Patient and Public Involvement Annual Report 2017 / 2018

If you would like help translating this information into another language, or you would like this information in Braille, large print or audio format, please call 01942 482711 or e-mail shapeyournhs@wiganboroughccg.nhs.uk
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
<td>2</td>
</tr>
<tr>
<td>Our Duties &amp; Responsibilities</td>
<td>3 – 6</td>
</tr>
<tr>
<td>Governance &amp; Assurance</td>
<td>7 – 9</td>
</tr>
<tr>
<td>Equality &amp; Diversity (How we reach diverse, potentially excluded and disadvantaged groups)</td>
<td>10 – 12</td>
</tr>
<tr>
<td>How we involve patients &amp; residents (Our structures and processes)</td>
<td>13 – 20</td>
</tr>
<tr>
<td>Working with local Patient Participation Groups</td>
<td>21 – 26</td>
</tr>
<tr>
<td>Patient Feedback</td>
<td>27 – 30</td>
</tr>
<tr>
<td>Work with partner organisations</td>
<td>31 – 34</td>
</tr>
<tr>
<td>Impact of participation</td>
<td>35 – 37</td>
</tr>
<tr>
<td>Engagement programmes and how feedback was used</td>
<td>38 – 46</td>
</tr>
<tr>
<td>Learning and best practice</td>
<td>47 – 50</td>
</tr>
<tr>
<td>Future plans</td>
<td>51 – 52</td>
</tr>
<tr>
<td>Contact us</td>
<td>53</td>
</tr>
</tbody>
</table>
Welcome to the Annual Patient and Public Involvement Report for 2017/18. This report sets out Wigan Borough Clinical Commissioning Group's (CCG) responsibilities around patient and public involvement. It also sets out the ways we have involved people in the work of the CCG for the past 12 months and describes our ambitions and plans for the next year.

As always, I am grateful to the many patients and advocates who give so freely of their time to work with us to improve services. As Chair of the CCG’s Patients’ Forum I have seen members of this group get involved in some fantastic pieces of work, such as developing the End of Life Strategy, launching a new training programme, planning the annual conference, recommissioning contracts and constantly supporting us to enhance provision.

We have also seen the establishment of a healthcare system wide group, the “Wigan Borough Engagement Group”, which, this year, has really started to find its feet. This group is made up of like-minded people who take a system wide view of how services might work together to best advantage.

We are now entering a period of change, and an exciting time for health and social care services in the Borough. Progressively we will see service delivery brought together through the Healthier Wigan Partnership, as it responds to patient need, as well as the CCG’s developing partnership with Wigan Council, as they jointly commission services on behalf of our people.

As we go forward, it remains vital that patients continue to have an influential voice in shaping local services and the opportunity to work with us, in new settings, to best advantage. If you read anything in this report that interests you and you wish to be involved, please get in touch with us! See the back page for contact details.
Section 1

Our duties and responsibilities
Our duty to involve people

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’).

The CCG’s Communications and Engagement Strategy (2016-2018) outlines our objectives around patient and public involvement. Our main objectives are to:

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

The Communications and Engagement strategy is due for a refresh this year and will be published on the website.
One of our aims is to make involvement as easy as possible for people who want to work with the CCG. Some of the support available includes:

1. **NEW Training Programme**

   This year we were delighted to launch a training programme aimed at local GP Patient Participation Group (PPG) members and other members of the public who want to be involved. We have 9 different modules all being run at least twice a year in different parts of the Borough. Click [here](#) to see the training programme on our website.

   All the training modules have been designed to give people the knowledge and skills to help them be involved. The sessions we have delivered so far include, Understanding the local NHS; Social Media; Minute Taking; Chairing a Meeting; Being a committee member; How to involve people. We also linked in with Wigan Council to include Dementia Friends and Autism Friends training.

2. **Peer Support**

   For some of our volunteers who chair meetings we facilitate regular peer support meetings and catch ups.

3. **Out of pocket expenses**

   We have a patient and public involvement expenses policy to make sure that no one is out of pocket when getting involved.
Support available to staff

It is really important that we set up processes and systems that enable staff within the CCG to involve patients and public in our work. Some of the support available to staff includes:

1. Consultation Institute Membership
   The CCG is a corporate member of the Consultation Institute giving all members of staff access to the most up to date guidance, support and training around consultation and engagement.

2. Training
   This year we were delighted to be able to offer training to patient representatives and staff within the CCG and partner organisations. The training was on Consultation, Risk Management & Equalities.

3. Guides/Resources
   We also have an Engagement and Consultation protocol which guides CCG staff through the duties and responsibilities they have around involving patients and members of the public. This protocol also gives a step by step guide on how to involve patients and members of the public from the very start of a project.

Internally, we have a page on our intranet site that all staff in the CCG can access. This year we want to add more content to this page, such as; Guides; ‘how to’ documents; engagement reports; information on equalities and information on our existing engagement structures.
Section 2

Governance and Assurance
Governance & Assurance processes

The Communication and Engagement Team provides an update on patient and public involvement to the Clinical Governance Committee and Corporate Governance Committees which both meet every other month.

Two of our engagement groups, Patients’ Forum and the Wigan Borough Engagement Group, have an oversight of all the work we do to involve people and they are part of our assurance process. The two groups work closely together, with Patients’ Forum focusing on the commissioning work of the CCG, whilst the Wigan Borough Engagement Group looks at work done under our Integrated Care Organisation, the Healthier Wigan Partnership. These groups also make recommendations on areas where further work is needed with patients and residents.

Our longest established group, the Patients’ Forum, provides a formal update on patient and public involvement activity to the CCGs Governing Body every 3 months. Members of the group jointly present the report with Frank Costello, the Lay Member with responsibility for public involvement, giving their thoughts and feedback directly to the Governing Body.
Every year the CCG holds an Annual General Meeting (AGM). Patients and residents are invited to hear about the work of the CCG and to ask questions. Following our AGM at a local park last year, we wanted to continue to make our AGM more accessible and so this year we held it in Leigh Market. Two of our patient representatives spoke about how they work with the CCG and the importance of getting people involved to shape local services. Over the three days in Leigh Market we engaged with lots of people - Click here to see the engagement report.
Section 3

Equality & Diversity
(How we reach diverse, potentially excluded and disadvantaged groups)
The demographics of Wigan Borough is outlined in the CCGs 2017-2018 Annual Equality Publication.

It is important for the CCG to engage and involve people from diverse, potentially excluded and disadvantaged groups. There are different examples throughout this report of how we have sought to do this.

We make sure that engagement events and meetings are accessible. We also produce engagement documents and surveys in Easy Read and Large Print formats, with other formats available on request. We also create links via the Voluntary Community Sector groups and attend community events to speak to people.

Our Equality & Diversity Manager also chairs a regular meeting with the following organisations:
- 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

The aim of the meeting is to support the Equality & Diversity strategies of each organisation, to ensure needs in the Borough are met, to share best practice and to identify training requirements.
Equalities Analysis

When the CCG introduces any new service or strategy or changes any existing service, we are required to look at how it would impact someone with a protected characteristic (listed). We call this an Equality Impact Assessment.

To complete an Equality Impact Assessment effectively it is important to engage with people who may be impacted.

To help support this process, next year we are going to launch an Equalities Reference Group that is inclusive of people from the protected characteristics.

We would be interested to hear from anyone who might be interested in joining this group. Please get in touch using the contact details at the end of this report!

Example: Relocation of inpatient Neuro-Rehabilitation service
The engagement work we did on this service is a good example of how modifications can be made to help people who would be negatively impacted by a change. As a result of concerns on how family members would have the means to travel to Trafford General Hospital the CCG agreed to pay for taxis for the family of patients who transferred to Trafford General with the service.
Section 4
How we involve patients and residents
(Our structures and processes)
## Methods of involvement

We have used lots of different ways to inform, engage and involve local people:

<table>
<thead>
<tr>
<th>GP Patient Participation Groups (PPGs)</th>
<th>Cluster PPG Groups</th>
<th>Shape Your NHS Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients' Forum</td>
<td>Voluntary and Community Sector Groups</td>
<td>Maternity Voices Partnership</td>
</tr>
<tr>
<td>Formal Consultation</td>
<td>Working Groups</td>
<td>Workshops</td>
</tr>
<tr>
<td>Education/Learning Sessions</td>
<td>Drop in events</td>
<td>Street based Engagement Activity</td>
</tr>
<tr>
<td>Wigan Borough Engagement Group</td>
<td>Social Media</td>
<td>Capturing and recording patient feedback &amp; stories</td>
</tr>
</tbody>
</table>

### Patient Representatives on Internal Committees & Boards

We currently have patient representatives on the Primary Care Committee, Mental Health Strategy group and Cancer Implementation Group.

We are currently working with our Continuing Healthcare Team to review Lay Representation on their Personal Health Budget Board and the process for gathering service user feedback.
Continuous Engagement

The CCG has a clear structure for how patient and public feedback feeds into the Governing Body.

<table>
<thead>
<tr>
<th>Our Patient Participation Group Structure</th>
<th>Other groups &amp; engagement work</th>
</tr>
</thead>
</table>
| Individual Patient Participation Groups (PPGs)  
61 GP practices in the Borough who are required to have a PPG. The CCG engagement team attend when invited. | Lots of engagement work takes place outside the PPG structure that is included in quarterly updates:  
**Maternity Voices Partnership**  
Parents work with us to review and improve maternity services. A creche is provided.  
**Wigan Borough Engagement Group**  
Brings together engagement representatives from all local health organisations, for example, hospital governors and Healthwatch members.  
**Project specific engagement,**  
Street Based Engagement; Campaigns and Social Media; Patient Reference Groups; Surveys; Events & Workshops; Training  
**Readers Panel**  
Members of the panel give feedback on leaflets, reports and any other documents that need to be in plain English. |
| **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 and Ashton Cluster  
• Tyldesley, Atherton, Boothstown and Astley Cluster  
• South Wigan and 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 and any other interested residents. 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.
Shape Your NHS Community

The CCG’s engagement community is made up of patients, carers and residents who want to work with the CCG to improve local services.

If you sign up to our Shape Your NHS Community you:
• Get regular newsletters with opportunities to get involved
• Get invited to events, meetings and to complete surveys
• Have access to our free training programme
• Get to know what else is going on locally and regionally to help shape NHS services

Next year we have plans a campaign to get more people involved in our Shape Your NHS Community.
The Patients’ Forum is an engagement group made up of local people who are involved with their GP practice Patient Participation Group (PPG) and Healthwatch Wigan and Leigh. This year members agreed to open membership of the group to enable any resident in the Borough to attend and we were pleased to welcome new members.

The group is chaired by Frank Costello, Lay Member with responsibility for Patient and Public Involvement who acts as a direct link between the group and the CCGs Governing Body.

Members of the group work closely with the CCG within the meeting and on other projects. This year Patients' Forum has:

- Got involved with the CCGs Quality Team and some members have been involved with commissioner visits to services
- Been involved in the way GP practices within different parts of the Borough are working together to transform services to their local population
- Helped to organise the Annual Engagement Conference and PPG Awards
- Helped design and deliver the Shape Your NHS Training Programme
- Given their own views on the development of the Healthier Wigan Partnership and helped to undertake engagement work to get wider views
- Got involved in engagement work for the Bolton, Salford and Wigan Partnership and the Greater Manchester Health and Social Care Partnership around hospital transformation
- Given their views on the relocation of the Neuro-Rehabilitation service and attended public meetings
- Given views on the transformation of Community Services and will be getting further involved with the Reablement Service
- Attended training and community events, including the CCGs Annual General Meeting
- Contributed to the Borough’s End of Life Strategy
Feedback from Patients' Forum

“I am delighted to have helped write this report to present all the work that has been done in 2017/2018 to involve patients and residents in the work of the CCG.

At the CCGs Annual General Meeting (AGM) last year in Leigh Market, I spoke to members of the public about the importance of getting involved and having a voice in how local services are designed and delivered.

I thoroughly enjoy my role on the Patients' Forum where we discuss the CCGs plans for commissioning health services for Wigan. Through this Forum we are able to give our views on what we believe is the right thing for local people. I am also a member of the CCGs Primary Care Committee and this year I helped with the re-procurement of 7 local GP practices.

One of my own passions is how we can get local people to take more responsibility and control of their own health. I truly believe it is important for people to take a more active interest in their health and how services are organised in the future. The opportunities are there for people who want to get involved and the CCG is always happy to hear your views.”

Margaret Hughes, Patient Representative

“Being involved in Patient Engagement and the Patient’s Forum is both at one and the same time, fulfilling and frustrating. Fulfilling, because you are able to see some of the fruit of your endeavour and meeting with a range of people from all walks of life who have the same commitment to preserving the principles upon which the NHS was founded. Frustrating, because it seems to take so long for things to happen.

Patient involvement in the maintenance and development of the NHS, specifically during these very turbulent times is the central point of what we do and how we do it.

Patient voice has acted as a catalyst within the local healthcare world. The professionals are listening more and more and recognising that patient commentary has much to offer.”

Bill Greenwood, Patient Representative
“The group is made up of members of the public from across all parts of the Borough, and who have an interest in how our local health and social services are designed and delivered. Our aim is to ensure that, whatever the service under review, there is input from members of the public from start to finish. We constantly remind service managers of the need to ‘do it with us – not to us’

Many of us belong to other groups and committees, such as our local GP’s Patient Participation Groups and Governors from North West Boroughs Community NHS Foundation Trust, Wrightington Wigan and Leigh NHS Foundation Trust and also Bridgewater Trust. These external committees allow members to take issues out for further input, which in turn widens input and feedback to the main group.

Over the last twelve months we have begun to see the positive impact of the Healthier Wigan Partnership initiative and the group has been involved in various associated projects, one of which was to provide input and comment on the design and content of the new Healthier Wigan website.

In 2018 we have mainly concentrated on projects currently under development as part of the Wigan Borough Locality Plan, and are working closely with the Engagement Teams from all local NHS organisations and Wigan Council. All partners proactively encourage active public involvement in planning future service design and delivery.

We meet on a monthly basis and are always happy to welcome new members to the group. If you feel that you would like to be involved and have the chance to influence future local services please get in touch using the details at the end of this report.

*Linda Sykes, Chair of the Wigan Borough Engagement Group*
We worked in partnership with Wrightington, Wigan and Leigh NHS Foundation Trust to launch a Wigan Borough Maternity Voices Partnership. This group works with the CCG and hospital to implement the recommendations arising from the National Maternity Review, “Better Births”.

At our launch event we were joined by mums, children, doctors and other NHS staff to talk about local maternity services and our vision for the MVP. Some of the emerging themes arising from the feedback were:- continuity of care; communication; support available to fathers; peer support and experiences in hospital.

Next steps for the MVP are:
1. To plan a second event for the end of Summer 2018 – ‘Experiences on the Maternity Ward’
2. To launch social media pages
3. To undertake a recruitment campaign and engage further with local groups
Section 5

Working with local Patient Participation Groups (PPGs)
We have 61 GP practices in Wigan Borough. We provide support to practices to develop their PPG groups and we involve members of local groups in our work, particularly around developments in Primary Care.

In 2017 we undertook a PPG survey to understand how we could best help to support local PPG groups.

As a result of the survey we set up a PPG Development working group which meets on a monthly basis to progress all the suggestions and actions identified by the survey. We have worked with this group on the following so far:

1. Planning the Annual Engagement Conference
2. Designing and launching the first year of Patient Participation Group (PPG) Awards
3. Gathering PPG case studies
4. Designing and delivering the FREE training package

Next year we want to work with this group on a campaign to get more people involved in the ‘Shape Your NHS’ membership and local PPGs.

Click here to see the PPG Survey ‘You Said, We Listened’ document which describes how we have actioned the feedback PPGs have given us.
Case Studies from Patient Participation Groups

We have been working with local PPG groups this year to capture some of the fantastic projects and work they do with their local practices to improve outcomes for patients. Click here to see all the case studies published on our website.

<table>
<thead>
<tr>
<th><strong>Pennygate PPG</strong></th>
<th>PPG members help run the busy weekend flu clinics to get more people to attend for the vaccination</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pennygate PPG</strong></td>
<td>PPG members and the practice organised a fantastic Christmas Party – complete with Father Christmas! Which increased uptake of the vaccination in children</td>
</tr>
<tr>
<td><strong>Dicconson Group PPG</strong></td>
<td>PPG members have worked with the GPs to set up a Dementia Carers Support group that meets every month</td>
</tr>
<tr>
<td><strong>Shevington PPG</strong></td>
<td>PPG members have worked with Diabetes UK to organise a Diabetes Support Group in the local area</td>
</tr>
<tr>
<td><strong>Boothstown PPG</strong></td>
<td>PPG members have worked with Leigh Community Trust and the Youth Cabinet to produce a booklet for young people on mental health</td>
</tr>
</tbody>
</table>

The Dicconson Group Dementia Carers Support Group won PPG the “Project of the Year 2018” at our awards ceremony this year!

We will continue to invest in local PPGs next year by allocating £300 per group use for projects that will help improve the services at the practice.
Annual Engagement Conference

Local PPG members helped to plan our annual Engagement Conference. The conference celebrates all the patient groups have achieved in the last twelve months through relevant speakers, including both patient representatives and NHS leaders.

The event was attended by approximately 90 people who came to discuss the value of involving local people in the health and social care changes that are happening locally and at Greater Manchester.

Over lunch 16 local services had a stall in our market place to promote their services. We also had a demonstration from the Wigan Warblers, a local Singing for Breathing, community group.

Jon Rouse from the Greater Manchester Health and Social Care Partnership, spoke about Devolution and the impact on local services.

Click here to see the presentation slides from the conference!

Some comments from attendees…

“Well done …keep up the great work that you are all doing for us. Thank you for all information on offer throughout the day.”

“Good event. Well organised celebrated a lot of good work.”

“As a new PPG member I felt the info was excellent and good speakers. Really enjoyed the event.”
To close our engagement conference this year we held an awards ceremony for local PPGs. Congratulations to all of the nominees and winners! We look forward to holding the awards again next year.

**AWARD 1 – PATIENT AMBASSADOR OF THE YEAR**
Commendations for - Ernie Rothwell, Ann Heaton, Jean Peet & Terry Harpur
Winner – Margaret Hughes

**AWARD 2 - PPG PROJECT OF THE YEAR**
Commendations for – Shevington Surgery PPG & Pennygate PPG
Winner – Dicconson Group PPG – Dementia Carers Support

**AWARD 3 – PPG AND PRACTICE COLLABORATION**
Commendations for – Shevington Surgery & Pennygate Surgery
Winner – Standish Medical Practice
Bradley Seddon, Administrative Support Officer in the Primary Care Team said…

“In December 2017 I started a project to promote Patient Online Access within local GP practices, helped by Practice Managers and Patient Participation Groups (PPG).

I have been regularly attending Cluster PPG meetings and individual PPG meetings along with my colleague Tom Simpson to talk to patients about Patient Online services.

Our aim is to get PPGs involved in promoting Patient Online services within their own practices. We also want to understand where patients may be experiencing issues or barriers to using the services.

We have been really pleased to see some of the local practices sign up more patients to use Patient Online services. Some of the PPGs have helped by holding Launch Days and being in the waiting rooms with devices (e.g. IPad, and laptops) to show patients how easy it is to use. I have helped to show patients how to use the system so they can show others.

This is a piece of ongoing work to support practices. Hopefully going forwards with my support, more PPGs will help their practices sign up more patients to use Patient Online services.”

Patient Online Allows you to:
1. Book and cancel appointments
2. Order repeat prescriptions
3. View GP record
Section 6

Patient Feedback
It is really important to demonstrate how patient and public involvement has made a difference and influenced a change or decision.

At the moment we provide feedback on all our patient and public involvement activities via our ‘Shape Your NHS’ newsletter and on the website. Where there has been meetings or a patient reference group, all members get contacted directly with feedback.

Reports are produced on every engagement project, with a ‘You said, We did’ review included – see section 9 for more information.

We have identified this as an area upon which we could make some improvements: this will be one of our priorities for next year.

We have recently reviewed what local people told us were important to them during our ‘Big Conversation’ engagement work in 2014. Lots of progress has been made to progress the priorities of local people. Click here to see the full document.

Feedback

Maternity Voices Partnership (MVP) Launch Event - Success

A huge thanks to everyone who attended our MVP Launch Event on Friday 11th May 2018 at Ince Community Centre. It was lovely to see so many mums and babies there with lots of interest expressed in future events and work around improving local maternity services.

A positive start to our Maternity Voices Partnership - watch out for more around MVP!

End of Life Strategy

Thank you to everyone who contributed to the work around End of Life Care and also to Healthwatch Wigan and Leigh who have completed the engagement work we commissioned them to do.

The engagement report is now available to share. Please hit the link below to view.

If you have any questions please contact shapeyournhs@wiganboroughcog.nhs.uk or call 01942 482711.
We often attend community events and meetings with our local volunteers to chat to local residents about their experiences of using services.

Any feedback we get is reported through to the CCGs Quality Team. The Quality team look out for any issues or trends which they can raise with the health services.

Our 61 GP practices are also required to record feedback they get from patients as part of the local primary care standards.
Case Study: Readers Panel Feedback

The Readers Panel is made up of local residents who public facing documents to ensure they are accessible, readable and written in plain English. Listed below are some of the documents they have reviewed this year and examples of changes made as a result of their feedback:

<table>
<thead>
<tr>
<th><strong>Experience Survey</strong></th>
<th><strong>COPD Leaflet</strong></th>
<th><strong>End of Life Strategy</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>One of the questions was rewritten to be more neutral. The purpose and intended use of the survey was better explained. We have continued to use the format of 'smiley faces' on experience surveys.</td>
<td>The language was updated to reflect it is the person’s medication, ‘I’ and ‘my medication’ rather than being generic.</td>
<td>We received feedback that the strategy was long and the key points were perhaps lost. On the back of this a much shorter public friendly summary has been produced which summarises the essential information.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Healthier Wigan Partnership Leaflet</strong></th>
<th><strong>Integrated Community Services Poster</strong></th>
<th><strong>Public Survey</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>The language was updated to reflect more that patients are one of the key partners. The design of the leaflet was updated, in particular the use of characters in the leaflet to be more representative of the Borough.</td>
<td>The language and messaging on the poster was simplified. The design was felt to be eye catching and the telephone number stood out.</td>
<td>Explanations were added to be clear on what we meant when asking for feedback on services and facilities, e.g. buildings.</td>
</tr>
</tbody>
</table>
Section 7

Work with partner organisations
The CCG leads on a monthly Communication & Engagement meeting with colleagues from the following organisations. The purpose of the meeting is to identify areas to work together with local people:

- Wrightington, Wigan and Leigh NHS Foundation Trust
- WBCCG
- Wigan Council
- Healthwatch Wigan & Leigh
- North West Boroughs NHS Foundation Trust
- Bridgewater Community Healthcare NHS Foundation Trust
- Healthier Wigan Partnership (Integrated Care Organisation)

We work closely with partner organisations when delivering engagement, for example:

- Engagement work to introduce the Healthier Wigan Partnership was co designed with partner organisations and patients
- Work with Bolton CCG on the Re-procurement of inpatient Neuro-Rehabilitation services
- Work with Wrightington, Wigan and Leigh NHS Foundation Trust on the introduction of GP triaging in A&E and the Maternity Voices Partnership
- Work with all partner organisations on development of the End of Life Strategy
- Work with local GP practices on consultation and engagement around changes to the practice

The next couple of slides have more information on some important pieces of partnership work.
The CCG is part of the Bolton, Salford, Wigan and Partnership. This partnership is looking to transform hospital services across Bolton, Salford and Wigan. We make sure that people from Wigan Borough have the opportunity to get involved in this work. This year we have:

- Recruited local people to be involved in an Equalities and Experience Reference Group
- Given local people the opportunity to attend engagement events
- Invited the partnership along to the Patients’ Forum to update on the work and gather views
- Started to get people involved in the redesign of Dermatology services which will take place next year, planning the pre-consultation.

We also make sure that local people get an opportunity to take part in engagement work being led by the Greater Manchester Health and Social Care Partnership. This year we have:

- Distributed surveys to gather views on different services
- Invited people to join a reference group around Primary Care
- Invited people to attend engagement events and focus groups
- Got two patient representatives involved in workshops looking at the future options around hospital services
The Healthier Wigan Partnership is Wigan’s Accountable Care Organisation looking at how we can integrate out of hospital services, including GP, social care and community services. Engagement work around it is jointly led by the CCG, the Council, the local hospital and community services.

Local residents have been an important part of helping us to getting the work of the Healthier Wigan Partnership right. The vision of the Healthier Wigan Partnership is based on the feedback from the Big Changes conversation around integrated care held in 2014, when we asked what was most important to people.

This year, patients have been involved in:
- The design of the Healthier Wigan Partnership
- The development of an animation explaining the Healthier Wigan Partnership
- Presenting about the role of patients at the Healthier Wigan Partnership Launch conference
- The development and implementation of a programme of engagement about the Healthier Wigan Partnership asking what we needed to improve through integrated care – patients helped design the programme, the information leaflet and came out on engagement days with us

Patients are currently helping us to design the next phase of engagement on what a good quality service looks like to the patients who use it.
Section 8
Impact of Participation
The impact of participation

This year the voice of patients has achieved…

• Training and support for people who want to get involved and work with the CCG

• Resources for people to help understand the local NHS

• Feedback from patients led to the CCG making the decision to keep the 7 GP practices with an Alternative Provider Medical Service (APMS) contract open

• An End of Life strategy for the Borough based on what local people and staff told us was important to them

• Securing travel assistance for the families and loved ones of patients who relocated to Trafford General Hospital with the Neuro-rehabilitation service

• Innovative ways of patient groups working with their local practices to improve services and outcomes for patients
The impact of participation

This year the voice of patients has achieved (cont)…

• A forum established which brings together people who want to work with us on the system wide transformation of services

• Engagement to introduce the Healthier Wigan Partnership to help set their priorities

• A ‘Maternity Voices Partnership’ with feedback identifying a number of areas to improve next year

• A public friendly Medicines Waste campaign that was launched in September 2017

• Engagement in the review of Urgent Primary Care services with commitment from the CCG to undertake wider public consultation

• A number of public facing documents improved by the Readers Panel

• Continued investment for local GP Patient Participation Groups
Section 9

Engagement Programmes & how feedback was used
<table>
<thead>
<tr>
<th>Project Title</th>
<th>How were people involved?</th>
<th>Patient feedback and how it was taken forward</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Future of 7 GP practices</td>
<td>A public consultation was launched in December 2017 around the future of 7 GP practices that hold an Alternative Provider Medical Service (APMS) Contact. This type of contract is time limited and had to be reviewed for legal reasons. We involved people by: • Widely distributing and advertising the consultation document in practices and online • Holding public meetings in each local area • Attending the Patient Participation Group meetings to gather views • Inviting survey responses on paper and online</td>
<td>The overall sentiment from patients was that they strongly valued their GP practices and wanted to be able to access services in the same place. It also become apparent that there was some difference between the practices in the services offered and opening times in some cases. The CCGs Governing Body made the decision to keep all practices open so that patients would still access services in the same place. In line with national guidance the decision was made to bring the service and opening times in line with the other 55 practices in the Borough to ensure equity of access for all patients. You can click <a href="#">here</a> to read the full consultation outcome report.</td>
</tr>
<tr>
<td>2. Re-procurement of APMS practices</td>
<td>Following a full procurement process, SSP Primary Care Health Limited was awarded the APMS contract in March 2018. We involved people by: • Having two local patient representatives on the procurement panel • Local patient representatives on the Primary Care Committee • Supporting SSP to meet with the Patient Participation Groups at the practices</td>
<td>The patients involved in the procurement were involved in scoring a question as part of a wider process that involved many professionals and experts. SSP was supported to meet with the local practices to start building up a relationship with local patients.</td>
</tr>
<tr>
<td>Project Title</td>
<td>How were people involved?</td>
<td>Patient feedback and how it was taken forward</td>
</tr>
<tr>
<td>---------------</td>
<td>---------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>3. Introducing the Healthier Wigan Partnership</td>
<td>Last year the Wigan Borough Engagement Group helped to design and undertake a programme of engagement to introduce the Healthier Wigan Partnership. We involved people by: • Having a leaflet and survey (available online) • Attending different Voluntary and Community Sector Groups to seek feedback and views • Attending Community Events to seek feedback and views from local people • Attending planned engagement groups/meetings to gather feedback</td>
<td>There were some emerging themes from the feedback: • Access to GP services varies across the Borough • People would like more emphasis being placed on Mental Health • The need to create better links with the Voluntary Community Sector • More awareness and training around things like Dementia and Autism • The need to educate patients to take better care of their health • The need to make sure services are physically accessible. You can read the full engagement report by clicking <a href="#">here</a>. The feedback from people has helped the Healthier Wigan Partnership set priorities. A ‘You Said, We Listened’ document can be found clicking <a href="#">here</a>. A couple of examples from the ‘You Said, We Listened’ document includes: • A new reference group to get the Voluntary Community Sector involved in the integrated services • Several pilots with Voluntary Community Sector groups to test new ways of working • Working to improve mental health services, with a successful project over in Leigh</td>
</tr>
<tr>
<td>Project Title</td>
<td>How were people involved?</td>
<td>Patient feedback and how it was taken forward</td>
</tr>
<tr>
<td>---------------</td>
<td>---------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>4. Medicines Waste</td>
<td>The CCGs Medicines Optimisation Team has worked with local people on a Medicines Waste Campaign. We involved people by: • Working with a group of patients on the design of the campaign to make sure it was have maximum impact • Making campaign resources available to patient representatives who wanted to distribute in their local area • Held two training sessions for patients who want to understand more about the issue of medicines waste and how they can support the campaign • Taking the campaign out to different community events such as the CCGs AGM in Leigh Market and the Annual Conference</td>
<td>Patients helped to design the campaign materials and their views on the design and wording of materials was taken on board. The campaign materials were also taken through the Readers Panel to make sure it was suitable for the general public. The training sessions evaluated well and the plan is to run more of these next year!</td>
</tr>
<tr>
<td>5. Over the Counter Medicines</td>
<td>NHS England recently carried out a public consultation on reducing prescribing of over the counter medicines for minor, short term health concerns. This included drugs such as aspirin and head lice treatment. We involved people by: • Holding two engagement events to get views from local people on the proposals by NHS England • Widely advertising the Consultation to local people on social media, in our engagement newsletter and via our network of Patient Participation Groups • We also made the Third Sector Assembly aware of the consultation</td>
<td>The overall sentiment was in support of the need to reduce some prescribing of over the counter medicines. However there was some concerns about certain groups who might be adversely affected. Just a couple of examples included: • Concern that head lice would become more widespread in schools if some families didn’t have the means to purchase treatment • People who can’t afford medication might leave something untreated All the feedback from the events was included in the CCGs response to NHS England’s consultation. Patients were also encouraged to respond directly.</td>
</tr>
</tbody>
</table>
Everyone has a part to play to reduce medicines waste

If everyone makes small changes then together we can make a massive difference to reducing medicines waste and looking after our NHS.
<table>
<thead>
<tr>
<th>Project Title</th>
<th>How were people involved?</th>
<th>Patient feedback and how it was taken forward</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Relocation of Neuro-Rehabilitation service</td>
<td>In 2017 we worked with Bolton CCG on the re-provision of the inpatient Neuro-rehabilitation service. This service helps people with serious brain injuries and other neurological conditions to continue their recovery after they no longer need urgent medical attention. We involved people by: • Meeting with patients, families and carers on the ward • Holding a public consultation which was available in paper and online • Holding two public meetings during the consultation • Distributing the consultation in our engagement newsletter, via Patient Participation Groups and the Third Sector Assembly • Meeting with representatives from the Greater Manchester Neurological Alliance</td>
<td>Both CCGs made the decision for the service to move to Trafford General Hospital and all patients were safely transferred to the new location in early 2017. During the consultation there were some real concerns about the service moving out of area. One of the main concerns was how patients, families and carers would travel to this new location. There were a number of actions identified from the engagement work: • Ascertaining that all bus routes that went to Trafford General Hospital were accessible for wheelchair users. • Developing patient information • Facilitating visits to the new ward prior to the move • Trafford also worked with the Greater Manchester Neurological Alliance on a welcome party There were also concerns raised about the impact on families and loved ones of having to travel out of the Borough. The CCG agreed to put financial assistance in place to pay for taxi journeys for families of patients who transferred over to Trafford General Hospital with the service, until they were discharged.</td>
</tr>
<tr>
<td>Project Title</td>
<td>How were people involved?</td>
<td>Patient feedback and how it was taken forward</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>7. Introduction of GP triaging in Accident &amp; Emergency</td>
<td>In 2017 NHS England asked all areas to set up a GP triaging system in Accident &amp; Emergency Departments. This system would redirect patients to see a GP on site if their condition wasn’t serious enough to require the services of A&amp;E. We worked with Wrightington, Wigan and Leigh NHS Foundation Trust, where A&amp;E is based on the engagement. We involved people by: • Holding two engagement events around the introduction of the service to get feedback on how people might be affected • Gathering feedback on this via the network of Patient Participation Groups</td>
<td>The people who attended the engagement events supported the change. Many people have strong views on the need to make sure A&amp;E has the resources to deal with people presenting with life threatening conditions and to redirect people who could see a GP. There was some feedback to make sure that people with different information and physical needs would get the support needed if they were redirected to see a GP. Feedback from the events helped us to develop a patient information leaflet and to design a patient experience survey. This survey was used to collect feedback from patients who went through the new service.</td>
</tr>
<tr>
<td>8. Urgent Primary Care and development of Urgent Treatment Centre</td>
<td>Building on the introduction of GP triaging in A&amp;E, NHS England has asked all areas to set up an Urgent Treatment Centre to further help take the pressure off A&amp;E services. This work will continue next year, so far we have involved people by: • Holding an engagement sessions with Patient Participation Group members around what they would like to see from urgent primary care services • Recruiting a patient reference group made up of local patients and Voluntary Sector to work closely with us to plan a consultation</td>
<td>You can click <a href="#">here</a> to see the discussion that took place at the engagement event. Feedback from the patient reference group has been around how confusing it is for people to know which service to access and when. They would like to see the CCG simplify the system and make services more accessible. They support further action to take pressure off A&amp;E. This engagement and consultation work will continue next year.</td>
</tr>
</tbody>
</table>
9. End of Life Strategy

In 2017, we started a piece of work to develop an End of Life Strategy for the Borough. It was really important to get the input of patients and members of the public to make sure the strategy was fit for purpose.

We involved people by:
• Gathering patient experiences and stories
• Working with patient representatives to design an engagement programme and survey
• Holding a workshop with staff and services
• Holding a workshop with Patients’ Forum
• Gathering feedback via a survey (paper and online)
• Commissioning Healthwatch Wigan & Leigh to undertake seven discussion sessions in the community with harder to reach groups
• Gathering feedback from staff

The amount of feedback gathered through the engagement was extensive. We organised it into themes that helped to shape the 6 priority areas within the strategy that are:
1. Advance Care Planning
2. Robust processes to communicate and share information
3. Easy access to services to support preferred place of death
4. Aligning children’s and adult services
5. Joined up approach to spiritual and faith support
6. Peer support and education for communities and the workforce

There was lots of feedback for example that people did not know what Advance Care Planning was or when/how it should be used so this is one of the areas that will be looked at.

One of the other biggest concerns for people was to have their wishes respected at the end of life.

There was also lots of feedback around spiritual and faith support so this was added as one of the priorities.

Click here to see the full engagement reports and ‘You Said, We Listened’ document’
<table>
<thead>
<tr>
<th>Project Title</th>
<th>How were people involved?</th>
<th>Patient feedback and how it was taken forward</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. Dr Tun &amp; Partners (GP practice) proposed branch closure</td>
<td>We supported Dr Tun &amp; Partners to hold a formal consultation with patients and local stakeholders around closing their branch surgery in Hindley Green. This was being considered for a number of reasons, including: disrepair of the building; lack of disabled access; reduced patient services; lack of parking and concerns about lone working. We involved people by: • Helping the practice to run a full consultation with patients and other local stakeholders, this included a consultation and survey (available paper and online) • Contacting all local stakeholders, including; other GP practices, dentists, chemists, Voluntary Community Sector Groups • The practice met with the Patient Participation Group several times and the local residents association group and councillor</td>
<td>Some patients were concerned about this proposed change, and this was generally where they felt it would be more difficult for them to access the other site. As part of the application process the practice had to describe how they would be able to address any of the concerns raised by patients. To mitigate some of the concerns the practice proposed to: • Offer more home visits • Offer more appointments • Explore opportunities to improve facilities at the main site The practice has now successfully applied to close the branch surgery in Hindley Green from 28th September 2018 and we will continue to support the practice through this change. Click <a href="#">here</a> to see the consultation outcome report.</td>
</tr>
<tr>
<td>11. Dr K K Chan proposed practice merge</td>
<td>We supported Dr K K Chan on a programme of engagement to speak to patients about potentially merging two practices owned by Dr KK Chan in Atherton - Church Street &amp; Elmfield Surgery. We involved people by: • Meeting the patient participation groups • Holding engagement sessions at different times in both practices • Producing a leaflet and survey that was given out widely at both practices</td>
<td>The overall sentiment from patients was positive. They felt that being able to access services across both these sites was a good thing and understood the benefits this would bring to the back office functions. There were a few minor concerns about the appointment system and how the telephones would work. Feedback from patients will be included in the application to be made and no decision has been made on this yet. Click <a href="#">here</a> to see the engagement report.</td>
</tr>
</tbody>
</table>
Section 8

Learning and Best Practice
This year we think we have done the following well:

• Working with partners more closely on engagement projects, such as the Maternity Voices Partnership
• Working with Healthwatch Wigan and Leigh on the engagement to develop the End of Life Strategy which reflects the needs of the Borough – there is feedback on this on the following page 47
• Providing learning and development for people (volunteers and patients) who want to get involved with the work of the CCG – there is feedback about our Shape Your NHS training programme on page 48

This year we think the following could have gone better:

• Our work around Equality & Diversity was picked up on NHS England’s assessment of our engagement processes. Part of our work to improve this next year will be to set up the Equalities Reference Group
• We need to improve on our feedback processes following engagement work, this was another point picked up when NHS England assessed our engagement processes. We will now produce ‘You Said, We Listened’ documents that we share following all engagement work
• We need to increase our online engagement
Feedback on End of Life Strategy engagement

“I was invited to be involved due to my professional experience in Palliative Care and Care of the Dying, as well as my own personal experience. I felt honour that my views and experience working with The Dying and Their Families would be shared and make a difference to many more people, respecting their views and wishes. The Strategy will make a difference of people working together and look forward to its implementation.”

Jean Peet – Patient Representative involved in the strategy

“I am very proud of the work I did on the End of Life Strategy. I felt very involved and could see my contributions and comments in the Strategy. There were three lay Representatives on the team. We each came from a different angle:-one with positive personal view; another with a lifetime of nursing including palliative care and also a faith view. I came with always having the person’s wishes in mind. Our different views were appreciated by the team.

I have been a lay Representative for many years and enjoy it. This piece of work I felt more involved than any thing I have done recently. Now I am looking forward to working on the next stage of the strategy.”

Ann Heaton, Patient Representative involved in the strategy
Feedback on the Shape Your NHS Training programme

“It’s been good to share ideas”
  How to involve patients

“As a new member of the PPG I found the session to be valuable. It has given me more insight into the wider picture of the CCG and the services provided. I particularly valued how the speakers give each person a voice.”
  Introducing the Local NHS

“Session was very good introduction and I am much more enlightened about the scope of potential uses for social media...”
  Introduction to social media

“Very well presented and involvement of all participants”
  How to involve patients

“Excellent – relaxed atmosphere”
  Introducing the Local NHS

“This training was excellent and should be repeated at regular intervals”
  Chairing a meeting & committee skills
Section 9
Future plans
Ambitions for 2018/19

This year the CCG will:
1. Refresh WBCCG Communications & Engagement Strategy
2. Work to set up an equalities reference group / forum
3. Refresh the WBCCG internal Sharepoint page with resources for staff to help with patient and public involvement
4. Run a campaign to grow our engagement membership and to get more people signed up to Patient Participation Groups (PPGs)
5. Complete and evaluate the training programme for PPG members and Shape Your NHS Community
6. Undertake further engagement work and consultation around the review of Urgent Primary Care services
7. Improve our processes for giving feedback following patient and public involvement
8. Increase the use of social media for engagement
9. Undertake further engagement work for the Healthier Wigan Partnership
10. Work with the CCGs Continuing Healthcare Team to review their Lay representative in the Personal Health Budgets work and how they gather service user feedback/experience
11. Work with the Bolton, Salford & Wigan Partnership on hospital reform programmes, such as Dermatology
If you have any questions about this report, or would like it in a different format, or want to join our Shape Your NHS Community please contact us on:

Call: 01942 482711
Email: shapeyournhs@wiganboroughccg.nhs.uk
Website: www.wiganboroughcccg.nhs.uk
Facebook: Wigan Borough CCG
Twitter: @wiganboroughccg
Post: FREEPOST RTRA-BXKR-CTTT, Shape Your NHS, NHS Wigan Borough CCG,
      Wigan Life Centre, College Avenue, Wigan, WN1 1NJ