services and to encourage Croydon residents to engage with the CCG.</p>	<p>Local contacts have been made through these Grass Roots events and Croydon residents have been invited to CCG events.</p> <p>This work is on-going with the findings being fed into the SWLCC engagement workstream.</p>
<p>Urgent Care Evaluation Panel</p> <p>(Reprocurement)</p>	<p>3 x patient representatives 1 x Healthwatch Croydon representative</p> <p>2 x Asian males (over 50) 1 x Black African female (under 30) 1 x White female (over 50)</p>	<p>Part of the Urgent Care Evaluation panel</p>	<p>From database of all urgent care contacts who indicated they would be willing to be further involved.</p>	<p>To ensure wider patient representation in the procurement bid scoring process.</p>	<p>The urgent care provider was selected and has been awarded the contract to deliver the urgent care facilities from April 2017.</p> <p>The patients and Healthwatch Croydon representative who were part of the evaluation panel have feedback their experiences through a post engagement ‘lessons learnt’ report (embedded below)</p> <div style="text-align: right;">  <p>19 July 2016 Urgent Care Procurement Pa</p> </div>

<p>PPI Forum: Together for Health</p> <p>PPI Forum</p>	<p>58 members of the public signed up</p> <p>28 participants completed the equalities monitoring form:</p> <p>11 Female, 17 Male 12 disabled 5 x Asian 4 x Black African 1 x Black Caribbean 18 x WB</p>	<p>PPI Open Forum meeting – July</p>	<p>Health Network contacts CVA networks Healthwatch Croydon networks PPG Networks Croydon CCG website LBC Get Involved website</p>	<p>To engage patients, public and CVS partners in the Together for Health work stream to inform and guide the development of shared decision making initiatives in Croydon practices.</p>	<p>A small group (12) of attendees expressed an interest in doing more work on shared decision making within Croydon.</p> <p>The next stage of this work is to bring together these attendees and representatives from CVA and Altogether better to ensure that these programmes are fully aligned, before further development.</p>
<p>End of Life Carers meeting</p> <p>On-going engagement</p>	<p>4 x volunteers at the Croydon Volunteer Centre</p> <p>3 x WB F 1 x WB M</p>	<p>Meeting</p>	<p>Through contact made at Carers week (June)</p>	<p>To explore how volunteers could support the dissemination of end of life decision making information</p>	<p>This was an initial meeting and further work needs to take place to develop a training and support programme for volunteers who are interested in working with the CCG End of Life lead.</p> <p>A further meeting will take place in the next quarter.</p>
<p>MSK & T&O Workshop</p> <p>Pathway re-design</p>	<p>5 patient representatives attended the workshop. The representatives had been involved in collecting the survey data.</p> <p>4 x White 1 x Black African 1 x Disabled</p>	<p>Workshop with providers, CCG commissioners, clinicians and patient representatives.</p>	<p>Patient representatives who had previously volunteered in MSK clinics.</p>	<p>To ensure that the patient voice was represented in early discussions around pathway re-design for MSK services.</p>	<p>Discussions with the lead commissioner suggest that the 9 patients who supported the CCG through the survey data gathering are invited to form a patient working group to work alongside the MSK steering group. The role of the patient working group will be to work with their networks to ensure that patient experience and the patient voice is fully represented in any pathway re-</p>

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Digestive diseases Pathway redesign	3 x patient representatives recruited onto the steering group. 2 x F WB, 1 x M WB 1 CVS representative recruited onto steering group.	Steering group	Targeted messages to patients and PPG contacts Outreach to PPGs Opportunity advertised through patient network.	To recruit patients to serve on the steering group to provide patient insight.	The patient and voluntary sector representatives have regularly contributed reflections on patient experience to the steering group discussions. This work is on-going.
Dermatology Re-procurement	1 x Healthwatch representative (Volunteer) onto the procurement panel.	Procurement evaluation panel	Identified through Healthwatch Croydon.	To ensure patient representation in the procurement bid evaluation and moderation process	The scoring and moderation was completed by the procurement panel. The re-procurement is currently paused.
Recruitment to SWLCC Primary Care Service User Steering Group SW London wide Primary Care group	9 candidates applied. Three were successful. 2 x M (BC & BA) 1 x F (BA)	Application form	Targeted messages to patients and PPG contacts Outreach to PPGs Opportunity advertised through patient network.	To recruit patients to serve on the SWLCC Primary Care steering group to provide patient insight to this group and provide oversight to on-going patient and public engagement into the future delivery of	Originally SWLCC were looking to recruit 1 patient representative from Croydon. Due to the number of people who applied for the position (9) and the quality of the candidates it was agreed that 3 patients would be selected to represent Croydon. One each from central, south and north Croydon.

				primary care services.	
Health Help Now development	<p>33 parents (29 F, 4 M) 40+ children, 8 staff (all Croydon residents).</p> <p>Age range 20 to 45. Predominantly 25-40.</p> <p>British Black African x 5, Black British Caribbean x 9, White/Asian x 1, White British x 10, White European (Polish, Lithuanian, Italian, Romanian)) x 6, Asian x 2</p>	Outreach 2 x parent and child drop-in sessions	Through Children's Centre contacts	To test messaging, functionality and use of HHN among target user group	As a result of the parents input the artwork and messaging for the Croydon and Sutton version of HHN has been revised and re-tested.
Croydon CCG AGM	<p>77 signed up to attend the meeting, 62 were members of the public.</p> <p>12 organisations and individuals held market stalls including:</p> <p>CHS Altogether Better CVA APA/OBC Healthwatch Croydon Children's Asthma Service</p>	AGM	<p>CCG Website CCG Health Network Partner networks CVA network Healthwatch Croydon network</p>	Networking opportunity	As a result of the FGM presentations contact has been made by two other patient groups requesting further information and opportunities for FGM lead and AYDA contact to present locally to raise awareness of FGM further.
Mental Health de-commissioning	<p>Mental Health Forum</p> <p>Representatives and</p>	Workshop / meeting	Through the Mental Health Forum	Targeted pre-engagement with community and	This work is on-going and further reported on in quarter 3.

CVS/ Mental Health Forum Meeting	service users from local CVS organisation.			voluntary sector organisations to support the financial recovery plan. This was part of a broader programme as part of 'the bridge'.	
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Planned PPI October – December 2017

SERVICE AREA	PATIENT AND PUBLIC PARTICIPATION
Mental Health – Foxley Lane de-commissioning	An 8 week engagement programme around the de-commissioning of Foxley Lane has been agreed with the OSC.
Financial Improvement Plan 2016-2021 and extended QIPP programmes	Targeted engagement with community and voluntary sector organisations and patient groups will take place across the following areas: Prescribing initiatives (Including Gluten free prescribing) Foxley Lane IVF/ECI A draft integrated communication and engagement plan will be developed and circulated by 14 October to support the engagement/consultation programme.

EDS 2: Children's Asthma & Dermatology	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.
SWLCC Strategic Transformation Plan & Grass Roots Engagement Work	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. Six events are currently scheduled for October and November.
PPI Forum	The PPI Forum scheduled for early October will focus on the Financial Recovery Plan.
MSK Patient Working Group	Further work will be undertaken to develop and refine the purpose and function of a patient working group to support the MSK pathway re-design.
Diabetes patient pathway workshop	A patient workshop will be held in November aimed primarily at current and past patients of Bromley Healthcare Diabetes Services. The aims of the workshop are to: <ul style="list-style-type: none"> • Explore the current patient pathway from acute to community based diabetes services • Identify any gaps in the current pathway • Gather patient experience on ideas for improving current pathways • Gather views on how services can encourage and support

	<p>patients to improve the self-management of their diabetes?</p> <ul style="list-style-type: none">• Explore some of the barriers for patients being able to self-manage their care.
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