

Governing Body

REPORT

Paper 18.0e)

Subject	Patient and Public Engagement Report
Date	12 October 2017
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Executive Summary

This Patient and Public Engagement Report provides a summary of the work that has been undertaken to involve public and patients in decisions that may affect the services we provide. This report is for the period of 18 August –12 October 2017.

- **Mental Health** – Building on the Mental Health survey and stakeholder events, which were held throughout July and August to involve patients in shaping the Mental Health strategy, we attended a number of events with the BME communities in Bedfordshire, including the BME Women’s life skills group (16 August) and the Asian Men’s Dosti Group (21 August) to ensure that mental health plans included diverse voices and considered cultural differences.

In addition to more targeted engagement, a series of supermarket mental health sessions were held throughout Bedfordshire after National Suicide Prevention Day (10 September), to raise awareness of mental ill health, inform people about the mental health strategy and signpost to the Bedfordshire Wellbeing Service. Sessions were held in Tesco in Bedford (11 September), Sainsbury’s in Dunstable (15 September) and Asda in Biggleswade (21 September). A news release was issued to local media and the events were covered on social media to encourage attendance.

A final report to playback “what we’ve heard so far” was published on our website (15 September) and papers were provided to the Overview and Scrutiny Committees for Central Bedfordshire (18 September) and Bedford Borough (10 October) to outline our plans and reflect feedback from service users. The reports were well received by elected members and the Committee Chairs were satisfied that new plans will provide a good service for their residents.

- **Private Ambulance Service** – The Communications and Engagement team led communications and engagement with stakeholders across Bedfordshire, Luton and Hertfordshire at the end of September, after Private Ambulance Service informed commissioners it was no longer able to fulfil the terms of its contract following the issue of a winding up notice by HMRC on 27 September. The team joined the NHS England strategic cell and ensured that stakeholders including GPs, Trusts, providers, public members, elected members and the media were kept informed as the situation unfolded. The team continues to take the lead on media handling and messaging and to date, coverage has been balanced, despite the challenging environment.

- **Better Births** – The Communications and Engagement team is taking the lead in managing communications and engagement for the Better Births programme, which runs across Bedfordshire, Luton and Milton Keynes. A series of meetings have taken place with the patient Chairs of the Maternity Voice Partnerships from the acutes and we are working to establish a co-production group, which will empower service users to work in collaboration with clinicians and commissioners to rethink and reshape maternity services in the area.
- **Community Health Services** – As part of the procurement for Community Health Services, patient representatives were involved in the dialogue stage of the procurement during September and October – to ensure that patient views are reflected in the commissioning of the new contract.

Recommendation

The Governing Body is asked to support the work of Bedfordshire Clinical Commissioning Group’s patient and public engagement and wider communications activity, as carried out by the communications and engagement team.

LINKS TO BUSINESS RISK

Relevant Strategic Objectives 2016/17 (please mark in bold)

1. Systematically implementing prevention, early diagnosis and early intervention
2. Commissioning services that deliver evidence-based care, in the right place and at the right time, including promoting self-care and empowering patients to manage their own conditions.
3. Making sure that care is high quality, safe and sustainable, that it improves health outcomes and wellbeing and provides a good patient experience.
4. Using the statutory framework with best practice governance and transparency principles to be fully accountable to our population in commissioning and operating as a part of the wider health system
5. Ensure that the CCG commissions and operates in a financial manner consistent with the regulatory framework, long terms sustainability and best use of public money.
6. We will work in close partnership with all the organisations who commission or provide care for our population, to integrate services where it makes sense and to achieve seamless transitions of care for patients where services remain separate.
- 7. Embedding member, public, patient, carer, staff and other stakeholders’ views through meaningful engagement into decision-making processes and commissioning intentions.**

Links to Board Assurance Framework / Corporate Risk Register

This work reports into the Integrated Commissioning and Quality Committee and subsequently the Governing Body.

Details of additional risks associated with this paper (may include NHS England Assurance

All risks for communications and engagement activity are included on the Communications and Corporate Affairs risk register.

Framework / NHS Constitution)	
Financial Implications / impact	
Legal Implications / impact	
Partnership work / public engagement implications / impact	
Committees / groups where this has been discussed before	
Other options available and their pros and cons	
Background papers	Appendix A includes the Communications and Engagement log, which monitors outputs from the communications and engagement team.

Communications and Engagement activity log

Date	Type of activity	Target audience	Number of attendees /views /users	For events, how were participants informed?	Aims and objectives	Feedback/outcomes
May 2017						
8 May	Press Release - programme to drive more nurses into primary care has welcomed its first student	Patients and the public Local broadcast and print media	264 hits on BCCG website	N/A	To demonstrate that Bedfordshire CCG is working hard and delivering new initiatives to improve general practice and increase access to GPs.	Coverage in: Beds on Sunday and Bedford Today. Reach: BoS: 112,000 Bedford Today: 59,648
16 May	All staff meeting	BCCG Colleagues	50+	By email invitation	Corporate update from AO, to provide information and to keep staff informed	
17 May	Dementia Blog	Patients/public/colleagues	216 hits	N/A	Focus on Mental Health and the work we are doing to support people and carers who are living with dementia.	The blog was published on BCCG website and promoted through social media. It was widely read, with 216 hits.
24 May	Press Release Have a Healthy Ramadan	Patients and the public Local broadcast and print media Targeted community radio	136 hits on BCCG website	N/A	To raise diverse communities and engage on health issues.	Coverage in: Bedfordshire on Sunday (112,000) and Bedford Today (59,648)
June 2017						
05 June	Blog – Matthew Tait's farewell	BCCG Colleagues	60 hits	N/A	To thank colleagues for their support	The blog was read by 60 colleagues

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5 June	Central Bedfordshire OSC Meeting	Elected members and public	N/A	N/A	To assure elected members that BCCG are engaging with the public and improving services for Primary Care and MSK service.	Full assurance given by members. A further update on primary care was requested.
07 June	Press Release – Alcohol Outreach services	Patients and the public Local broadcast and print media	92 hits	N/A	To show the impact alcohol has on our hospitals and encourage communities to think about alcohol consumption	Coverage in Beds on Sunday (112,000) and Bedford Today.(59,648)
8 June	All staff meeting	BCCG Colleagues	50+	By email invitation	Corporate update from AO, to provide information and to keep staff informed	
16 June	Blog – support for carers	Patients/public/colleagues	96 hits	N/A	Highlight the work BCCG is involved in to support carers in Bedfordshire.	This blog was viewed 96 times
19 June	Press Release – NHSE lifts BCCG out of legal directions	Patients and the public Local broadcast and print media	536 hits	N/A	To promote the lifting of legal directions on BCCG.	Coverage in Beds on Sunday (112,000) and Bedford Today (59,648): On BCCG's website, the PR was read 536
22 June	Patient Drop in for Shortstown project	Patients registered at Shortstown Surgery	12	By letter to patient households	To reassure patients and inform and reassure them of the positive changes that their GP service is undergoing.	Patients are aware and reassured by local plans within primary care strategy
29 June	Patient Drop in for Shortstown project	Patients registered at Shortstown Surgery	15	By letter to patient households	To reassure patients and inform and reassure them of the positive changes that their GP service is undergoing.	Patients are aware and reassured by local plans within primary care strategy

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30 June	Blog - Asthma Friendly Nurses	Patients/public/colleagues	28	N/A	Promote of the work BCCG are undertaking to support children with Asthma.	This blog was viewed 28 times
July 2017						
3 July	Mental Health Engagement Event	Service Users, stakeholders and professionals	32	Open public invitation	To involve service users, carers and professionals on the work BCCG is undertaking in relation to Crisis Care. Testing ideas and direction of travel	Robust engagement on crisis care plan, as part of mental health strategy.
6 July	Governing Body Meeting	Public and member practices	7	Local paper and website advert	To meet our statutory duty – complete transparency of the governance of the organisation	Meeting attended by 7 members of the public and the Governing Body and questions were answered from public gallery. Meeting was also live tweeted.
12 July	Mental Health Engagement Event	Service Users, stakeholders and professionals	45	Open public invitation	To involve service users, carers and professionals on the work BCCG is undertaking in relation to Crisis Care. Testing ideas and direction of travel	Robust engagement on crisis care plan, as part of mental health strategy.
12 July	All staff meeting	BCCG Colleagues	50+	By email invitation	Corporate update from AO, to provide information and to keep staff informed	
14 July	Press Release – Summer gets kids into cycling	Patients and the public Local broadcast and print media	32	N/A	Promotion of the self-care message and appropriate use of NHS services.	Coverage in local Media: Bedford Today (59,648) and Biggleswade Chronicle

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17 July	Ageing Well Exhibition (Bedford Borough)	Public (over 50)	200+	Public drop in event – widely advertised in local media	For BCCG to promote the priorities of the organisation and to help individuals in need of advice.	Collaboration with partner organisations and opportunity to promote BCCG's strategic priorities
17 July	Blog – treat bites and stings	Patients/public/ Colleagues	34	N/A	Advice on self-care and appropriate use of NHS services.	Blog was viewed 34 times
17 July	Meeting to refresh Public and Patient Engagement Forum	Public and Patients	9	Invitation only	To review and refresh the Public and Patient Engagement Forum, to ensure we are continuing to meet our statutory and constitutional duties to involve patients and public in commissioning decisions.	A new approach was agreed by the PPEF members. A paper has been drafted for further discussion at ICQC on 30 August.
19 July	Press Release – Help us to shape mental health services in Bedfordshire	Local Media	62 hits	N/A	Promoting the work that BCCG and partners are undertaking about mental health crisis care and, in particular, the public survey.	Release was views 62 times on BCCG website.
20 July	CHS dialogue with patients/carers	Targeted/recruited patients	Max 6	targeted recruiting via Healthwatch and community networks	Involvement of patients and service users in the procurement of Community Health Services.	Robust service procurement process, which involves patient and service users, for community health services.
20 July	Central Bedfordshire OSC	LA stakeholders and public	N/A	N/A	To assure elected members that BCCG are working through issues arising from NEPTS contract.	Full assurance on work undertaken given to members. OSC welcomed update, they

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						requested to be kept informed.
25 July	Potton house, dementia Beds – meeting with relatives	Relatives of current residents	7	By targeted invitation	To give the relatives of those residents who may potentially be affected to hear our plans for Potton House and future contract plans for Dementia Beds under the mental health strategy.	Relatives reassured about process and how it may affect their relative – chance to test the plans for future contracting model for Dementia beds with those affected.
26 July	Orchid Lawns, Dementia Beds – meeting with relatives	Relatives of current residents	5	By targeted invitation	To give the relatives of those residents who may potentially be affected to hear our plans for Orchid Lawns and future contract plans for Dementia Beds under the mental health strategy.	Relatives reassured about process and how it may affect their relative – chance to test the plans for future contracting model for Dementia beds with those affected.
31 July	CHS – dialogue with patients/carers	Targeted/recruited patients	Max 6	Targeted recruiting via Healthwatch and community networks	Involvement of patients and service users in the procurement of Community Health Services.	Robust service procurement process, which involves patient and service users, for community health services.
8 August	Press Release – if your child falls ill this summer, think pharmacy first	Patients and the public Local broadcast and print media	14	N/A	Advice about using a pharmacy and self-care during periods of illness this summer and using NHS services appropriately.	

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9 August	Press Release – Diabetes investment	Patients and the public Local broadcast and print media	112	N/A	To promote the investment and subsequent work planned for Diabetes care in Bedfordshire.	Coverage in BoS, Bedford Today, BBC3 Counties, Look East
11 August	Look East filming for Diabetes Story	Look East Local TV news	N/A	N/A	Following the investment in diabetes, an interview was run with Clinical Chair, Dr Alvin Low to inform patients about the finance that had been secured for diabetes prevention.	2.5 minute piece on Look East.
16 August	Meeting with the BME Women's Life Skills group – ELFT mental health service user group.	BAME service users	5	Targeted via existing support groups	To listen to the views of Asian women and to secure their feedback on proposals for crisis care in the area.	Positive feedback from women who were encouraged by proposals.
17 August	Blog: Mental Health	Patients/public/ Colleagues	136	N/A	Bedfordshire resident Felicity Stocker encouraging people to get involved in the mental health survey and shape decisions.	The blog was viewed 170 times.
21 August	Meeting with the Asian men's Dosti: BME Mental Health Service User event	Service Users		Targeted using existing support groups	To seek feedback from make BME groups on the proposals being put forward for Crisis Care.	The meeting was well received with service users agreeing with the proposals discussed.
21 August	Mental Health Service User Event	Service Users	7	Targeted using existing support groups	To share proposals for improvements to our mental health crisis care services and listen to feedback.	Positive feedback from the group. Views were provided for consideration, but the group was largely supportive.

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21 August	Press Release: Help shape mental health services in Bedfordshire	Patients and the public Local broadcast and print media	62	N/A	To encourage people to complete the questionnaire and give their views on our plans for Mental Health Crisis Care.	Coverage in: BoS,
22 August	Mental Health supermarket engagement event – Waitrose, Bedford	Service users/public	N/A	Social Media & partner social media	To raise awareness of the work being undertaken on mental health in Bedfordshire and signpost them to services locally.	
30 August	Press Release: BCCG's Governing Body held in public	Patients and the public Local broadcast and print media	16	N/A	To raise awareness of the Governing Body and encourage attendance.	Published on our website.
31 August	Patient letter to those registered at Putnoe and Great Denham surgeries	Patients of Putnoe and Great Denham surgeries.	N/A	Taken from GP practice list	To inform patients about the procurement process for the APMS contracts in each of these surgeries.	Patients are aware and reassured by local plans within primary care strategy.
1 September	Stakeholder Briefing On procurement for Putnoe and Great Denham surgeries.	Stakeholders of Putnoe and Great Denham surgery.	N/A	Taken from stakeholder list.	To inform stakeholders about the procurement, so that they can advise patients as necessary.	Stakeholders are aware and reassured by local plans within primary care strategy.
04 September	Press Release: Back to school advice for parents to deal with minor illnesses	Patients and the public Local broadcast and print media	20	N/A	To promote self-care messages, particularly for children and to encourage people to use NHS services responsibly.	Published on our website.
4 September	LGBTQ support group presentations	LGBTQ community	N/A	N/A	To engage with and listen to the views of the LGBTQ community about our commissioning intentions.	Positive feedback from the LGBTQ community, who welcomed the opportunity to share their views.

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05 September	Press Release: Local supermarkets join forces with NHS to tackle growing mental health concerns	Patients and the public Local broadcast and print media	12	N/A	To promote the supermarket mental health sessions that were running and inform people about the services that are available locally.	Published on our website.
06 September	Press Release: Give your feedback on NHS Healthcare in Bedfordshire	Patients and the public Local broadcast and print media	N/A	N/A	To encourage people to find out more about our Commissioning Intentions and share their views on our plans.	Coverage in Bedford Today.
11 September	Meeting with National Association Patient Participation	BCCG locality leads and lay member	10	N/A	As part of our drive to strengthen public involvement and participation, we met with NAPP to understand what support is available to PPGs and localities.	Positive meeting. Events to be scheduled with Practice Managers and PPGs in winter.
11 September	Mental Health supermarket engagement event in Tesco, Bedford	Service users/public	N/A	Social Media	To raise awareness of the work we are doing to improve mental health crisis care and signpost people to services locally.	Positive feedback on social media about the approach and willingness to discuss mental health.
12 September	Press Release: Patients help shape Mental Health Crisis Care in Bedfordshire.	Patients and the public Local broadcast and print media		N/A	To playback to our communities the work that had been undertaken to engage and listen to views on crisis care and playback the findings of the report.	Social media activity Published on our website.
13 September	PPG meeting Putnoe APMS	Members of Putnoe PPG.	12	Via practice manager.	A face to face meeting with Putnoe patients to answer any questions they may have on the APMS procurement process.	PPG members were reassured and welcomed the chance to feedback.

Date	Type of activity	Target audience	Number of attendees /views /users	For events, how were participants informed?	Aims and objectives	Feedback/outcomes
13 September	Bedford University Student Issue Forum	Bedfordshire Students	N/A	N/A	To share our commissioning intentions and secure feedback from the student population on our plans.	Positive feedback from students who welcomed the opportunity to find out more about the services that are provided locally.
14 September	Press Release: Bedfordshire CCG invites residents to its fourth Annual General Meeting	Patients and the public Local broadcast and print media		N/A	To raise awareness of our AGM and encourage attendance.	Published on our website and on social media.
14 September	Healthwatch Reference Group Meeting	Healthwatch	15		Present details of BCCG commissioning intentions.	Healthwatch shared their views on the plans, but were largely positive about the proposals.
14 September	CHS procurement – Training patient and carer representatives for scoring and evaluating at ITCD	Patient and carer representatives	6	N/A	Training patient and carer representatives to score and evaluate bids at ITCD stage of procurement.	The representatives were equipped with the skills to undertake the scoring and evaluation.
15 September	Press Release: Asthmatics - don't get caught out by the sudden changes in weather	Patients and the public Local broadcast and print media		N/A	To encourage asthmatics to self-care as the season changes, to prevent in decline in their condition.	Published on social media and on our website.

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15 September	Mental Health supermarket engagement event – Sainsburys, Dunstable	Service users/public	N/A	Social Media and partner social media.	To raise awareness of the work being undertaken to improve mental health services and promote the services that are available locally.	Positive feedback on social media about the approach.
18 September	Central Bedfordshire Overview and Scrutiny Committee	Elected members	N/A		Sarah Thompson presented papers on Mental Health Crisis Care and our Commissioning Intentions, to ensure elected members are sighted on our proposals.	Positive feedback from members who welcomed the overview. Members invited BCCG back to a further meeting for an update.
18 September	Bedford Borough Health and Wellbeing Board	BBC Health & Wellbeing Board	N/A	N/A	To present BCCG commissioning intentions to BBC health and wellbeing board.	Positive feedback from members.
19 September	GP extended hours survey	Bedfordshire Residents	1318 responses (as of 12 October)	N/A	To capture patient views on extended access to primary care – services.	This is a record response rate for BCCG. The survey closes on Sunday 15 October.
20 September	Patient Open Evening – Putnoe APMS	Putnoe patients	140	Via practice communications	To engage with patients around the procurement of the APMS contract for Putnoe and answer any questions they may have on the process.	Patients are aware and reassured by local plans within primary care strategy.
20 September	Meeting with the Mayor of Bedford, Chief Executive of Bedford Borough	Key stakeholders	3	N/A	To inform the Mayor and Chief Executive about plans for the development of a new urgent treatment centre for Bedfordshire.	Positive feedback. The Mayor encouraged us to share with the OSC.

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21 September	BCCG AGM	Public/GP Members	30	N/A	To inform patients and interested parties on the progress the CCG has made over the last financial year.	Largely positive feedback. Some searching questions from the public on finance and STP.
21 September	BCCG Members Forum	BCCG GP Members			To engage and share information with GP Members and debate key topics including peer review.	Positive feedback from GPs on the quality and robustness of the discussions.
21 September	Shortstown APMS: Patient letter	Shortstown patients	N/A	N/A	To inform patients of the procurement process for the APMS contracts for this surgery.	Patients are aware and reassured by local plans within primary care strategy.
21 September	Press Release: Pregnant mothers urged to take the free flu jab to protect their baby	Patients and the public Local broadcast and print media		N/A	To promote the national winter flu campaign to encourage those entitled to take up the flu jab.	Published on our website and via social media.
21 September	Mental Health supermarket engagement event – Waitrose, Bedford	Service users/public	N/A	Social Media	To advise the public on the mental health services that are available to them locally.	Positive feedback on social media.
22 September	Shortstown stakeholder briefing	Shortstown stakeholders	N/A	Letter	To ensure stakeholders are kept informed of the procurement process for the APMS contracts for this surgery.	Stakeholders are aware and reassured by local plans within primary care strategy.
27 September	Bedford Borough Health and Wellbeing Board	BB HWBB	N/A	N/A	To provide members with an update on commissioning intentions.	Positive feedback provided on the two year plan.

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28 September	Private Ambulance Service – reactive media and proactive stakeholder communications.	All stakeholders including GPs, Trusts, providers, public members, elected members and the media	N/A	N/A	To ensure that patients and stakeholders were informed of the work the Consortia was doing to ensure patients continued to access a safe service during the transition from Private Ambulance Service to EEAST.	The Communications and Engagement team led communications and engagement with stakeholders across Bedfordshire, Luton and Hertfordshire. The team joined the NHS England strategic cell to provide advice and guidance. Coverage has been balanced, despite the situation.
4 October	CHS procurement moderation sessions	Patient and carer representatives	6		To moderate scores awarded for questions relating to patient experience.	Patients are fully involved in the procurement process for a significant contract ensuring the patient is at the heart of commissioning.
6 October	Festival For Older People	Older residents of Bedfordshire	N/A	Social Media Event Advertising	To provide advice and information on specific services relevant to this demographic.	Collaboration with partner organisations and opportunity to promote BCCG's activity.
10 October	CHS procurement moderation sessions	Patient and carer representatives	6	N/A	To moderate scores awarded for questions relating to patient experience.	Positive feedback on patient involvement.

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13 October	Clapham Road APMS: Patient letter	Patients of Clapham Road surgery.	N/A	Taken from GP practice list	To ensure patients are kept informed of the procurement process for the APMS contracts for each of these surgeries.	Patients are aware and reassured by local plans within primary care strategy.
13 October	Clapham Road APMS: Stakeholder briefing	Stakeholders of Clapham Road surgery.	N/A	Taken from stakeholder list.	To ensure stakeholders are kept informed of the procurement process for the APMS contracts for each of these surgeries.	Stakeholders are aware and reassured by local plans within primary care strategy