

Agenda Item: 14.0a)

<p style="font-size: 1.2em; font-weight: bold;"><i>Governing Body held in public</i></p>	<p style="font-size: 1.5em; font-weight: bold;"><i>Confidential Report</i></p> <p>Date of Meeting: 7 March 2018</p>
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Report Title	Involving public and patients in the development of new models of care		
Report Author	Presented By	Responsible Director	
Michelle Summers Head of Communications and Engagement	Michelle Summers Head of Communications and Engagement	Jane Meggitt Director Governance, Risk and Corporate Services Signature:	
Purpose for presenting report	This report provides an update to Governing Body on the plans to involve patients and the public in the development of plans for the new GP Extended Hours service and the Urgent Treatment Centre.		
Action Required:	For information only		
Approval Route:	Executive		
Further Assurance:	Patient and Public Engagement Committee		
Which Strategic Objectives does this report provide evidence for?			Please Tick ✓
We will commission high quality, safe and sustainable models of care that deliver effective clinical outcomes and patient experience using evidence based decisions and best practice			
We will ensure that there is a financially sustainable and affordable healthcare system in Bedfordshire.			
We will lead, engage and operate as an effective place based and STP wide system partner to achieve greater integration of care delivery.			
We will support local people and stakeholders to have an influence on services we commission to ensure our decisions are informed and shaped by local views and insights.			✓
We will operate and manage our Governing Body to the highest standards of accountability and transparency.			
Implications/Assessments	Yes	No	N/A
Have any financial implications been signed off by the Chief Finance Officer?			
Have any quality implications been signed off by the Director of Nursing & Quality?			
Have any privacy implications been signed off by the Head of Information Governance?			
Have any conflicts of interest implications been signed off by the Corporate Office?			
Have any public engagement implications been signed off by the Head of Communications & Engagement?	✓		
Has an Equality Impact Assessment been carried out?			
Key Risks			



Executive Summary

Residents in Bedford are concerned that the closure of the Putnoe Walk in Centre on 30 September, 2018 will make it harder for them to access same day and walk in appointments with a GP or member of the multi-disciplinary practice team.

While a new nationally mandated Urgent Treatment Centre is being established in parallel to a new GP Extended Hours service, residents remain concerned that this will prove difficult for patients, given concerns around parking at the Cauldwell Medical Centre, and the removal of a facility in Putnoe, which is ideally located for those who live in rural communities to the north of Bedford.

Involving the community in co-designing the new models of care for the GP Extended Hours service and explaining how the new Urgent Treatment Centre will enhance levels of care is paramount. This paper seeks to give assurance to the Governing Body that a full engagement plan is underway with local communities in Bedford, to give them the opportunity to influence how services are delivered and shape new models of care for the GP Extended Hours service.

How will we engage?

A series of engagement events and listening opportunities have been identified, which will take place from February – June 2018. It is important that all communities in Bedford are given the opportunity to be heard and involved in the coproduction of new models of care. As such, this plan seeks to reach out in different ways to the diverse population in the Borough.

This plan has been shared with the Patient and Public Engagement Committee, a new formal sub-committee of the Governing Body and will be shared with Members of the Bedford Borough Overview and Scrutiny Committee on 6 March, for further scrutiny and guidance.

1. Introduction

This paper aims to give assurance to the Governing Body that a robust communications engagement plan is underway to involve local communities in the establishment of a new nationally mandated Urgent Treatment Centre and the co-design of new models of care for the new GP Extended Hours service.

2. Background

On 25 January, members of the public formally submitted a petition to the Governing Body to keep the Walk in Centre at Putnoe open. This came following growing concerns locally that the closure of the walk in service, provided by partners at Putnoe Medical Centre, would make it difficult for local people to access same day, walk in GP appointments when they needed them most, at a place most convenient to them.

The wave of public feeling was exacerbated by the fact that Bedfordshire CCG is nationally mandated to provide an Urgent Treatment Centre in the Borough, which is close to diagnostics including blood and urine tests and x-ray facilities. The only available site for this service is at the Cauldwell Medical Centre on the Bedford Hospital site, which is at the other side of Bedford for patients who rely on the walk in service, and where parking is costly, over-subscribed and difficult to access.

Bedfordshire CCG is committed to blending national policy initiatives with the needs of its population to ensure that the right care is delivered in the right place.

In autumn 2017, the CCG embarked on a process to build resilience in primary care in Bedford and engaged with local communities to gauge whether patients would like to access a GP Extended Hours service. Over 1,300 local people responded to the survey and outlined that:

- They would like a face to face appointment
- They're mostly happy to see a GP/Nurse that they know
- They want to access appointments on Saturday and Sunday mornings
- They want to access evening appointments – especially on a Monday.
- They would prefer to see a GP, but they are happy to see a clinician in other roles.

Following this survey, it was agreed that a new GP Extended Hours service would be introduced from 1 October 2018, when the Putnoe Walk in Centre closes and the new Urgent Treatment Centre is fully operational. It was also agreed that local people would be given the opportunity to shape how the new service would be delivered.

3. Discussion

What engagement?

Given that the new Urgent Treatment Centre is nationally mandated and there is only one location which could be used to deliver to the specification, it would not be good practice to formerly consult with local communities.

It is important however, for local people to be given the opportunity to co-design new models of care for the GP Extended Hours service. This will be undertaken, in conjunction with engagement around the Urgent Treatment Centre, to ensure a holistic picture of urgent care in Bedfordshire is provided.

Who do we want to engage with?

Urgent Care services affect residents from across Bedford and some parts of Central Bedfordshire. Members of the public are concerned about those who are considered to be the most frequent users of the walk in centre including those who are vulnerable, people with young children and frail elderly patients. As a result, this plan aims to reach as many people as possible.

ENGAGE Actively influencing decision	PARTNER Closely working together to deliver outcomes
Overview and Scrutiny Committee Ward Councillors Mayor of Bedford MPs Regulatory bodies NHS England	Healthwatch CVS Local Authorities GPs in Bedford Bedford Hospital Community Health Services BCCG Governing Body members
INFORM Providing Information	INVOLVE Active, 2 way communication
Local media Public Health Public Health England Political candidates	Patients/Public Faith groups / places of worship Older people groups Disability groups Parent groups Children's Centres Community Centres Carers Patient Groups Carers organisations Mental Health charities

How will we engage?

The CCG aims to engage extensively to ensure the views of local people are captured and listened to. The communications and engagement plan therefore needs to deliver a mix of tactics to reach different communities and demographics. This includes:

- **Engagement events** – a series of engagement events will be run at different times, to enable local people to attend and share their views. The engagement events will give people the opportunity to find out more about the services that will be introduced and shape new models of care for the GP Extended Hours service.
- **Tell Dr David / Das** - A social media campaign to attract the attention of younger people will be run. One of our Locality Chairs for Bedford would be asked to front this campaign – asking people to share their views with him on Twitter or Facebook, so that their views can be heard. In addition to generic messages, the GP will ask people to share their views on key aspects of the new service, to enable responses to be captured. This social media campaign will run on both a bespoke Twitter page, supported by the Communications and Engagement team and also retweeted through the CCGs corporate channel.

- **Mumsnet** – an online event would be run, targeted at the Bedfordshire community to seek the views of parents locally. This would enable us to give parents a voice in the development of the new GP service.
- **Older people Forum** – the CCG will host a coffee morning at the Guild House in Bedford, to give older people, who use the Putnoe Walk in Centre, the opportunity to make their views heard and help shape the new services provided.
- **Community and Children’s Centres** – the Communications and Engagement team will host drop in surgeries at community centres and children’s centres in the north of Bedford to ensure that parents, older people and young people are given the opportunity to share their views and contribute towards the shaping of the new service.
- **LGBTIQ** – using existing links to groups in Bedford, we will host a drop in surgery at events to ensure this hard to reach group is heard in developing new models of care.
- **Poster campaign** – a poster campaign promoting the engagement events and encouraging people to make their voice heard through bespoke channels will be undertaken – with posters displayed in public buildings including GP surgeries, libraries, supermarkets and the local authority.
- **Existing groups** – using well developed links with community groups, we would look to host listening surgeries with faith communities, mental health and learning disability groups to ensure people are given the opportunity to contribute to this important discussion.
- **Twitterthon** – a live event will be held on social media and boosted across Bedfordshire to give people the opportunity to listen to the vision for urgent care in the area and give their views. This will provide local people with the opportunity to share their views at a time most convenient to them.
- **Live events** – a live event will be held in Bedford Market and public spaces, to ensure we are visible in the local community and have the opportunity to meet with residents from a wide demographic. The event would use an ‘emoji board’ to enable people to respond to a key set of questions quickly and effectively. The communications and Engagement team would also be on hand to provide more detailed information and capture feedback as required.
- **Putnoe drop in** – A drop in surgery would be held at Putnoe Medical Centre, during peak times to allow the Communications and Engagement team to listen to the feedback from users of the service.
- **You said, we heard** – a document that captures three months of feedback from residents would be produced and published extensively to provide total transparency that the views of the public have been captured in commissioning decision making.
- **Elected Members** - In keeping with our commitment to provide complete transparency and involve the public in decision making, clinicians and managers will attend all Overview and Scrutiny meetings to ensure regular updates are provided. Similarly, regular updates will be provided to the Mayor of Bedford, MP and other interested elected members.

How will we assure the plan?

It is important that local people are involved in shaping the communications and engagement plan. On 17 February, members of the Communications and Engagement team will meet with representatives from the Hands off Bedford Hospital group and the Petitioners who addressed the Governing Body. This will give local people the opportunity to shape the engagement plan.

On 21 February, the plan will also be shared at the Patient and Public Engagement Committee, a formal sub-committee of the Governing Body, where representatives from Healthwatch, the local authority, CVS and patient groups will have the opportunity to scrutinise the plan and provide further guidance.

On 6 March, the plan will be shared with Members of the Bedford Borough Adult Health Overview and Scrutiny Committee.