

Patient and Public Involvement – Quarterly Report: Quarter 4: January to March 2017

SERVICE	PARTICIPANTS	METHODS USED	RECRUITMENT	ROLE	IMPACT
IVF/ICSI (8 week consultation 4/1/17 – 1/3/17 re: provision of routine IVF/ICIS services)	330+ Croydon residents, patients and professionals 467 survey responses 201 White British/ Irish 42 White other 77 Black/ Black British 101 Asian or Asian British 4 Chinese 11 Mixed	2 x public meetings Drop-in sessions for current users of fertility services Survey (on-line and paper) Outreach work targeting seldom heard groups.	CCG website CHS Fertility Clinic CCG Health Network database PPG Networks Community and Voluntary sector organisations and forums Patient forums and patient reps Healthwatch Croydon	To discuss and comment on the proposal To inform the Governing Body's decision making processes To suggest any potential exemption criteria e.g. patients undergoing treatment for cancer which is likely to impact fertility	At the Governing body meeting on 14 March the GB agreed the proposal to no longer routinely fund IVF/ICSI with access to the service through an IFR application During the consultation period people were asked to identify any exceptions. Most participants did not put forward exemptions. Of those who did the most frequently proposed were: <ul style="list-style-type: none"> • Unfair to have exemptions • Low income groups • Younger age range • In treatment but not on the waiting list The OSC have subsequently referred the decision to the Secretary of State for review.
Foxley Lane Decommissioning	6 current residents and 2 staff members	Visits to service users resident in Foxley Lane	Current residents of the Foxley Lane facility	To ensure that the current residents were aware of the	At the Governing body meeting on 17 January B agreed to decommission

<p>(8 week Engagement period 1/11/16 to 6/1/17 please see quarter 3 report for additional details - Service closure)</p>				<p>Governing Bodies decision and to respond to any specific concerns residents may have as part of decommissioning plan</p>	<p>Foxley Lane.</p> <p>Two residents were keen to be further involved in supporting others experiencing mental health issues. They have been signposted to MIND and Here Us to discuss volunteering opportunities.</p> <p>The Service Unit Manager from Foxley Lane will be managing the set-up of the new inpatient ward at the Bethlem site and will be working to ensure that the good practice followed at Foxley Lane, is embedded in the new ward.</p>
<p>IAPT (Reprocurement)</p>	<p>BAME</p> <p>5 x Black Caribbean female (age range 25 to 45)</p> <p>1 x white other female (65+)</p> <p>1 x white male (MH representative)</p> <p>Age UK</p>	<p>Focus Groups</p>	<p>Community and Voluntary sector organisations</p> <p>Age UK BME Forum</p>	<p>To help identify reasons why BAME and older people are less likely to access IAPT services currently and identify potential solutions To inform the future service model and specification</p>	<p>The main themes that have emerged through the focus groups so far are:</p> <ul style="list-style-type: none"> - Need for providers to work closely with grassroots communities & faith leaders to disseminate information. - Improve cultural understanding - Train more BAME specialists and

	<p>4 x Black Caribbean (65+)</p> <p>3 x Black African (65+)</p> <p>1 x white female (65+)</p> <p>1 x black Caribbean female (50+)</p>				<p>therapists</p> <ul style="list-style-type: none"> - Appoint a designated person within a BAME led organisation who can help individuals' to navigate the process • Subcontract part contract to a BAME provider • Need to use organisations working with under represented groups as gatekeepers or referrers • Need to promote service amongst specific grass roots organisations <p>Further focus groups will take place in quarter 1 to add to the findings.</p> <p>The findings from the focus groups will feed into the new service specification.</p>
<p>Proposed changes to prescribing Engagement</p> <p>(7 week</p>	<p>50+ members of the local coeliac group</p> <p>30+ residents, including out of</p>	<p>Meeting with local Coeliac UK support group</p>	<ul style="list-style-type: none"> • CCG website • CCG Health Network database • PPG Network • Healthwatch 	<p>To comment on the specific proposal to stop prescribing gluten free products</p>	<p>After the decision to adopt the proposals was agreed by the Governing Body a number of concerns were expressed about the restriction of prescribing specialist formula milk for</p>

<p>engagement period 11/11/16 to 6/1/17 please see quarter 3 report for additional details (Service change)</p>	<p>area through Get Involved</p> <p>Small group of PPG members supporting with patient information leaflets</p>		<p>Croydon</p>		<p>babies with cow's milk protein allergy and a petition was posted on Gov.UK (specialist formula baby milk).</p> <p>Subsequently the decision has been revised to allow the prescribing of cow's milk protein allergy specialist formula baby milk up to 1 years of age.</p> <p>A small group of PPG members supported the pharmacy team to refine vitamin D patient information leaflets to ensure they followed plain English guidelines before they were sent to affected patients.</p>
<p>Healthwatch Croydon Volunteer meeting</p>	<p>Four Healthwatch Croydon volunteers</p> <p>1 x Black Caribbean (age 20-35, Female) 2 x Male (1 x White, 1 x Asian) 1 x White Female</p>	<p>Meeting</p> <p>Support with outreach during the IVF/ICSI consultation</p>	<p>Facilitated by Healthwatch Croydon</p>	<p>To support with the distribution of IVF/ICSI consultation documents.</p>	<p>Healthwatch volunteers supported some outreach sessions and helped residents to complete the surveys.</p> <p>There have been some initial discussions with Healthwatch Croydon CEO to explore how the CCG can work with Healthwatch to develop a regular forum to support the CCGs PPI work by contributing to future plans and advising on future work</p>

					and a scrutiny function to support on-going PPI.
<p>Outcomes Based Commissioning</p> <p>Service User Experience Group</p>	<p>The core groups consists of:</p> <p>11 X WB (4 x M, 7 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>The focus this quarter has been on the implementation of the 'huddle' model and how this can improve patient outcomes. Members of SUSEG have also contributed to the on-going development of the My Life plan.</p>
<p>PPI Forum: Planned Care Transformation</p> <p>PPI Forum</p>	<p>43 members of the public attended</p>	<p>Patient and Public Meeting</p>	<p>Health Network contacts CVA networks Healthwatch Croydon networks PPG Networks Croydon CCG website</p>	<p>To engage with patients around the planned care transformation programme.</p>	<p>Attendees were generally supportive of the move towards more services based in the community.</p> <p>Participants felt that they needed more information about any potential changes and how patients would be supported throughout the transformation.</p> <p>As part of the transformation a patient working group will be set up, comprising of patient leaders from SWLCC steering groups (Croydon reps) PPG's and the existing</p>

					<p>SUSEG group to:</p> <ul style="list-style-type: none"> • support the planning and design of PPI during the transformation • guide and contribute to PPI activities • review feedback reports from PPI activities and make recommendations to the planned care team • oversee progression of the transformation to provide assurance that the PPI activity has informed and influenced the transformation and key performance indicators
<p>Diabetes (Service Improvement)</p>	<p>7 x patients 2 x Practice Nurses</p> <p>2 x WB F 1 x WB F 3 x BC F 1 x WB M</p>	<p>Patient workshop</p>	<p>Through Leander Road PPG Chair</p>	<p>To explore patients current experiences of diabetes services and discuss pathway improvements.</p>	<p>The diabetes patient's experiences showed a wide variation on access to different diabetes support services and training.</p> <p>It was highlighted how adolescent diabetes services find it difficult to work with</p>

					parents where a young person does not wish the parent/carer to be involved in their reviews. Further work needs to be done in this area to explore how effective support can be given to young people to manage their diabetes independently.
Respiratory disease (Pathway re-design)	On-going	Survey	Through local Breatheasy group	To explore patients current experiences of services and discuss pathway improvements.	A patient experience survey has been completed and analysed. Further work will be undertaken to see how the results can support the development of the service in the future.
Cardiac (ECG) (Increasing access in Primary Care)	On-going	Patient meetings Survey	Through local cardiac support group	To explore patients current experiences of services and discuss pathway improvements.	Information on patient experience has been used to develop a service specification. A patient leader from the group has agreed to support the procurement through membership of the evaluation panel. The patient leader has worked with commissioners to develop and refine the patient experience questions in the specification.

Planned PPI April – June 2017

SERVICE AREA	PATIENT AND PUBLIC PARTICIPATION
<p>Planned Care Transformation</p>	<p>The transformation of planned care services will require significant on-going PPI resource. Patient and public representatives will be needed at all stages of the transformation.</p> <p>The planned care team held a workshop which included provider management and staff and patients. Fifteen patient leaders were invited. Invitations for the workshop were targeted at patient representatives who are already part of existing steering and/or planning groups, these included Croydon residents who sit on SWLCC wide steering groups, PPG Chairs and members of the OBC service user group.</p> <p>Discussions about the transformation of planned services more widely within Croydon through outreaching to our seldom heard communities, local community and voluntary sector groups and working with Healthwatch Croydon to ensure a wide representation of Croydon residents is planned after purdah.</p> <p>It is planned that these patients will form a working group to work alongside commissioners throughout the transformation programme.</p>
<p>Mental Health – Commissioned services in the Community and Voluntary sector review</p>	<p>A review of services commissioned through the Community and Voluntary sector will take place starting in April/May.</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>Building a workable PPI structure for Croydon</p>	<p>Healthwatch Croydon are organising an open meeting to explore how to support the development of patients and public engagement in Croydon.</p> <p>The PPI team are invited to talk about what the CCG were currently doing and how we could support existing PPI structures in the future, and to help the development of a as a roadmap for future PPI.</p>
<p>IAPT Re-procurement</p>	<p>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 in April/May.</p> <p>Patient representatives will be recruited to support the procurement panel.</p>
<p>PPI Forum</p>	<p>During the recent engagement and consultations around service areas identified under the financial recovery plan for 2016-17 there was some concern expressed by Healthwatch Croydon that there had not been wider pre-engagement around how the services were selected and what thinking had been done around alternative service areas. There were also some questions from patients and the public, in both the outreach and public meetings, about why these services were selected.</p> <p>The next PPI Forum could be used as an early opportunity to discuss any potential areas that could be considered in the near future under the financial recovery plan 2017-18.</p>