

Patient and Public Involvement – Quarterly Report: Quarter 1: April to June 2018

Area of work	Participants	Methods used	Recruitment	Purpose	Impact
<p>Engagement on the One Croydon I statements (<i>continuation</i>)</p> <p>(To ensure that the current I statements are applicable to a whole population approach)</p>	<p>In the previous quarter the following populations were focused upon:</p> <ul style="list-style-type: none"> - Mental health service users - Children and young people - Parents and carers of young children <p>In this quarter a survey was developed. The survey went live at the end of the quarter (29 June – participant demographics)</p>	<p>In this quarter a survey is running targeting CVS partners and other stakeholders</p> <p>https://www.surveymonkey.co.uk/r/OneCroydonAmbitions</p>	<p>Local Authority commissioners</p> <p>Public Health Commissioners</p> <p>Community and Voluntary sector organisations and forums</p> <p>Healthwatch Croydon</p>	<p>To test the revised I statements for the whole population.</p>	<p>This work is currently on-going and focuses on ensuring the current I statements are meaningful to Croydon residents, they will also lead to outcomes to support the ambitions.</p> <p>Survey respondents are being asked to state what the ambitions meant to them which will lead to the development of outcomes to support the ambitions.</p>
<p>General Data Protection Regulations (GDPR)</p> <p>(Compliance and Governance)</p>	<p>Not applicable</p>	<p>Cleanse of all databases (electronic and paper based) and opt-in communication for all current contacts</p>	<p>Not applicable</p>	<p>To ensure that the communication and engagement functions of the CCG are fully compliant with GDPR</p>	<p>A significant number of previous contacts did not take the opportunity to opt-in to maintain contact with the CCG.</p> <p>The communication and engagement function of the CCG is now GDPR compliant and measures have been put in place to ensure future compliance.</p>

<p>Patient Participation Awareness Week</p>	<p>The PPE team supported Patient Participation awareness week 2018 by attending:</p> <p>An osteoarthritis and rheumatology event in Selsdon set up by the Croydon PPG Network co-ordinator at which over 80 people took part in an afternoon of information sharing and physical activity</p> <p>A diabetes event awareness event with JustBe/Diabetes UK. This included working with participants to complete the South-West London diabetes survey. Approximately 25 people from BAME communities attended.</p> <p>A visit to Croydon College to talk to students as part of the enrichment programme, about opportunities to be</p>	<p>Public events</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>To raise awareness of opportunities for people to become more involved in supporting their Practices PPG's</p> <p>To promote health improvement opportunities to local people</p>	<p>As a result of the activity during the week the following actions have been undertaken:</p> <ul style="list-style-type: none"> - Three Croydon College students have expressed an interest in volunteering with the CCG - A follow up meeting has been held with the student welfare lead at Croydon College. This has led to the agreement for the PPE to visit the college monthly as part of the enrichment programme – see later entry below - The rheumatology department at Croydon University Hospital have agreed to hold further community based events throughout the year based on the success of the event. The Croydon PPG Network co-ordinator will take this work forward with the PPE team supporting when requested.
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	involved within their GP Practices 14 PPG's were provided with promotional materials to run events/raise awareness throughout the week				
Procurement training for patient representatives - MSK	2 x patient representatives who will be on the evaluation panel for the MSK procurement (June/July 2018)	Training session with senior commissioner and procurement expert from SBS	MSK working group patient representatives	To support the CCG with the MSK procurement taking place during quarter 2.	Patient representatives are able to access and use on-line procurement portal system required to take part in the procurement.
Planned Care transformation programme (Dermatology re-set Anti-coagulation market event Joint Impact Assessment Review Digestive Disease pathway review)	5 x patient representatives 3 x anti-coagulation representatives 2 x digestive disease patient representatives	5 x patient representatives have met with the current commissioning lead for dermatology	CCG Patient representatives	The patient representatives are supporting the transformation of planned care services.	This work is a continuation from previous quarters. At the end of the MSK procurement (July) and evaluation meeting will be held with the patient representatives to reflect on their experiences and lessons learnt.
Croydon College – LGBT Group	6 college students	Meeting with the group to discuss Talking Therapies services	Croydon College	To raise awareness about the Talking Therapy (IAPT) service and the support it can offer	The initial meeting identified that insomnia was a problem for some of the group members. A follow up sleep workshop was held with a Therapist from IAPT with the students.
Primary Care Estates & Transformation	Currently this work is largely in the pre-	Currently meetings with Coulsdon	Residents Associations	To work with the CCG and partners	Coulsdon - Representatives from the Coulsdon Residents

<ul style="list-style-type: none"> • New Addington • Coulsdon • East Croydon 	<p>engagement planning stage.</p> <p>Meetings have been held with representatives from the Coulsdon Residents Associations.</p>	<p>Residents Associations.</p>		<p>to identify local needs around health and social care and develop plans to better meet those needs.</p>	<p>Association have been supporting the CCG to develop the plans for a new Primary Care facility on the old CALAIT site. The plans are at very early stage and the intention is that as the plans develop the PPE team will work closely with the residents to broaden the engagement.</p> <p>New Addington – Croydon Council are developing plans for a Healthy Living hub in New Addington which will house health, leisure and local authority services and focus on prevention and well-being.</p> <p>A two week period in early September has been identified to undertake targeted engagement across New Addington.</p> <p>The CCG Engagement team will support this work and use the opportunity to engage around the Croydon transformation programme.</p>
<p>IAPT service – promotion and re-</p>	<p>4 x focus groups at: Croydon College</p>	<p>Focus groups</p>	<p>Through partner organisations</p>	<p>To develop new branding for the IAPT service</p>	<p>The focus groups came up with a number of alternative names and strap lines to</p>

<p>naming focused work</p>	<p>Aski Healthwatch Croydon BME Forum</p> <p>Approximately 25 people took part across the four organisations.</p>			<p>improve the resonance of the service with Croydon residents</p>	<p>better describe the service. The name put forward to SLAM was Talking Therapies.</p> <p>The Participants also felt that the existing promotional materials were too service centric and not structured in a way that fully explained the service or who could/should be accessing it.</p> <p>As a result several changes have been made to the leaflet and SLAM are currently re-designing the branding and leaflet to reflect some of the recommendations made by the focus groups.</p>
<p>South West London Children & Young People Self-harm project</p>	<p>Survey: Children & Young People x 28 Parents/Carers x 32</p> <p>Focus Group: 9 x Female 5 x aged 14-18 2 x aged 19-25 2 x age 26+</p>	<p>Survey (promoted on behalf of South West London Health and Care Partnership)</p> <p>Focus group with Croydon Drop-in young women's group</p>	<p>Through partner organisations e.g. Croydon Council, Healthwatch Croydon</p> <p>Through Community and Voluntary Sector partners e.g. Croydon Drop-in, Off the Record</p>	<p>To help prioritise the actions for the SWLHCP C&YP Mental Health work stream</p>	<p>SWL PPE Team and commissioners had previously held two workshops and conducted outreach work with children and young people to consider the root causes of self-harm and identify a long list of potential solutions.</p> <p>The long list of solutions was narrowed down, using agreed prioritisation criteria, to a short list.</p>

	<p>1 x Black British 3 x Mixed 3 x White British</p>				<p>The CCG PPE Team then worked with local children and young people to test this short list of solutions/ideas.</p> <p>The SWL PPE team are now working with commissioners at a SWL level to analyse the findings. Further engagement will take place on this work locally.</p>
<p>Children and Young People schools programme</p>	<p>Worsley primary school – New Addington</p> <p>Pupils (aged 7-12) Teachers Parents</p>	<p>Meetings with Pupil Council NHS 70 Celebration event School Fete</p>	<p>Through direct contact with the school</p>	<p>Outreach Information sharing</p>	<p>Worsley Primary School have expressed an interest in the work of the CCG and how children and young people can support their families around healthy lifestyles and self-care.</p> <p>To date the PPE Team have worked with the school around the NHS 70 celebrations and have spoken to the Pupil Council about developing a local children and young people's Patient Participation Group.</p> <p>This work will be developed over the coming year.</p>

Planned PPI July – September 2018

SERVICE AREA	PATIENT AND PUBLIC PARTICIPATION
Service re-procurements: Anti-coagulation	<p>Evaluation training and support will be given to patient leads who will be taking part in procurement panels between July and September. The services concerned may include:</p> <ul style="list-style-type: none"> - Gynaecology - Anti-coagulation
<p>Mental Health events:</p> <ul style="list-style-type: none"> - Thrive London - Forensic mental health service - BME Grass Roots Mental Health event - Healthwatch Croydon: Meet the Changemakers – Mental Health workshop 	<p>The PPE Team will be supporting 4 mental health themed events in July. They are:</p> <p>Thrive London – developing the 6 London wide ambitions from a Croydon perspective</p> <p>Community forensic mental health service workshop – to discuss the service improvements with service users and carers</p> <p>BME Grass Roots workshop – to share the CCG’s future ideas for mental health services in community, primary and acute care</p> <p>Healthwatch Croydon: Meet the Changemakers - The event is for the public to contribute to the discussion about proposed service improvements in adult mental health services</p>
MSK Re-procurement – mobilisation phase	<p>An additional patient representative has been recruited to support the mobilisation period of the MSK service.</p> <p>The four patient leads will help to support the development of effective monitoring and reporting of patient experience across the service.</p>
NHS 70 Celebrations	<p>A number of events will be held for staff, stakeholders, patients and Croydon residents in July/August to celebrate the 70th Anniversary of the NHS.</p>
Croydon Pride event	<p>The PPE team will join colleagues from CHS Sexual health services and Public Health for the event on July 14th, including live tweeting.</p>
CCG AGM	<p>The AGM will be held at Braithwaite Hall on 25th September. The PPE team will support the stakeholder engagement and stalls.</p>
Continued development of population wide ambitions for the Croydon Health and Care plan	<p>This work is on-going and will continue throughout the next reporting period.</p>

Appendix 1 – Re-worked (One Croydon) Ambitions

I statements - refresh



I statements from OBC development

- I want to stay healthy and active for as long as possible.
- I want access to the best quality care available in order to live as I choose and as independent a life as possible
- I want to be helped by a team/person that has had the training and has the specialist knowledge to understand how my health and social care needs affect me
- I want to be supported as an individual with services specific to me
- I want good clinical outcomes

New I statements for consultation

- I am in control of my own health and well-being
- I am able to stay healthy, active and independent for as long as possible
- I live in an active and supportive community
- I can access the support my family and I need to lead the life we choose to live
- I can access quality services that are created with me and my family in mind