

## Patient and Public Involvement – Quarterly Report: Quarter 3: October to December 2016

SERVICE	PARTICIPANTS	METHODS USED	RECRUITMENT	ROLE	IMPACT
<p><b>Foxley Lane Decommissioning</b></p> <p>(8 week Engagement period - Service closure)</p>	<p>57 responses to the survey.</p> <p>146 people attended meetings</p> <p>A petition (set up by Here Us) with 848 signatures was received by the CCG.</p> <p>Survey respondents profile:</p> <p>Ethnicity:</p> <p>White 69%</p> <p>Asian and Chinese 9%</p> <p>Black/Black British 13%</p> <p>Mixed 5%</p> <p>Age:</p> <p>16-24 5%</p> <p>25-34 10%</p> <p>35-44 17%</p> <p>45-54 42%</p>	<p>Public meetings</p> <p>Survey (on-line and paper)</p> <p>Meetings with service user groups and forums</p> <p>Visits to service users resident in Foxley Lane</p>	<ul style="list-style-type: none"> <li>• Current and past users of the Foxley Lane facility</li> <li>• Mental Health service User groups (Hear Us, MIND, Off the Record)</li> <li>• CCG Website</li> <li>• SLaM website and user forums</li> <li>• PPG Networks</li> <li>• Patient forums and patient reps</li> <li>• Healthwatch Croydon</li> </ul>	<ul style="list-style-type: none"> <li>- To comment on the proposal</li> <li>- To inform the Governing Body's decision making processes</li> <li>- To highlight any concerns around the proposals and mitigations that could be taken by the CCG</li> </ul>	<p>At the Governing body meeting on 17 January B decided to decommission the service</p> <p>The engagement period brought up a number of issues which highlighted lots of good practice that should be shared more widely across SLaM and other provider sites.</p> <p>The Governing Body agreed the recommendation that they:</p> <ul style="list-style-type: none"> <li>- endorse the development of a commissioning plan to continue to work closely with all stakeholders to provide assurance that the good practice identified by patients at Foxley Lane, during the engagement process , is embedded across SLaM services.</li> </ul> <p>This will help to ensure future accountability.</p>

	55-64 17% 65-74 3% 75+ 6%				
<p><b>Proposed changes to prescribing Engagement</b></p> <p>(8 week engagement period Service change)</p>	<p>300+ residents, patients and professionals</p> <p>346 survey responses written and online</p> <p>A petition (on Gov.UK) has subsequently been set up and is currently at 11,555 signatures which will trigger a Government response (not yet available). It should be noted that only a small percentage (less than 300) signatories are from the 3 Croydon constituencies.</p> <p>Survey respondents profile:</p> <p>Ethnic breakdown:</p> <p>White British/Irish 157 White – other 18 Black/ Black British 63 Asian/Asian British 50</p>	<p>Public meetings</p> <p>Meetings with Coeliac UK support group</p> <p>Survey (on-line and paper)</p> <p>Meetings with service user groups and forums</p> <p>Drop-in sessions at 8 x GP practices, Baby clinics</p> <p>Croydon Voluntary Action undertook outreach work to target seldom heard groups.</p>	<ul style="list-style-type: none"> <li>• CCG website</li> <li>• CCG Health Network database</li> <li>• PPG Networks</li> <li>• Patient forums and patient reps</li> <li>• Healthwatch Croydon</li> </ul>	<ul style="list-style-type: none"> <li>- To comment on the proposal</li> <li>- To inform the Governing Body's decision making processes</li> <li>- To highlight any concerns around the proposals and mitigations that could be taken by the CCG</li> </ul>	<p>At the Governing body meeting on 17 January the GB agreed to accept the proposed changes to prescribing</p> <p>The engagement period, and subsequent contact from Croydon resident, has highlighted a number of concerns, particularly on the issue of baby milk.</p> <p>Overall the analysis of this engagement data indicates that those who responded support the proposed changes to prescribing in Croydon. The strength of the agreement varied across the four separate proposals and concerns have been expressed across all proposals.</p> <p>The concerns are focused on:</p> <ul style="list-style-type: none"> <li>• The potential negative impact on health inequalities</li> <li>• The longer term impact on current patients if they do not comply with their</li> </ul>

	<p>Age breakdown:</p> <p>16-24 27  25-34 66  35-44 55  45-54 43  55-64 49  65-74 53  75+ 37</p>				<p>current supplements or diets</p> <ul style="list-style-type: none"> <li>The protection of our most vulnerable residents</li> </ul> <p>The CCG Pharmacy team are currently engaging with local clinicians including paediatric dieticians and paediatric consultants from Croydon University Hospital to define a clinical pathway for children with CMPA that will include the criteria and process for continued access to prescriptions CMPA formulas where there is a clear clinical need.</p> <p>The CCG pharmacy team have developed support materials for coeliac patients. The local coeliac support group were asked to be involved in the development of the materials but have yet to respond.</p> <p>Legal advice is being sought as to whether any voucher or 'top-up' system can be implemented to support residents with low income.</p>
<b>Healthwatch Croydon</b>	Nine Healthwatch Croydon volunteers	Meeting	Facilitated by Healthwatch Croydon	To support with the distribution of	The volunteers have agreed to continue to support the

<b>Volunteer Support</b>	3 x Black Caribbean college students (age 20-35, Female) 2 x Black African college students (age 20-35, Female) 3 x Male (2 x White, 1 x Asian) 1 x White Female			prescribing and Foxley Lane engagement documents.	CCG with other patient experience data gathering in the future.
<b>Outcomes Based Commissioning</b>  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 inform and underpin the implementation phase of the OBC programme.  To contribute to on-going engagement in the OBC programme	The SUSEG continue to meet on a monthly basis and are key members of the PDG's.  The focus this quarter has been on the Co-ordinate My Care (CMC) programme. Four of the patient representatives have formed a sub group to ensure that CMC is congruent with the My Life Plan.
<b>SWLCC Strategic Transformation Plan &amp; Grass Roots Engagement Work</b>  STP	One Grass Roots event was attended with members of the SWLCC Engagement team.  The meeting was a health event for older adults.  17 x older adults (3 x Black Caribbean, 4 x male, 13 x Female)	Community health event	Recruited through Healthwatch Croydon as part of the Grass Roots programme	To engage people in discussions around wider south west London health services and to encourage Croydon residents to engage with the CCG.	Local contacts have been made through these Grass Roots events and Croydon residents have been invited to CCG events.  This work is on-going with the findings being fed into the SWLCC engagement workstream.

<p><b>Choosing Wisely (Effective Commissioning Initiative)</b></p> <p>(Implementation of clinical guidelines)</p>	<p>41 members of the public signed up</p> <p>21 participants completed the equalities monitoring form:</p> <p>11 Female, 10 Male 3 disabled 2 x Asian 1 x Black Caribbean 18 x WB</p>	Public Meeting	<p>Health Network contacts CVA networks Healthwatch Croydon networks PPG Networks Croydon CCG website LBC Get Involved website</p>	<p>To inform and engage patients, public and CVS partners about Choosing Wisely and any feedback they may have.</p>	<p>Members of the public who attended were keen to know more about the evidence and how particular procedures and treatments had been selected.</p> <p>Follow up notes to the presentation were sent to all participants that outlined the process in more depth.</p> <p>It is likely that this topic will be re-visited in a future PPI Forum meeting.</p>
<p><b>PPI Forum: Pre-engagement: Proposed changes to prescribing / Assessment criteria</b></p> <p>PPI Forum</p>	<p>43 members of the public signed up</p> <p>23 participants completed the equalities monitoring form:</p> <p>14 Female, 9 Male 8 disabled 7 x Asian 5 x Black Caribbean 11 x WB</p>	Public Meeting	<p>Health Network contacts CVA networks Healthwatch Croydon networks PPG Networks Croydon CCG website LBC Get Involved website</p>	<p>To engage with patients to help development the Financial Recovery Plan Assessment Criteria to be used by the CCG.</p>	<p>As a result of the PPI forum several new additions were made to the criteria and an additional priority area was included: future impact. These additional criteria were largely concerned with patient access, safety and health inequalities and included:</p> <ul style="list-style-type: none"> <li>•To what extent would the proposal impact upon equity of access for all residents across the borough?</li> <li>•What is the scale of potential impact on a patient's quality of life from these changes?</li> </ul>

					This agreed version of the assessment criteria is now being used by the CCG's project management office.
<b>Diabetes</b>  (Service Improvement)	10 x patients 2 x Diabetes UK reps  5 x WB F 3 x BC F 2 x WB M	Patient workshop	Through Diabetes UK	To explore patients current experiences of diabetes services and discuss pathway improvements, especially in the area of patient education.	The diabetes patient's experiences showed a wide variation on access to different diabetes support services and training.  As a result of this it has been agreed that further PPI work will take place over the coming quarter to identify where improvement can be made.
<b>Recruitment to SWL 111/Urgent Care Patient steering group</b>  SW London wide Urgent Care/111	7 Croydon residents have been put forward to attend the first meeting in January.  3 x M (2 x Asian, 1 x white) 4 x F (1 x BA, 1 x BC, 2 x WB)	Expression of interest via Sutton CCG.	Targeted messages to patients and PPG contacts.  Opportunity advertised through patient network.	To recruit patients to serve on the SWL 111/Urgent Care steering group to provide oversight to on-going patient and public engagement into the delivery of 111/Urgent Care services.	This group is currently being formed and will be managed through Sutton CCG.
<b>Respiratory disease</b>  (Pathway re-design)	On-going	Survey	Through local Breatheasy group	To explore patients current experiences of services and discuss pathway improvements.	A survey is currently live to gather patient experience data.

<p><b>NHS Croydon CCG Duty to Involve Annual Assurance Report</b></p>	<p>Not Applicable</p>	<p>Report</p>	<p>N/A</p>	<p>N/A</p>	<p><b>Duty to Involve report – NHSE London Region rating and feedback</b></p> <p>Feedback from NHSE London Region has been received on the CCG's annual Duty to Involve report, 2015-16:</p> <p>They assessed Croydon CCG's delivery of its statutory obligations for the collective duty to involve <b>GOOD</b>. Their assessment of the individual duty is <b>GOOD</b>. This is an improvement on 2014-15.</p> <p><b>NHSE highlighted the following:</b></p> <ul style="list-style-type: none"> <li>• an excellent understanding of health inequalities within its population and contributing factors.</li> <li>• a clear vision for engagement which informs commissioning, and this is embedded across the CCG.</li> <li>• some excellent examples of how it met the</li> </ul>
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					<p>collective duty by engaging different groups using diverse methods, and demonstrating changes to commissioning as a result (e.g. urgent care).</p> <ul style="list-style-type: none"> <li>• evidence of how providers are held to account and how quality concerns could be raised., but it was less clear on how patient feedback is shared within the CCG and with partners</li> <li>• on the individual duty, there were examples given of self-management and initiatives to improve personalised care.</li> <li>• there was evidence that the level of engagement has improved at the CCG since 2014/15.</li> </ul> <p><b>Suggested areas for improvement are:</b></p> <ul style="list-style-type: none"> <li>• More clarity on how the PPI vision relates to the wider CCG strategy</li> <li>• Strengthen processes to share patient feedback</li> </ul>
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					<p>within the CCG and with partners</p> <ul style="list-style-type: none"> <li>• There has been only limited take up of personal health budgets, although this was acknowledged as an area for improvement</li> <li>• Recommendation that the CCG consider training for staff and PPV partners to help improve further.</li> </ul>
<p><b>Cardiac (ECG)</b>  (Increasing access in Primary Care)</p>	On-going	Patient meetings Survey	Through local cardiac support group	To explore patients current experiences of services and discuss pathway improvements.	A survey is currently live to gather patient experience data.

**Planned PPI January – March 2017**

<b>SERVICE AREA</b>	<b>PATIENT AND PUBLIC PARTICIPATION</b>
<b>Prescribing changes</b>	Continued PPI and Communication resources will be needed to help support the implementation of the changes.
<b>Mental Health – Commissioned services in the Community and Voluntary sector review</b>	<p>A full review of services commissioned through the Community and Voluntary sector will take place starting in February.</p> <p>This will require significant engagement with organisations, stakeholders and current service users to ensure they are partners in the review and any re-design of future services.</p>

<p><b>Financial Improvement Plan 2016-2021 and extended QIPP programmes</b></p> <p><b>IVF Consultation (4 Jan to 1 March)</b></p> <p><b>Transformational Business Case – Out of Hospital Care/Community services</b></p>	<p>Targeted engagement and/or consultation with community and voluntary sector representatives, Healthwatch Croydon, patient groups, stakeholders and Croydon residents will take place across the following service areas:</p> <p>IVF/ICSI</p> <p>The transformational business case including MSK and Trauma and Orthopaedic services, Gynaecology, Dermatology, ENT, Diabetes, Ophthalmology</p> <p>Out of Hospital services (linked to above transformation)</p> <p>Commissioners will be supported to complete the Service Change Checklist document to help assess the scale and level of PPI required.</p> <p>An <b>integrated</b> communication and engagement plan will be developed to support the engagement/ consultation programme.</p>
<p><b>SWLCC Strategic Transformation Plan &amp; Grass Roots Engagement Work</b></p>	<p>A bi-annual Health and Care Forum is being planned by SWLCC in all 6 SWL sites. Croydon CCG representatives will be invited to present and attend at the Forum. The first Croydon Forum is set for early February.</p>
<p><b>PPI Forum</b></p>	<p>The PPI Forum scheduled for early March is likely to focus on the Financial Recovery Plan and especially the out of hospital/transformation work planned.</p>
<p><b>IAPT Re-procurement</b></p>	<p>IAPT services are due to be re-procured. PPI will be 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.</p> <p>Patient representatives will be recruited to support the procurement</p>

	panel.
<b>Anti-coagulation Intermediate Care Service procurement</b>	<p>Due to new NICE guidelines a revised model of the pathway for anti-coagulation patients is being developed.</p> <p>PPI will be undertaken with existing patients using the Boots and CUH services currently. Healthwatch Croydon has indicated they are keen to support this work and a number of HWC volunteers have agreed to support the CCG with patient surveys.</p> <p>Patients will also be invited to input into the development of the model, which is likely to focus on intermediate care services alongside the community (Boots) anti-coagulation service.</p> <p>Patient representatives will be recruited to support the procurement panel over the coming months.</p>