

# ***Governing Body Meeting***

*Held in public*

# **REPORT**

<b>Subject</b>	Patient and Public Engagement Report
<b>Date</b>	7 September 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 1 July – 18 August 2017.

- **Mental Health** - Arranged and delivered a series of engagement events with service users, carers and mental health professionals to listen to their views on how mental health crisis care can be improved in Bedfordshire. Public events were held in Central Bedfordshire (3 July) and Bedford Borough (12 July). The communications and engagement team also attended existing meetings with service users including Local Authority events in Bedford Borough (16 August) to ensure that the voice of diverse communities are included in the process. An online questionnaire to seek the views of patients and the public was published at the end of June and to date, more than 200 responses have been collated. News releases, blogs and patient stories have been used to encourage participation in the survey.
- **Dementia Beds** - Following the decision by East London Foundation Trust (ELFT) to reduce the number of specialist dementia beds in Bedfordshire, two relatives meetings were held, one at Potton House (25 July) and one at Orchid Lawns (26 July) to involve patients and their relatives in discussions around the decision. Relatives were provided with information and asked to give feedback on plans for the future.
- **Community Health Services** – As part of the procurement for Community Health Services, we arranged an event to involve service users in the procurement process – listening to their views on what they want from the new community health services contract.

- **Ageing Well** – We attended the Ageing Well Exhibition in Bedford Borough (17 July) to meet older people and provide advice on living well, managing chronic conditions and providing information on the services that are provided at their local surgery.
- **Patient and Public Engagement Forum** – A series of meetings were held with members of the Patient and Public Engagement Forum, local Healthwatch organisations, locality representatives and the Equalities Manager for our area, to review the existing Forum to ensure it continues to deliver on our statutory and constitutional responsibilities to involve patients and the public in commissioning decisions. At a meeting on 17 July, representatives voted to disband the existing Forum in favour of a new committee that reports directly to the Governing Body and includes scrutiny panel from a wider membership base. In line with governance processes, a paper has been drafted for consideration by the Integrated Commissioning and Quality Committee (ICQC) on 30 August.
- **Non-Emergency Patient Transport** – Work has started to involve patients, carers and relatives in the re-procurement of the Non-Emergency Patient Transport (NEPT) service. Following concerns from patients and relatives about the quality of the service provided by Private Ambulance Service, the communications and engagement team has been working with Healthwatch and other local groups to determine how we can involve communities in the procurement to make sure their voice is heard. Engagement will begin in September.

### 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.**

<b>Links to Board Assurance Framework / Corporate Risk Register</b>	This work reports into the Integrated Commissioning and Quality Committee and subsequently the Governing Body.
<b>Details of additional risks associated with this paper (may include NHS England Assurance Framework / NHS Constitution)</b>	All risks for communications and engagement activity are included on the Communications and Corporate Affairs risk register.
<b>Financial Implications / impact</b>	
<b>Legal Implications / impact</b>	
<b>Partnership work / public engagement implications / impact</b>	
<b>Committees / groups where this has been discussed before</b>	
<b>Other options available and their pros and cons</b>	
<b>Background papers</b>	Appendix A includes the Communications and Engagement log, which monitors outputs from the communications and engagement team.

## Communications and Engagement activity log

Agenda item 8.0

Date	Type of activity	Target audience	Number of attendees/ views /users	For events, how were participants informed?	Aims and objectives	Feedback/outcomes
<b>May 2017</b>						
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: Beds on Sunday: 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)
<b>June 2017</b>						
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
5 June	Central Bedfordshire Overview and	Elected members and public	N/A	N/A	To assure elected members that BCCG are engaging with the public and improving services for Primary	Full assurance given by members. A further update on primary care

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	Scrutiny Committee (OSC) Meeting				Care and MSK service.	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
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
<b>July 2017</b>						
3 July	Mental Health	Service Users,	32	Open public	To involve service users, carers and	Robust engagement on

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	Engagement Event	stakeholders and professionals		invitation	professionals on the work BCCG is undertaking in relation to Crisis Care. Testing ideas and direction of travel	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
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	Public and Patients	9	Invitation only	To review and refresh the Public and Patient Engagement Forum (PPEF), to ensure we are continuing to meet	A new approach was agreed by the PPEF members. A paper has

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	Engagement Forum				our statutory and constitutional duties to involve patients and public in commissioning decisions.	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 Non-Emergency Patient Transport Service (NEPTS) contract.	Full assurance on work undertaken given to members. OSC welcomed update, they 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 –	Residents 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	Relatives reassured about process and how it may affect their

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	meeting with relatives				Lawns and future contract plans for Dementia Beds under the mental health strategy.	relative – chance to test the plans for future contracting model for Dementia beds with those affected.
31 July	Community Health Services (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	(Too new)	N/A	Advice about using a pharmacy and self-care during periods of illness this summer and using NHS services appropriately.	
9 August	Press Release – Diabetes investment	Patients and the public Local broadcast and print media	Too new	N/A	To promote the investment and subsequent work planned for Diabetes care in Bedfordshire.	Coverage in BoS, Bedford Today, BBC3 Counties, Look East