WBCCG Patient and Public Involvement Annual Report 2018-2019

A review of how we’ve involved people in the work of the CCG and the difference it’s made.

If you would like any of this information in a different way (such as Large Print, Audio, Easy Read or Braille) or in a different language, please call us on 01942 482711 or email shapeyournhs@wiganboroughccg.nhs.uk.
Proud to be part of Healthier Wigan

We are committed to working with Wigan Council and local NHS bodies through the Healthier Wigan Partnership. We join up our messages and engagement plans.
<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
<td>3</td>
<td>Work with partner organisations</td>
<td>27</td>
</tr>
<tr>
<td>NHS England rating</td>
<td>4</td>
<td>Impact of participation</td>
<td>31</td>
</tr>
<tr>
<td>Our duties and responsibilities</td>
<td>5</td>
<td>Engagement projects and how feedback was used</td>
<td>33</td>
</tr>
<tr>
<td>Governance and assurance</td>
<td>9</td>
<td>Learning and best practice</td>
<td>40</td>
</tr>
<tr>
<td>Equality and diversity</td>
<td>12</td>
<td>Future plans</td>
<td>45</td>
</tr>
<tr>
<td>How we involve patients and residents</td>
<td>15</td>
<td>Contact details</td>
<td>48</td>
</tr>
<tr>
<td>Patient feedback</td>
<td>25</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Welcome

Welcome to the Annual Patient and Public Involvement Report for 2018 / 2019. This report details how Wigan Borough Clinical Commissioning Group (CCG) has met its duty to involve patients and residents in the commissioning of health services over the past 12 months. It also outlines our ambitions and plans for the next 12 months.

Thank you to everyone who worked with us or gave us feedback this year. We really appreciate the time, effort and energy of local people throughout the Borough, who work with us to ensure services are the best they can be.

In my role as Chair of Patients Forum, I act as a direct link between our patient groups and the CCGs Governing Body. I make sure that the voice of patients is considered, when we make important decisions about the services we secure on their behalf.

This year we were delighted to have been rated as “Outstanding” by NHS England for our engagement and involvement work. Having worked closely with stakeholders to improve our processes and plans, it was particularly pleasing to achieve perfect scores in each of the 5 categories. There is more about this review on page 5.

Looking to the future, one of the significant changes that will impact on how we work next year, is the establishment of the Integrated Commissioning Committee, which brings together members of the CCGs Governing Body and Wigan Council’s Cabinet, to make joint decisions on health and social care provision, with a combined budget in excess of £1 bn. We will be working evermore closely with all our Partners, to ensure patients and residents are involved in supporting and influencing these arrangements.

In terms of partnership working, we do have some successes to build upon. We have for example, established the Wigan Borough Engagement Group that brings together volunteers from many of the relevant organisations in the Borough. In addition the CCG Engagement Team has also worked alongside Wigan Council, to speak to patients and residents about the DEAL 2030. All these projects are described further within the report.

As we go forward, it remains vital that patients and residents continue to have an influential voice in shaping local services. We hope that this report will give you assurance that getting involved does in fact make a difference. If there are any upcoming projects that interest you please do get in touch with us!
NHS England rating

***OUTSTANDING***

NHS England rated us outstanding for our patient and public involvement work in 2018/2019. We submitted evidence against 5 different areas that are part of the “key actions” within the statutory guidance we have to follow. The areas are listed below.

<table>
<thead>
<tr>
<th>Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governance</td>
</tr>
<tr>
<td>Involving people in governance</td>
</tr>
<tr>
<td>Annual reporting</td>
</tr>
<tr>
<td>Writing about how we’ve involved people within annual reports</td>
</tr>
<tr>
<td>Day to day practice</td>
</tr>
<tr>
<td>Our approach</td>
</tr>
<tr>
<td>Feedback and evaluation</td>
</tr>
<tr>
<td>Giving feedback after involvement work</td>
</tr>
<tr>
<td>Equalities and health inequalities</td>
</tr>
<tr>
<td>Working to advance equality</td>
</tr>
</tbody>
</table>
Section 1: Our duties and responsibilities
Duties and responsibilities

We are committed to involving patients and residents in the work of the CCG. We have a legal duty to do so under the National Health Service Act 2006 which says we must “make arrangements” to involve people in the commissioning of services.

This year we worked with patient representatives and Healthwatch Wigan & Leigh to refresh our Communications & Engagement Strategy. Published in February 2019, the strategy describes a new way of working with much more focus on working with diverse communities and giving more feedback.

You can read the full document on our “strategies and plans” page.

“We work to create change”
Key points from our strategy

- Go digital first
- Make the most of every contact
- Continuous engagement and conversation
- Better information to support staff and patients
- Work with partners to do things once
- Work closest with those who are seldom heard
Support and training

We make it as easy as possible for patients and residents to work with the CCG. We ensure that no one is out of pocket when they work with us and you can read the expense policy on our website.

In 2018 local patients helped us to design and launch a FREE training programme. We also provide training and guidance for staff on how best to involve patients and residents in their work.

In 2018 / 2019 we provided the following FREE training:

- Social Media
- Understanding the Local NHS
- Deaf Awareness
- Autism Friends
- Dementia Friends
- Minute Taking
- Chairing a meeting & Committee Skills
- Medicines Waste

Deaf Awareness Training in Leigh

FREE Training for patients & residents

Courses for people who want to get involved in health and social care!

More info: www.wiganboroughccg.nhs.uk
Section 2: Governance and assurance
Governance and assurance

We have two patient groups that play a role in assuring the CCG about how we involve patients and residents:

1. Wigan Borough Engagement Group:
   Patients and residents who work with all the health and social care organisations in the Borough

2. Patients Forum:
   Mostly patients who are members of their GP practice patient group

We report to the CCGs Governing Body 3 times a year. The report talks about the work we have done to involve people in the CCG, the outcomes of that work and our future plans. Patient representatives from the groups help to present that report.

The Engagement Team is also required to send a report to the CCGs Clinical Governance and Corporate Governance Committees every 3 months to give them assurance that we are involving people as we should.

These reports give a good overview of our work and we want to make them as accessible as possible. We have now set up a dedicated web page “Our governance & reports” where we publish them for members of the public.

Internally we also have patient and carer representatives on different committees and groups in the CCG. For example on Primary Care Committee and our Cancer Implementation Group.
Holding providers to account

1. Wigan Borough Engagement Group & Patient Forum

We meet regularly with these groups of volunteers. We discuss and agree what projects need engagement and we review results together. Last year the Wigan Borough Engagement Group reviewed the Wigan Borough Locality Plan and identified areas where patients needed to be involved.

2. Work with GP practices

Our 60 GP practices are required to have a Patient Participation Group (PPG) as part of their contract. They declare whether they have one or not to NHS England every year. We’ve recently put more investment into GP practices via the Primary Care Standards and this includes some funding for having a patient group.

3. Quality Team meeting with providers

Our quality team have regular meetings with all of our providers, called Quality, Safety and Safeguarding groups. The meetings help assure the CCG that the services we commission are offering quality care. The meetings also give the opportunity to raise any issues or concerns that come up via our engagement work or patient feedback we collect.

4. Wigan Borough Communication and Engagement Professionals Group

The Communication and Engagement teams from local organisations meet regularly. The purpose is to:
• Discuss our engagement processes and plans
• Discuss the outcome of engagement work and share feedback
• Look at areas we can work together and deliver joint projects
Section 3: Equality and diversity
Our approach

Our video, “if Wigan Borough had 100 people”, outlines the demographics of the Borough.

It’s really important for us to use different approaches to get as many people as possible involved in the work of the CCG. We need to work with people from diverse, potentially excluded and disadvantaged groups so we can understand the needs and challenges they face.

To reach people we:

• Produce information in accessible formats
• Arrange accessible events and meetings
• Collect equality monitoring information
• Advertise engagement work widely
• Connect with people via voluntary community sector groups
• Ask local residents to deliver training for us, e.g. Deaf Awareness and Autism Friends
• Collaborate with NHS, Council and voluntary groups to reach as many people as possible

Click here to watch video
Equality Analysis

When undertaking engagement work we’ll use a range of approaches to reach people from the different protected characteristics. We explore whether there will be any benefits or barriers to what we are proposing, whether it is a change of service or introducing a new service.

The information we gather through engagement work feeds into an Equality Impact Assessment. This is where we outline the impact a particular course of action will have on different people. This is one of our key duties under the Equality Act 2010.

The protected characteristics:

Age | Disability | Gender Reassignment | Marriage and Civil Partnership

Pregnancy and Maternity | Race | Religion and belief | Sex | Sexual Orientation

We’ve also decided to include the following:

Deprivation | Carers | Veterans

Next year we’ll launch an Equality Reference Group made up of local patients and residents that will:

• Support the delivery of the CCGs Equality & Diversity Strategy
• Help assess our progress against the Equality Delivery System (EDS2)
• Work with us on action plans to improve local services
• Contribute to and help scrutinise Equality Impact Assessments
Section 4:
How we involve patients and residents
We set up patient reference groups and do wider engagement / consultation to feed in to service redesigns, for example, we have an Urgent Care Patient Reference Group. We work with relevant voluntary and community groups to support this, for example Wigan and Leigh Carers to improve carers services.

We invite patient leads to be part of tendering and procurement processes, for example 2 patients were on the procurement review panel for the GP APMS contracts.

We do extra patient surveys and spend time in services to get feedback, for example engagement in Orrell and Billinge around GP services. We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots. Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We invite patient leads to be part of tendering and procurement processes, for example 2 patients were on the procurement review panel for the GP APMS contracts.

Our Lay Member sits on our Governing Body and we have patient leads on key meetings, including our Primary Care Committee. Patient leads are involved in evaluation, for example evaluating the same day GP access pilot.

We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We do extra patient surveys and spend time in services to get feedback, for example engagement in Orrell and Billinge around GP services. We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We do extra patient surveys and spend time in services to get feedback, for example engagement in Orrell and Billinge around GP services. We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We do extra patient surveys and spend time in services to get feedback, for example engagement in Orrell and Billinge around GP services. We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We do extra patient surveys and spend time in services to get feedback, for example engagement in Orrell and Billinge around GP services. We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We do extra patient surveys and spend time in services to get feedback, for example engagement in Orrell and Billinge around GP services. We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We do extra patient surveys and spend time in services to get feedback, for example engagement in Orrell and Billinge around GP services. We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We do extra patient surveys and spend time in services to get feedback, for example engagement in Orrell and Billinge around GP services. We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We do extra patient surveys and spend time in services to get feedback, for example engagement in Orrell and Billinge around GP services. We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We do extra patient surveys and spend time in services to get feedback, for example engagement in Orrell and Billinge around GP services. We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We do extra patient surveys and spend time in services to get feedback, for example engagement in Orrell and Billinge around GP services. We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We do extra patient surveys and spend time in services to get feedback, for example engagement in Orrell and Billinge around GP services. We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.

We welcome feedback from voluntary and community groups, including the local Healthwatch service snapshots.

Patient leads also attend commissioner quality visits with our Quality Team to speak to patients and staff.
## Methods of involvement

We use lots of different ways to inform, engage and involve patients and residents:

<table>
<thead>
<tr>
<th>GP Patient Participation Groups (PPGs)</th>
<th>Cluster PG groups</th>
<th>Shape Your NHS Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients Forum</td>
<td>Voluntary Community Sector Groups</td>
<td>Maternity Voices Partnership</td>
</tr>
<tr>
<td>Formal consultations</td>
<td>Working groups</td>
<td>Workshops</td>
</tr>
<tr>
<td>Education / learning sessions</td>
<td>Drop in events</td>
<td>Street based engagement</td>
</tr>
<tr>
<td>Wigan Borough Engagement Group</td>
<td>Social Media</td>
<td>Patient stories and feedback</td>
</tr>
</tbody>
</table>
Promoting our work

It’s really important for us to effectively promote the different opportunities to get involved. We take a number of different approaches:

Newsletters | Website | Social Media | Patient Groups | Community Book
| Boroughwide Community Network | Healthwatch | Third Sector Assembly
Established groups

Our Engagement Membership
We call this our Shape Your NHS community. Members receive regular newsletters from us and are invited to take part in different work:

Patients Forum
This is an open Forum chaired by Frank Costello our Governing Body Member. We theme each meeting around a topic or service change and ask people to give their views.
August 2018 Finance | October 2018 Digital services in care homes | January 2019 GP services

Wigan Borough Engagement Group
This meeting is chaired by two local residents, Linda Sykes and Ann Heaton. It brings together volunteers from the different health and social care organisations in the Borough. The group looks at areas they think patients and residents need to be involved in. In 2019/2020 they will be working on Digital Health Services and Community Health Services.

Patient Participation Groups
There are 60 GP practices in Wigan Borough. Within their contract the practices are required to have a patient group to work with them on improving services.
We support local GP practice patient groups in a number of ways. This support offer was shaped by engagement work in 2017 when we asked local groups what help they needed. Since then we have been working with a small group of patients to plan the training programme and annual events.

### Training programme
Free comprehensive training programme includes:
- Social Media
- Understanding the local NHS
- Different ways to get people involved
- Minute Taking
- Chairing and committee skills
- Suicide Awareness
- Deaf Awareness
- Medicines Waste
- Mental Health InMind
- Autism Friends
- Dementia Friends

### Dedicated webpages
A dedicated area on the website that has key contacts, a toolkit, project case studies and details of events and awards.

### Newsletters
At minimum 1 newsletter per month which details current and upcoming work. This provides topics and surveys to discuss at meetings.

### Events & meetings
Comprehensive programme of meetings and events to get involved with and network with others:
- Annual Engagement Conference
- Annual PPG Awards to celebrate individuals/groups
- Patient Forum workshops
- Ad hoc project meetings or events
- Cluster PPG meetings

### Visits
A member of the Engagement Team will attend meetings as and when invited to talk about specific areas or projects.

### PPG toolkit
The toolkit is a “how to” guide on setting up a group and making it work. It has a list of key contacts and subjects to discuss.
Annual Conference

This year’s annual engagement conference took place at Leigh Sports Village. We mainly spoke about the future of GP services and broke off into different workshop sessions about:

• The development of Primary Care Networks and how GP practices would be working closer together
• Our plans for digital (online) health services
• Frailty and the assessment tools being used by GPs
• Patient engagement

In the afternoon Dr Tim Dalton, Chair of the CCG, and Stuart Cowley, Director of Adult Social Care & Health for Wigan Council led a lively session about how health and social care services are working more closely together. They also presented our awards, more about this on the next page.
Patient Participation Group Awards

Congratulations to the nominees and winners in our Patient Participation Group (PPG) awards.

1. Patient Ambassador of the Year
   - **Commendation** - Jean Peet and her work in the community around bereavement support.
   - **Winner** - Kath Howarth for her dedication and support to her Patient Participation Group (PPG).

2. PPG Project of the Year
   - **Commendation** - The Medicentre PPG and their work to sign more people up to Patient Online Services.
   - **Winner** - Old Henry Street PPG for their work to sign more people up to Patient Online and to produce patient guides.

3. PPG and Practice Teamwork
   - **Commendation** - Leigh Cluster PPG for a community event.
   - **Winner** - Standish Medical Practice & PPG for their work to make Standish Dementia Friendly.
Maternity Voices Partnership

We launched our Maternity Voices Partnership in May 2018. A group of parents, staff and people from voluntary community groups who come together to discuss how to improve maternity services.

The group meets every few months and we’ve built a network of people who give their input via surveys or emails in between the meetings.

Feedback is provided via regular “You Said, We Listened” documents following every meeting.

Next year we’ll be advertising for a paid volunteer to be Chairperson of this group. This volunteer will be responsible for chairing the meetings and doing lots of engagement work in the community.
Feedback poster

We designed a feedback poster about our work in 2018.

The poster is being displayed in the hospital.

It describes the work we did in 2018 and the improvements the MVP has influenced.

Click here to download a full copy of our 2018 MVP feedback poster.
Section 5:
Patient feedback
Patient Feedback

We go out and about in the community to talk to patients and residents about local services. This year we’ve visited:

Wigan Pride | Festival of Ageing | Higher Folds Community Centre | Ince Community Centre | Tiny Tots Group | Community Bingo Group | Breathe Easy | Arthritis self-care group | Carers Centre | Wigan and Leigh Warblers

We record any feedback and report it to the CCGs Quality Team who look out for any issues or trends that they need to address with the service. We also ask our 60 GP practices to report any feedback to us – we call this “service user experience”.

Community Event Wigan Town Centre

Community Event in Higher Folds
Section 6: Work with partner organisations
Healthier Wigan Partnership

This is an alliance of local health and social care organisations, including the CCG, working together to integrate out of hospital services, including GP, social care and community services:

The Healthier Wigan Partnership is looking to create a simple, joined-up health and social care service that:
1. Support you to be well and stay well
2. Help you live a full, active life doing what you like
3. Offer easy access to more services in your community
4. Provide you with the right treatment when you need it
5. Offer the best possible care in the most efficient way

This vision is based on a programme of work the CCG led a few years back when we asked patients and residents to describe how they would like health and social care services to work.
Our ultimate goal is to have one borough engagement and involvement plan. We want to combine our efforts with other local health and social care organisations to reach as many patients and residents as possible.

The CCG hosts a regular meeting between the partners to identify areas to work together.

We’ve started to get patients and residents involved in more projects this year. The following are underway or due to be completed next year:

• The redesign of Chronic obstructive pulmonary disease (COPD) services
• Combining the CCG and Healthier Wigan Partnership websites
• The development of Digital (online) Health Services
• How we measure the quality of services locally
• Increasing our social media engagement

Most of the CCGs engagement work is now branded under the Healthier Wigan Partnership. Next year we want to rebrand our Shape Your NHS engagement membership to reflect the partnership working.
Regional work

We make sure that local patients and residents have the opportunity to get involved with work taking place on a regional level, particularly around redesign of hospital services.

The Bolton, Salford and Wigan Partnership is responsible for implementing a new model of care for General Surgery between the three areas. In addition to this they are looking at other hospital services where they think improvements can be made by working together. This year we got local people involved in:

- The Equality Experience Reference Group
- The development of a future sustainable Dermatology service.

For the Greater Manchester Health and Social Care Partnership, we have had two patients representatives from Wigan Borough attending a group about the Improving Specialist Care programme and we send out details of surveys and events as they come up.
Section 7: The impact of participation
Impact

This year the voice of patients and residents has achieved:

• A training programme encouraging more people to get involved with the CCG or other community groups.
• Improved maternity services, including; better consistency of care; better support for dads / partners; better visiting hours; development of a virtual ward tour; improvements to discharge processes and medication.
• An understanding of views around hospital Dermatology services and preferred options for the future.
• An Urgent Treatment Centre being implemented in Wigan and understanding of what people in other areas of the Borough need.
• A Deal 2030 which reflects what people want the Borough to be like by 2030.
• Improvements to health services in Higher Folds, Leigh, including access to GP services.
• Improvements to end of life care as we start to implement our new strategy and work in the community to improve bereavement support.
• Improvements to Chronic Obstructive Pulmonary Disease (COPD) services including a patient education programme.
• Understanding which groups will be affected by NHS England’s new guidance to stop doctors prescribing some over the counter medicines and suggesting an exemption list.
• Better support and signposting for patients in GP practices. We have some fantastic PPGs doing things like running support groups, working with voluntary sector organisations, helping people use Patient Online services.
• A number of patient information leaflets and documents that members of our Readers Panel have made sure are appealing and written in plain English.
Section 8: Engagement projects and how feedback was used
Feedback from all our engagement work gets published on our “engagement feedback” page.

<table>
<thead>
<tr>
<th>Engagement project</th>
<th>What happened</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Event with patient groups in Leigh</td>
<td>We helped PPG members in Leigh plan an event for their practice patients. The event raised awareness of Patient Participation Groups (PPGs), the opportunities to get involved with services in Leigh and got people signed up to their groups.</td>
</tr>
<tr>
<td>2. Shape Your NHS Training programme for volunteers</td>
<td>Local patients helped us to design the training programme based on topics and areas they thought would be helpful to enable them to work effectively with the CCG. The training has been attended by existing volunteers, members of the public and even some staff who wanted to know more. All the training has evaluated well and we’ve increased the number of people signed up to our Shape Your NHS engagement community!</td>
</tr>
<tr>
<td>3. Annual Conference</td>
<td>Local patients helped to plan the event. We talked to about how GP practices may work differently in the future and how they might like to be involved. In the afternoon we also talked about how health and social care services are working more closely together for the benefit of patients. The outcome from this session is helping us to plan further engagement work.</td>
</tr>
</tbody>
</table>
| 4. Maternity Voices Partnership                      | We’ve held 4 successful events and sent out survey/information in-between. The group has influenced some really positive changes to maternity services and we present them with a “You Said, We Listened” document after every meeting. Some of the changes include:  
  • Consistency of having a named midwife in community clinics  
  • Commissioning of Dads Pad App to offer more support to dads/partners  
  • Protected meal times on the maternity ward  
  • Development of a virtual tour of the ward  
  • Improvement discharge processes and speedier medication |
<table>
<thead>
<tr>
<th>Engagement project</th>
<th>What happened</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Urgent Primary Care Services</td>
<td>We have worked with a group of volunteers on a review of Urgent Primary Care Services. These are services open when your own GP practices is closed. The group supported us in our plans to implement an Urgent Treatment Centre in the Borough which is still being developed. The group were able to make suggestions about how the Urgent Treatment Centre should run and how to make it accessible for different groups. We will be doing more engagement work around this topic next year.</td>
</tr>
<tr>
<td>6. Development of the DEAL 2030</td>
<td>In November 2018 we supported Wigan Council’s programme of engagement work to develop The Deal 2030. We asked people what they thought of their neighbourhood and what they wanted the Borough to be like in 2030. The DEAL 2030 has now been published and it reflects what local people want to see improved in the Borough!</td>
</tr>
<tr>
<td>Engagement project</td>
<td>What happened</td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 7. Higher Folds Engagement Work                        | In February 2019 we did some engagement work to find out what residents in Higher Folds thought of health services in the area. The work influenced a number of positive changes at the local GP practice, Leigh Family Practice:  
  • Increase in the number of appointments available at the local practice  
  • Better communication / promotion of services and opening times  
  • An improved telephone system  
  • Additional services being offered from the practice, e.g. Smears and Flu jabs  
  We plan to do some follow up engagement work in September 2019 to ask patients about the services.                                                                                                                                                                                                 |
<p>| 8. Evaluation of the same day access clinic based in South Wigan Ashton North (SWAN) | We involved two patient representatives in the evaluation of this service that was introduced by the GP practices within the South Wigan Ashton North (SWAN) group. The patient representatives worked alongside CCG Officers and GPs to evaluate the service and the GP practices are continuing to offer it.                                                                                     |
| 9. Over the counter medicines                          | We undertook further engagement work around NHS England’s new guidance to restrict the prescribing of medicines for 36 minor illnesses when you can buy the medicine over the counter. We gathered feedback from patients, residents and staff on the proposals. Although most people were in support of the change there was some concern expressed about different groups who might be impacted more. We are working with Greater Manchester Health and Social Care Partnership to propose a list of exclusions that we think should apply to appropriate groups. This is still work in progress. |</p>
<table>
<thead>
<tr>
<th>Engagement project</th>
<th>What happened</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. Section 75 commissioning arrangements</td>
<td>We held a consultation around future joint commissioning arrangements between the CCG and Wigan Council. The people who responded to the consultation didn’t raise any major concerns and the changes were introduced from April 2019.</td>
</tr>
<tr>
<td>11. End of life strategy implementation</td>
<td>Last year, patients and residents helped us to develop a new End of Life Strategy for Wigan Borough. We are now implementing the strategy. One of the volunteers who helped develop the strategy is working on a volunteer led bereavement support service in the Wigan area and we have helped to get people involved in this.</td>
</tr>
<tr>
<td>12. Chronic Obstructive Pulmonary Disease (COPD) services</td>
<td>We’ve held regular coffee afternoons to meet people with COPD and get their input into the redesign of those services. One of the key things they’ve helped with is the design of a patient education programme which will be launched in 2019.</td>
</tr>
</tbody>
</table>
| 13. Readers Panel | Our Readers Panel has been involved in reviewing the following documents this year:  
  • Care homes leaflet;  
  • Personal health budget leaflet;  
  • Complex care leaflet;  
  • Effective use of resources leaflet;  
  • Condition specific leaflets;  
  • Flyer advertising orthopaedic services.  
We’ve reviewed the feedback and made improvements to the documents to make sure they can be understood by members of the public. |
<table>
<thead>
<tr>
<th>Engagement project</th>
<th>What happened</th>
</tr>
</thead>
</table>
| 14. Refreshing our Communications and Engagement Strategy | We’ve worked with local stakeholders, including patient representatives and Healthwatch Wigan and Leigh to review how we currently involve patients and residents in the work of the CCG. We made changes to improve the way we do things including:  
• Reducing the number of meetings to reduce the burden on patient representatives  
• Better and more timely feedback  
• Targeting more resources to reach diverse, potentially excluded and disadvantaged groups  
• Developing closer links with Healthwatch Wigan & Leigh |
| 15. Development of a sustainable Dermatology service | As a member of the Bolton, Salford and Wigan Partnership we undertook engagement work to find out what people would think of changes to Dermatology services across the 3 areas. We asked people to give their opinions on different options for the future of the service. The feedback from patients and residents is currently being considered alongside work being done with the clinical teams. We are looking ahead to a possible formal consultation next year. |
The volunteers on our Readers Panel have helped us to make sure that information we publish is suitable for members of the public. Some of the things they’ve helped us with this year are:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>End of Life Strategy</strong></td>
<td>The group reviewed the strategy and gave feedback on the content, design and language to make sure it was accessible for members of the public.</td>
</tr>
<tr>
<td><strong>Orthopaedic Leaflet</strong></td>
<td>The group reviewed a leaflet that was intended to inform people of the Orthopaedic services available at Wrightington Hospital. They made suggestions about the language and design.</td>
</tr>
<tr>
<td><strong>Care Home Leaflet</strong></td>
<td>The group reviewed a leaflet that was intended to inform care home residents of changes to how GP practices are working with Care Homes. The group suggested a number of improvements to the wording and content.</td>
</tr>
<tr>
<td><strong>Personal Health Budgets</strong></td>
<td>The group reviewed the information on our website relating to Personal Health Budgets and a video. They have suggested a number of changes to update the documents and make them more relevant for people who will need the information.</td>
</tr>
<tr>
<td><strong>Complex Care Leaflet</strong></td>
<td>The group reviewed a leaflet about the service which looks after “complex” patients. The group suggested changes to the language and additional information the patient would need.</td>
</tr>
<tr>
<td><strong>Effective Use of Resources</strong></td>
<td>The group reviewed a series of leaflets about different conditions and treatments available. A number of improvements were made to the language and design of the leaflets.</td>
</tr>
</tbody>
</table>
Section 7: Learning and best practice
Stakeholder review

This year we worked with stakeholders to review the way that we get people involved in the work of the CCG. We’ve detailed some of the things we changed as a result, but you can read the full report on our “improving our work” web page.

<table>
<thead>
<tr>
<th>You Said</th>
<th>We Listened</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are too many meetings and we duplicate discussion sometimes</td>
<td>We’ve reduced the frequency of some of our engagement meetings. We have changed the remit of Patients Forum which is now a monthly workshop.</td>
</tr>
<tr>
<td>Some people don’t always see the difference they are making by attending our engagement meetings</td>
<td>Regular production of “you said, we listened” feedback. Circulation of feedback in a timely manner. Website page kept up to date.</td>
</tr>
<tr>
<td>CCG should more resource towards reaching people who don’t attend engagement meetings</td>
<td>Reducing our engagement meetings to free up time/resources to reach out to those from diverse, potentially excluded, disadvantaged groups</td>
</tr>
<tr>
<td>GP Patient Participation Groups don’t feel linked in to the work of the GP Cluster groups.</td>
<td>Feedback given to Primary Care Team who coordinate regular meetings between these patient groups. They are working on an engagement plan for next year.</td>
</tr>
<tr>
<td>Develop closer links to Healthwatch Wigan &amp; Leigh</td>
<td>Healthwatch Wigan &amp; Leigh sit on most of our engagement meetings. We are actively seeking areas to work together next year, e.g. around Stroke care</td>
</tr>
</tbody>
</table>
Training feedback

Some of the feedback we’ve had about our FREE training programme for patients and residents:

“This training was excellent and should be repeated at regular intervals”

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

“Very well presented and involvement of all participants”

“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.”

“Excellent – relaxed atmosphere”

“It was a good session...”

“It’s been good to share ideas”
“Back in 2017 the CCG invited members of the public, along with patient representatives from various local surgery’s Patient Participation Groups to form a patient and public involvement group. There was also representation from the hospital, Wigan & Leigh Healthwatch, Mental Health services and Wigan Council. We are now known as Wigan Borough Engagement Group (WBEG).

Initially the group’s remit was to make themselves aware of the newly formed Wigan Locality Plan and to look at the various proposed initiatives within it, with a view to ensuring that patient/public involvement was included from the beginning to the end of each new proposed initiative.

As we began to work our way through the vast number of proposed topics/initiatives within the plan, we realised that our aim as a group to be involved in all of them was too ambitious, and that we would be far more productive if we chose a small number of topics that could potentially have a big impact on all patients across the Borough and where we felt we could drive the engagement work, in order to ensure the views of local people were take into account from the beginning of the planning process and throughout the development and progression of the initiative.

Our current topic is the proposed introduction of new ways that patients can access their GP via alternative types of appointment and how this might affect different patient groups. We are all used to the traditional face-to-face appointment system, however we also have to acknowledge that this system is stretched to the limit and in order to provide more appointments alternative options are being proposed, for example, by having video appointments or telephone call appointments etc.

The role of the members of WBEG is to try and ensure that the views, concerns and questions that members of the general public may have about these proposals are heard, and taken into account, before they are introduced.

Minutes from the WBEG meetings are reviewed by the CCG governing body. Also our members take them to their local group meetings for further discussion and then feedback any comments to our next meeting.

We have also recently been involved with the CCG’s Communication and Engagement Team in the development of the Wigan Borough CCG Communication and Engagement Strategy for 2019-22

If you think the WBEG might be one you would be interested in joining, we would love to hear from you. Please contact the CCGs Engagement Team on 01942 482711 or shapeyoumhs@wiganboroughccg.nhs.uk.”

Linda Sykes, Chair of Wigan Borough Engagement Group
“I have been involved with the CCG from the beginning as a Lay member and it is no secret that I was very vocal in my condemnation at the beginning. Well now I have to eat my words. NHS England gave the CCG Outstanding this year. We had been rated as requires improvement the year before. I would like to say that it was all down to me however I can’t. It is largely down to the patient and Public Engagement team. The work that the team put in under difficult circumstances is outstanding. They are a very small underfunded group who work tirelessly to support and motivate and encourage a very large disparate group of volunteers to give of their best.

The Patients Forum meets regularly. To enable the membership to help plan, review and improve the quality of NHS services by informing the CCG from their experiences of using NHS services.

The Forum is much more than a talking shop. Individuals frequently get their sleeves rolled up to take part in surveys and encourage others to do so.

They also take part in workshops and training programmes provided by the Engagement Team. We attend meetings around Wigan and the Greater Manchester conurbation. We contribute our experiences and have a say on transformation proposals especially around equality.

Many Forum Members are also members of other groups and committees within the CCG. I am one of two patient representatives on the CCGs Primary Care Commissioning Committee. The Cancer Implementation Committee and Continuing Health Care Committee also has patient representation.

We helped to shape the National Consultation for Medications coming off Prescription, Consultations around Urgent Care Services, and Extended hours and Out hours Provision. We also helped to develop the Wigan Borough End of Life Strategy.

Most Forum Members are very proactive Members of their Patient Participation Groups and their Cluster groups. The Engagement Team offer help and support to enable GP Practices to recruit and establish their PPG’s. At present we are trying to understand the major changes about to land on us with the Primary Care Networks.

Wigan Borough CCG Patient and Public Engagement Rocks in 2019 Increase the budget and we will ROLL in 2020.”

Margaret Hughes, Patient Representative
Section 8: Future plans
## Our ambitions from last year

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refresh our Communications and Engagement Strategy</td>
<td>Complete</td>
</tr>
<tr>
<td>Work to set up an Equalities Reference Group</td>
<td>In progress – to launch May 2019</td>
</tr>
<tr>
<td>Refresh our internal resources for staff</td>
<td>In progress</td>
</tr>
<tr>
<td>Run a campaign to grow our engagement membership and get more people signed up to get involved</td>
<td>In progress. We’ve grown our engagement membership. Rebrand and campaign to be delivered 2019 / 2020</td>
</tr>
<tr>
<td>Complete and evaluate Shape Your NHS training programme</td>
<td>Done and used to design programme for 2019 / 2020</td>
</tr>
<tr>
<td>Further consultation and engagement work around primary care</td>
<td>Some done via our patient groups and annual conference. Wider piece of engagement work to be delivered 2019 / 2020</td>
</tr>
<tr>
<td>Improve our feedback processes following engagement</td>
<td>Done. Reflected in out “outstanding” rating from NHS England</td>
</tr>
<tr>
<td>Increase use of social media</td>
<td>Done - ongoing</td>
</tr>
<tr>
<td>Further engagement work for HWP</td>
<td>In progress</td>
</tr>
<tr>
<td>Work with the Continuing Healthcare Team on their engagement</td>
<td>In progress</td>
</tr>
<tr>
<td>Work with Bolton Salford and Wigan Partnership and Greater Manchester Health and Social Care Partnership to ensure local people get involved</td>
<td>In progress</td>
</tr>
</tbody>
</table>
In addition to the delivery of our regular engagement activity, we will:

- Work to maintain our “OUTSTANDING” rating from NHS England.
- Implement our new communications and engagement strategy, including more use of social media and targeting diverse, potentially excluded and disadvantaged groups.
- Continue to work in partnership to deliver joint engagement and involvement programmes with local organisations, including NHS, Wigan Council, Healthwatch Wigan & Leigh and other Voluntary Sector.
- Rebrand our engagement membership and run a campaign to get more people involved.
- Establish our Equality & Diversity Reference Group and improve the work we do around equalities.
- Work with local people around the development of Digital Health Services.
- Work with local people to develop a new Quality Framework for the Borough.
- Work with local people on the redesign of Community Stroke and Neuro services.
- Work with local people on the ‘refresh’ of the Wigan Borough Locality Plan for health and social care services.
- Work with local people on the development of GP services.
- Continue to give local people the opportunity to influence and get involved with regional work around the transformation of hospital services.
Contact Us

If you have any questions about this report or if you want to get involved! Please get in touch. Please also let us know if you require this report in a different format.

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