

# You Said We Did

## Engaging our local community

Through 2016/17, we engaged hundreds of local people to hear what they have to say about the health and care services that we commission on their behalf. In face-to-face meetings in community centres, places of worship or at community festivals, our commissioners have been out and about to listen to people. The stories our community have shared with us are helping us to put patient voice at the heart of the way we change the NHS.



*Ian, Director of Acute and Community Commissioning at NHS Newham CCG, listens to what people have to say about community health services at the Mayor's Newham Show*

## Building Healthy Communities

The vision for Building Healthy Communities is to provide quality, integrated out-of-hospital care that meets the needs of local people. To ensure the programme is effective, we have established a patient-carer voice representative group which has helped shape service specifications

for falls, continence, cardiology and diabetes. The group also generated ideas for reaching local people and endorsed our overall approach to engagement.



*Philip, patient representative for Building Healthy Communities 2015-2016, talks to people about our plans for community health at a community festival*

## Musculoskeletal service (MSK)

Patient engagement continued to be integral to the development of the MSK service. Patient representatives contributed to the project by acting as advocates for public health options, preventative care, self-care and patient education. They came up with ideas, such as highlighting the importance of self-care, arguing for the importance of psychosocial assessments (not just physical assessments) and the need to look at how patients can be supported to build social networks and join groups.



Angus (left) has ensured clinicians and commissioners put patient voice at the heart of redesigning MSK services

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*“I feel that the CCG has upped its game in terms of engagement. I had the impression that CCG patient engagement involved setting up an event, talking to patients, giving them lunch and then going off to write the policy. This was a hundred miles from that.”*

*“Seeing the process from this end has been so different from being a patient. Seeing what has happened, realising some of the problems the CCG is dealing with and the challenge of reaching middle ground. I went through the whole pathway myself years ago.”*

*My main interest was to observe a system being developed whereby people who aren't as fortunate to have good signposting as I did – my mother was part of the health care system – will be able to get as good treatment. I've seen people who didn't get the same treatment as me still in the same place as they were twenty years ago.”*

**Angus, patient representative on the musculoskeletal service structured collaboration working group**

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## Termination of pregnancy services

To better understand the experiences of people who have used this service and to incorporate their feedback in service design, the CCG engaged with this group. We will be working with our providers to implement changes as a result of the feedback, which includes access to an easier referral pathway, care in the community and quicker appointment times.

## Improving uptake of the latent tuberculosis infection screening service

The CCG commissioned Healthwatch Newham to learn about patients' experience of the pioneering latent tuberculosis infection screening service in the borough to understand the key factors behind the high rates and why patients decline the test. The research report will be used to improve uptake of the screening service, as well as to develop a community engagement action plan in partnership with the London Borough of Newham.

## Developing the estates strategy

We shared plans about the future of our estates development with patients and the public through a number of events and activities. As a result of what people told us, we have looked at how we can include the following suggestions into the strategy:

- Premises located near good public transport links
- Consideration for supporting those with special physical needs, e.g. changing facilities, wheelchair access
- Ensuring facilities meet high standards of energy conservation
- Facilities address telephone services to improve access and self-help where appropriate
- Aiming to offer a one-stop service for care closer to home



*Neil, Associate Director of Primary Care Commissioning at NHS Newham CCG gives an overview of our estates strategy at a public event where over 50 people answered our call to get involved.*

## NHS 111 integrated urgent care

Patients said they want a quick, easy and memorable number to access advice outside GP hours. Plans are now underway to ensure patients can access urgent care, including their GP out-of-hours service, by calling 111. Engagement with the deaf community reaffirmed the importance of continued accessibility of 111 to all sensory impaired people and we have modified the specification to enhance this.

## Children's asthma services

In partnership with other north east London CCGs, we held an engagement event for children with asthma and their parents, to hear their experiences of using asthma services. A key outcome of this engagement will be the development of a working group to improve the service pathway. The group will be involved in mapping local support groups and engaging Asthma UK to develop peer support for parents.

## Transforming Services Together (TST)

Formal engagement for TST took place during 2017/18. More than 1,000 people provided feedback and comments at meetings, focus groups, drop-in sessions and events to help shape these plans and our wider sustainability and transformation plan. As a result of the feedback, we will be holding borough-wide listening events over 2017/18 to outline progress to date and to continue listening to the views of patients and the public.

## Improving primary care access for deaf patients

Following an initial meeting with the Newham Deaf Forum (NDF), the CCG agreed to host a patient engagement event for the forum's members. The aim of the event was to create an opportunity for patients from this community to connect with the CCG's decision-makers and for senior commissioners to hear about the issues impacting the deaf community first-hand. As a result of the event, the CCG will develop a framework for improving access in GP practices for the deaf community in partnership with the NDF.



*Susan (centre), Chair of the Market Street Practice PPG encourages her members to organise health and wellbeing events at the practice. The CCG has also facilitated peer support between PPG chairs.*

## Patient participation groups (PPGs) development

We have invested in developing PPGs so they can effectively represent the patient voice in local healthcare development. Members of the group and the supporting practice staff are now offered training by a third sector organisation, a PPG best practice toolkit, as well as outreach activities to raise awareness and promote the important role PPGs have to play in empowering the patient voice in primary care.

### PPGs in Newham are making impact in a number of ways:

- Dr Driver and Partners' PPG work closely with the practice and are regularly involved in decision-making. For example, they helped to choose the telephone provider and assisted with the development of the practice's website. They also attend staff meetings regularly to keep up to date with what's going on.
- Tollgate Medical Practice PPG uses community events rather than formal meetings to engage with local people and encourage them to take more control of their health.
- Newham Health Collaborative PPG has a code of conduct on the door of the meeting room to emphasise the role of its members as representatives of patients.



*"I hardly ever use my Practice at the moment, but I know that in ten or twenty years I will need them – and I want them to be the best Practice they can possibly be by then! That's why I volunteered to be the Chair of my PPG." - PPG Chair, Dr Krishnamurthy Surgery*

*"Our PPG doesn't solely rely on meetings to function as an effective PPG or improve practice-patient relationship. We put on events throughout the year to bring patients, practice staff and the local community (especially hard-to-reach) together. This is what makes our PPG standout." - Tollgate PPG Chair*



## Get in touch

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