Patient and Public Involvement Annual Report
2016 / 2017

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Since its inception, the CCG has honoured its commitment to reach out to our local population and encourage as many people as possible to work with us on shaping local NHS services. The CCG is now in its fourth year and we continue to make progress. Thank you to the many patients, members of the public and other local organisations that have worked with us this year and helped us to achieve our aims.

I continue to enjoy my role as Chair of the Patients Forum, and the challenges and satisfaction this brings. I provide a direct two-way link from the Patient Forum to the CCG Board. This link is vital to ensuring that the patient voice and challenge is heard at all levels of the CCG and that patients see they have the power to influence decisions and affect outcomes.

The Forum is made up of passionate and dedicated patients to whom I am truly grateful for their help and commitment. We are also thankful to Healthwatch Wigan and Leigh who bring additional perspective to our work. The Forum holds providers to account where services give cause for concern. Healthwatch Wigan and Leigh also provides critical challenge to the CCG around local healthcare services, local strategy and also make sure that we are meeting our patient and public involvement duties.

The Wigan Borough Locality Plan sets the direction for all local health and social care services and provides a new vision of integrated, patient-centred care, with Partners working together across organisational boundaries, with GPs at the heart of the system. We are currently working to ensure that the Patient Voice is heard and reflected within the new system as we continue to enhance provision.

We are also seeing patients and members of the public increasingly involved in CCG business. For example, we now have two patient representatives on our Primary Care Commissioning Committee, a patient representative on our Local Cancer Implementation Team, with ambitions for more.

This report will summarise how, in the period 2016–2017 we have met our duty to involve patients and members of the public in the commissioning of health services in Wigan Borough and will lay out our aspirations for the next 12 months.
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NHS commissioning organisations have a legal duty under the National Health Service Act 2006 to ‘make arrangements’ to involve the public in the commissioning of services for NHS patients (‘the public involvement duty’).

Wigan Borough CCG’s Communications and Engagement Strategy (2016-2018) outlines the CCGs objectives to:

- Encourage & enable active patient and public involvement in the CCG and in the design of local health and care services
- Encourage a new and improved relationship between patients & NHS

To do this successfully it is important to understand the demographics of Wigan Borough and to actively seek to involve and engage with a diverse range of people. The demographics of Wigan Borough is outlined in the CCGs 2017 Annual Equality Publication.

The Engagement Team reports to the following committees at WBCCG with updates on engagement activity and outcomes:

- Clinical Governance Committee – Bi-monthly report
- Corporate Governance Committee – Bi-monthly report
- Governing Body – Quarterly report by Patients Forum

The Engagement Structure described within this report provides additional assurance about our Patient Involvement Plans and Activity, e.g. Patients Forum and Wigan Leaders Resident Engagement Group.

Links to further reading:
Comms and Engagement Strategy - available on Our Strategies page
Consultation Protocol - available on Our Policies web page
Annual Equality Publication – available on Equality and Diversity web page
The Communication and Engagement Team reports to the following committees at Wigan Borough CCG with updates on engagement activity and outcomes:

- Clinical Governance Committee – Bi-monthly report
- Corporate Governance Committee – Bi-monthly report
- Governing Body – Quarterly report by Patients Forum

Members from our Patient Forum are invited to present with the Communications and Engagement Team to Wigan Borough CCGs Governing Body.

The Engagement Structure described within this report provides Wigan Borough CCG with additional assurance about Patient Engagement and Involvement plans and outcomes.
How we involve local people in the CCG’s work

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<td>Wigan Leaders Resident Engagement Group</td>
<td>Patient Representatives</td>
<td>A look at these in more detail on the following slides…</td>
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- Our Shape Your NHS Community and PPG Groups receive regular newsletters advertising opportunities to get involved and we share reports from engagement activity.
- A menu of engagement opportunities is published on our We Need Your Help Web Page.

Our Annual General Meeting in the park with 300 visitors
Individual Patient Participation Groups (PPGs)
57 of our 62 GP practices have a PPG. The CCG Engagement Team attend these as invited.

Cluster PPG Meetings
The CCG supports 5 Cluster PPG groups that meet on a regular basis. The CCGs aim is for them to be more actively involved in projects to improve local services. The Cluster PPGs are listed below:
- Wigan North and Central Cluster
- Leigh Cluster
- Lowton, Ince, Golborne, Ashton Cluster
- Tyldesley, Atherton, Boothstown, Astley Cluster
- South Wigan Ashton North Cluster

WBCCG Patients Forum
Patients Forum meets every other month and is Chaired by Frank Costello. The group consists of representatives from the Cluster PPGs. Members report service user experience and act as a critical friend in CCG projects and plan. A function of the group is also to encourage and support practices to have an active PPG.

WBCCG Governing Body
Frank Costello is a Lay member of the CCGs Governing Body, which receives an update report from Patients Forum every 3 months.

PPG Survey 2017
This year we have undertaken a survey of PPGs and written an action plan in response to the results.

Funding
We have provided funding for PPGs to undertake projects, e.g. health information booklets, events and First Aid Training.
Patient Involvement

‘Spotlight On’ Engagement Sessions

Regular engagement sessions for our patients representatives. The following topics have been covered this year:
• Primary Care Quality
• Share to Care & Fair Processing
• Population Health
• Healthier Wigan Partnership

Future Sessions:
• Primary Care Streaming in A&E
• Access to Extended Hours GP
• NHS Finance

Patient Representatives

Patient representatives are invited to attend the following groups and committees as full and valued members:
• Primary Care Committee
• Cancer Implementation Team
• Mental Health Strategy
• Communications and Engagement Group

Forward plan:
• To create Patient Experience Champions

A spotlight session on Healthier Wigan, our Integrated Care Organisation
Our Annual PPG Conference is now in its third year…

• A successful PPG Conference was held on 6\textsuperscript{th} June 2017.
• The conference was co-designed with members of Patients Forum who decided the theme would be ‘Exploring the Future of Primary Care and the role PPGs can play’.
• There were a number of presentations about developments in Primary Care both locally and at a Greater Manchester level, the role of Information Management & Technology and how to involve younger people.
• A full copy of the 2017 PPG Conference Presentation can be found on our PPG web page.
• PPGs have requested regular networking events.
## Patient Involvement

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<th>Readers Panel</th>
<th>Working Group: Medicines Management Patient Group</th>
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| The Lay Readers Panel give up their time to review any documents/leaflets/posters being designed for the public. This year the Lay Readers Panel has reviewed:  
  - Chronic Obstructive Pulmonary Disease (COPD) leaflet  
  - Healthier Wigan Roadmap  
  - Integrated Community Services Poster  
  - Patient Experience Surveys  
  - Medicines Waste Campaign Material  
  - Cancer referral leaflet | Involved in the development and design of the local Medicines Waste Campaign – to be launched September 2017. Training for PPGs to run campaign in their own practices. |
| **Community Events** | |
| Attending community events to talk to members of the public about local services. This year the Engagement Team has attended:  
  - AGM 2016 in Mesnes Park  
  - Health Fairs in Wigan and Leigh Town Centres  
  - Wigan Pride 2017  
  - Leigh Carnival 2017  
  - Breath Easy Information Event  
  - Age UK Prepare for Winter Event | |

Trish Anderson, our Chief Officer, with Donna Hall, Wigan Council Chief Executive at Wigan Pride
How do we work with our Partners

Wigan Borough CCGs Communications and Engagement Team chair a monthly meeting with colleagues from the following organisations to explore areas for joint working:

- Wrightington, Wigan and Leigh NHS Foundation Trust
- Bridgewater Community Healthcare NHS Foundation Trust
- North West Boroughs Healthcare NHS Foundation Trust
- Wigan Council
- Healthwatch Wigan and Leigh

Engagement Project Example – Outpatient Service Redesign

The Outpatient Service Redesign is one of the large programmes of work within the 5 Year Locality Plan.

Wigan Borough CCG is working with the Engagement Team at Wrightington Wigan and Leigh NHS Foundation Trust on the patient engagement programme around the redesign of Outpatient services, working with patients who have recently used the services or are under follow up. The aim of this engagement work is to understand the service user experience in each Outpatient service and to involve patients in the redesign.

3 step engagement approach:

1. Understanding current patient experience in the service.
2. Testing out ideas for change and co – design (using range of methods).
3. Service Evaluation – understand what impact the change has had.
<table>
<thead>
<tr>
<th>Service Redesign</th>
<th>Description</th>
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<tr>
<td>Pain Management Service Redesign</td>
<td>Focus group held with current patients of the service. Recruited patient to pain management working group*check Further focus groups to be held.</td>
</tr>
<tr>
<td>Rheumatology Service Redesign</td>
<td>Colleagues from Wrightington Wigan and Leigh NHS Foundation Trust held an Experience Based Design Event in February 2017 which helped to understand the current experience in the service. A follow up event was held in June 2017 to test out proposal to have clinics in the community.</td>
</tr>
<tr>
<td>Respiratory Service Redesign</td>
<td>Survey of patients who have recently used the service to understand current service user experience. Attendance at British Lung Foundation Breath Easy Event and Wigan Warblers</td>
</tr>
<tr>
<td>Ophthalmology Service Redesign (Cataract)</td>
<td>Currently running a survey of patients who have recently used the Cataract service to understand their experience and test out ideas to have follow up appointments done by the Optician.</td>
</tr>
<tr>
<td>ENT, Cardiology and Urology</td>
<td>Service Evaluation to be undertaken later in 2017</td>
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It is important for Wigan Borough CCG to hear from patients and members of the public about their experiences of using local services. Feedback helps us to understand where there may be issues we need to resolve or best practice we can share.

Wigan Borough CCGs Communications and Engagement Team speak to patients and members of the public at different groups and events about their experiences of using services. Local GP practices are also encouraged to report service user experience to Wigan Borough CCG which is collated by the Quality Team into a quarterly newsletter.

The service user experience is reviewed by Wigan Borough CCGs Quality Team alongside information from Patient Opinion and the Friends and Family Test. The Quality Team identify any trends and raise issues directly with service providers and support to make improvements.

Engagement Example: District Nurse Led Ear Care Service

Local Patient Participation Group (PPG) members raised concern, via Patients Forum, about poor patient experience in this service as a result of long waiting times. This was reviewed by the Quality Team and Commissioning Team and raised with the service provider. Patients Forum invited representatives from the service to talk about the issues and to discuss how improvements could be made. Patients Forum asked the service for assurance that action would be taken to improve patient experience and reduce waiting times.
Wigan Borough CCG is committed to embedding inclusion and diversity throughout all we do, promoting equality, embracing diversity and ensuring full inclusion for the population we serve.

Wigan Borough CCG has a lead officer for Equality and Diversity who Chairs a regular collaborative meeting with the following members:

- Wrightington, Wigan and Leigh NHS Foundation Trust
- Bridgewater Community Healthcare NHS Foundation Trust
- North West Boroughs Healthcare NHS Foundation Trust
- Wigan Council
- Healthwatch Wigan and Leigh
- Voluntary Community Sector groups

On 25th May 2017, an Equality and Diversity event was held were different stakeholders were invited to help us review how inclusive the CCGs processes and services are.

Engagement work is often focused around understanding the impacts of any change on different protected characteristic groups to produce an Equality Impact Assessment. Different groups are accessed via the Voluntary Community Sector. Easy Read and Large Print documents are produced for any engagement activities and other formats on request. Events are made as accessible as possible.
The Wigan Borough Locality Plan – Further Faster Towards 2020 – is the strategy for health and social care in Wigan Borough. It explains how health and social care organisations in Wigan Borough will work together to transform health and social care services.

The locality plan was based on existing strategies that were informed by Wigan CCGs early patient engagement which produced 10 priorities for local services:

1. I want to be able to get the help I need easily at any time, day or night.
2. I want to be treated by professionals who care about me.
3. I should only have to tell my story once.
4. I need to be supported to stay independent.
5. Doctors and professionals should be open and explain things in a way I can understand.
6. I should be able to get an appointment with a doctor within a reasonable amount of time.
7. I want more education to help me manage my own care properly and keep myself well.
8. My family and/or carers should be listened to more.
9. When I am discharged, I want the things I need to be ready for me.
10. Mental health should be seen as being just as important as physical health.

Engagement work around the Locality Plan consisted of having a broad conversation with patients and members of the public about the plan and seeking to understand how the plan would impact on different protected characteristic groups.
Wigan Borough CCG undertook the following engagement activity:

- A large workshop with colleagues from the Voluntary Community Sector to understand the impacts on protected characteristic groups.
- Two Health Fairs organised in Wigan and Leigh town centres.
- An event aimed at Patient Representatives from our engagement structure.
- Visits to specific groups such as Autistic Wigan, Maternity Groups, Patient Participation Groups.

As a result of the engagement work a detailed Equality Impact Assessment was produced. The Equality Impact Assessment can be found on our Progressing Your Priorities web page.
This group was formed in Summer 2016 and meets on a monthly basis. It consists of Lay representatives from each of the organisations in the Local Health and Social Care Economy as listed below:

- Wigan Borough Clinical Commissioning Group
- Wrightington, Wigan and Leigh NHS Foundation Trust
- Bridgewater Community Healthcare NHS Foundation Trust
- North West Boroughs Healthcare NHS Foundation Trust
- Wigan Council
- Healthwatch Wigan and Leigh

A role of the group is to act as a critical friend within each of the Locality Plan projects with regards to patient and public engagement.

Each member is able to link back to the engagement structure within their organisation, i.e. Trust Governors and Patients Forum.

The group helped to plan and deliver engagement work around the Integrated Care Organisation, Healthier Wigan.
Healthier Wigan is Wigan Borough’s new Integrated Care Organisations. It is a partnership of the following organisations who have come together to transform the way out of hospital health and social care is delivered in Wigan Borough:

- Wigan Borough CCG
- 62 GP practices
- Wigan Council
- Bridgewater Community Healthcare NHS Foundation Trust
- Wrightington Wigan and Leigh NHS Foundation Trust
- North West Boroughs Healthcare NHS Foundation Trust.

The aim of this engagement work was to begin a conversation with patients and members of the public around where services are located and help people to take better care of their wellbeing.

The Wigan Leaders Resident Engagement Group helped plan and deliver the engagement work which consisted of visiting as many events and groups as possible to speak to people. A broad range of people were reached via Voluntary Community Groups. During the course of the engagement work we did the following:

- Held stalls at community events, such as Wigan Pride and Leigh Carnival as well as libraries and health centres.
- Attended Patient Participation Groups and Voluntary Community Sector groups such as Autistic Wigan, Joining Communities, Wigan and Leigh People First and Wigan and Leigh Carers Centre.
- 2 workshop events for patient representatives.

Outcome report to be available September 2017
Wigan Borough CCGs Consultation and Engagement Protocol outlines the circumstances in which we will run a formal consultation in addition to Engagement work.

In December 2016, following a period of pre-consultation engagement, we launched a consultation on the future of 7 GP practices (delivering services from 12 locations) in Wigan Borough with a time limited Alternative Provider Medical Services (APMS) Contract. Prior to launch we worked with stakeholders, including patients of the practices involved, to decide the different commissioning options and criteria.

Wigan Borough CCGs Communications and Engagement Team undertook the following consultation activity:

- Local press, social media and website information
- Poster and information in all APMS branches
- Time spent in all branches
- Public drop in sessions
- Request to visit all Patient Participation Groups at the 7 practices.
- Locality (now Cluster) Patient Participation Group meetings
- All practices encouraged to distribute the consultation to their patients

We received 461 formal responses to the consultation survey and 325 ‘other’ responses, which included letters, emails and conversations. The responses to the consultation helped Wigan Borough CCG understand the views and needs of the patients.
This year, the CCG will:

- Review the engagement structure in light of changing organisational structures around joint commissioning and the Healthier Wigan Partnership.
- An engagement strategy and plan for the Healthier Wigan Partnership.
- Explore different ways of working with Voluntary Community Sector and how we can commission them to gather insight into the experiences of different groups.
- Work with regional partners on engagement around the North West Sector (Wigan, Bolton and Salford NHS working together).
- Implementation of the Patient Participation Group action plan, which includes a Boroughwide campaign on encouraging people to get involved and training to develop Patient Experience Champions.
- Work on a Maternity Voices Partnership.
- Patient Engagement in Wigan Borough CCGs End of Life Strategy.
- Patient Engagement in Primary Care, around the arrangements for non-core hour services and locally commissioned services.
- Continue with Patient Engagement plan around the redesign of Outpatient services.
- Work on Wigan Borough CCG internal project management processes and training for project leads on Patient Engagement, Consultation and Equality and Diversity.
- Work with Lay representatives on a self help and self management project.
If you have any questions about this report or want to join our Shape Your NHS Community please contact us on:

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