

## Wigan Borough Engagement Group

3<sup>rd</sup> July 2019, Minutes

Item	Action
<p><b>1. Welcome &amp; Introductions</b></p> <p>See first page.</p>	
<p><b>2. Review of minutes and action log</b></p> <p>Minutes of April 2019 meeting approved. See updated action log attached page 7 - 8.</p> <ul style="list-style-type: none"> <li>• RR will follow up with Charlotte for more feedback about the text message so it can be raised with the relevant service</li> <li>• Dr Seabrook does not have a PPG and is directing patients to attend the Wigan Cluster meeting held at Dicconson Group. Group would like this to be raised with Primary Care Team as a question around not meeting this element of the contract and ensuring this practice is not getting the additional payment.</li> <li>• Lilford Park had to close one morning last week due to a lack of staff, but they still say emergency patients</li> <li>• Group would like an update on the Over the Counter medicines work and what we are doing in Wigan for the next meeting</li> </ul>	<p>RR</p> <p>RR</p> <p>RR</p>
<b>Core Business Items</b>	
<p><b>3. Digital Health Services engagement work</b></p> <p>RR talked the group through the engagement work that has been completed over the past 5 / 6 weeks. The survey closes on the 5<sup>th</sup> July and so far we have had over 215 surveys completed and 357 face-to-face contacts. We are pleased with this level of response.</p> <p>The group reviewed an extract of the results to the survey online so far.</p> <p>Some other points of discussion:</p> <ul style="list-style-type: none"> <li>• Karen completed engagement work around digital in Bolton about 18 months ago and younger people in Bolton had concerns about Skype</li> <li>• Patients of Dr Seabrook cannot see summary health record on the app</li> <li>• Member of the group has recently received an email from "Pharmacy2U" who have acquired the email address from a third party (when registering for something online)</li> <li>• A member's father has recently received an automated message from the hospital which caused confusion</li> <li>• The hospital are currently doing some of their own engagement work around online letters and text messages (led by Andrea) as they are looking at</li> </ul>	

procuring a new service for this

RR will start producing the report when she is back in work w/c 15<sup>th</sup> July 2019. We will publish this report and then a "You Said, We Listened" feedback document in a few months' time to describe how the feedback has been acted on or not. We have also done some engagement work with protected characteristic groups and will show the group the equality impact assessment.

In terms of the engagement report the group would like us to:

- Differentiate between people who completed online and those who don't
- Review by age
- Broken down by other protected characteristics
- Explanation of how data will be used and expected timeframe for feedback

Some of the emerging themes/suggestions:

- May need to do some further work with younger people – RR needs to get back to Youth Cabinet
- Some people are telling us that they sign up to Patient Online but then don't use it; something might go wrong or there are never appointments to book online
- People have concerns around security and confidentiality
- There is confusion about the number of apps and providers – can the CCG recommend one
- Education / training needed for some groups – those who would be willing to try but might need some confidence on the technology
- Could we set up a dummy account on Patient Online to enable PPGs to do some training in their practices
- Need to review whether we need to do any engagement work with other protected characteristic groups
- Parents can't use Patient Online for their kids
- People do not want a default online service – some people expressed unhappiness at the Council's online/app and lack of available telephone numbers
- There are some barriers/issues for people with a disability
- People would like to see a roadmap with timeframes, when to expect different things to come on board
- Digital services need much more promotion

Outcome:

The group welcome the engagement work that has been done and look forward to seeing the report.

Actions:

- RR to share engagement report & equalities work before our next meeting (will start producing when back in w/c 15<sup>th</sup> July 2019)
- A "You Said, We Listened" will be produced around October 2019 time
- We will invite Jonathan Kerry to our next meeting to discuss the results

**RR**

#### 4. Community Services engagement work

This will be our next focus. Discussions to plan this work have taken place between Rachel, Alyssa, Karen and Andrea. Rachel talked through an initial plan (attached page 9 - 10).

Points discussed:

- We need to make sure we pull together info / data from all the work going on already and supplement this with some face-to-face engagement in key services
- We need to add in data collected via comment cards in MSK and Podiatry that Andrea has implemented
- They get lots of Friends and Family data already from Podiatry and school nurses
- Ear Care Service might be a priority service to do some face-to-face engagement due to issues/concerns raised in the past about this
- Healthwatch did a report on District Nursing service in 2018 we need to look at this
- There are 70,000 appointments in community services every month
- Community services have a really low number of mobile numbers for patients which is something that might make it more difficult to collect Friends and Family data

Outcome:

Group happy with suggested approach and look forward to seeing some information at the next meeting. We may not have fully completed the work by our next meeting but will have information to share.

Action:

Engagement leads to meet again to firm up plans for face-to-face engagement activities. RR will coordinate that.

RR

#### 5. Next area of engagement

The group discussed 2 potential ideas for what we could look at next:

- Younger people – engagement / education around health
- Elderly care provision in the Borough – nursing home placements and standards

Healthwatch are looking to do a young person's engagement event over the summer holidays. Will keep us up to date with that.

Outcome:

The group are really interested in both areas above and will discuss further at the next meeting.

Action:

All members to think about these areas and any additional ideas to bring to our next

ALL

meeting in September 2019.	
<b>Other updates/items</b>	
<p><b>6a. Wigan Borough Clinical Commissioning Group (CCG)</b></p> <ul style="list-style-type: none"> <li>- Last newsletter in June 2019</li> <li>- Launch of Quality engagement work today which members will have received</li> <li>- Training programme</li> <li>- Maternity Voices Partnership – successful recent event and we are looking to appointment a Lay Chair</li> <li>- Linda asked if the MVP has looked at what support mums get who give birth to a baby with a disability</li> </ul> <p><b>6b. Healthwatch Wigan &amp; Leigh</b></p> <p>Recent listening tour to determine their priorities:</p> <ul style="list-style-type: none"> <li>• Quality of Stroke Care (to link with CCG about that)</li> <li>• Integration of services (discharge of vulnerable people and end of life care)</li> <li>• Mental Health (including cancer patients and support they need beyond support of Macmillan)</li> </ul> <p>Members of the group had attended the launch event in the Galleries last week which was a success. Particularly interested to hear from the young lady who shared her experience about mental health.</p> <p><b>6c. Wrightington Wigan and Leigh NHS Foundation Trust (hospital)</b></p> <ul style="list-style-type: none"> <li>• Already covered work in community services that are now under the Trust</li> <li>• Looking at electronic patient letters and texts</li> <li>• Doing some work on neo-natal unit and possibly setting up a peer support group</li> <li>• Will be doing some engagement work on the maternity unit</li> <li>• Autism packs still in development. Some members of the Trust are doing training on how to produce easy read information</li> </ul> <p><b>6d. North West Boroughs Healthcare Trust ( Mental Health)</b> No one present at the meeting to give update.</p> <p><b>6e. Wigan Council</b> No one present at the meeting to give update.</p>	
<p><b>7. AOB</b> No other issues raised</p>	
<p><b>Date of next meeting:</b> Wednesday 18<sup>th</sup> September 2019, 1 – 3pm,</p>	

Sunshine House (Stockton Room), Wellington Street, Wigan WN1 3SA

**Plan for next meeting:**

- Digital services – Full report
- Some results of community services
- An update on implementation of new rules for Over the Counter medicines
- Discussing our next engagement project

Agreed actions from the Meeting		Resp.	Deadline	Update	RAG
Jan 19	Add a review point for the group on agenda in 6 months' time to reflect on new process and what we have learned	Rachel / Linda/ Ann	End of 2019	To end of 2019 to give a chance to embed new process	
Feb 19	<b>Inpatient Neuro-Rehab</b> Trafford Neuro-Rehab. Speak to commissioners to see if there is any patient experience information we can look at.	Alexia	April meeting	Need to do	
April 19	<b>BSW transformation of hospital services</b> To publish BSW Dermatology online and send the group the link.	Rachel/ Alexia	Before next meeting		
April 19	Rachel to get more info from Charlotte about text message to raise with digital	Rachel			
July 19	<b>PPGs</b> Dr Seabrook does not have a PPG and is directing patients to attend the Wigan Cluster meeting held at Dicconson Group. Group would like this to be raised with Primary Care Team as a question around not meeting this element of the contract and ensuring this practice is not getting the additional payment.	Rachel	Before next meeting	Rachel sent email to primary care team 4.7.19	
July	<b>Over Counter Medicines work</b>	Rachel	Next meeting		

19	Group would like update on implementation of Over Counter Medicines in Wigan Borough				
July 19	<p><b>Digital health services work</b></p> <p>RR to share engagement report &amp; equalities work before our next meeting (will start producing when back in w/c 15<sup>th</sup> July 2019)</p> <p>A “You Said, We Listened” will be produced around October 2019 time</p> <p>We will invite Jonathan Kerry to our next meeting to discuss the results</p>	Rachel	Next meeting		
July 19	<p><b>Community services engagement</b></p> <p>Engagement leads to meet again to firm up plans for face-to-face engagement in community services.</p> <p>Give the group a progress update at September meeting.</p>	Rachel, Andrea, Karen	Next meeting		
July 19	All members of group to think about priority areas for engagement work after we complete work around community services	ALL	Next meeting		

## Engagement around Community Services

### Paper for July 2019 Wigan Borough Engagement Group

#### What we are doing and why?

Alyssa Catterall, Project Manager attended the April 2019 meeting to discuss engagement work around community services. We agreed to do some experience based engagement work as this has been identified as a gap, e.g. asking people to tell us about their experiences to get a baseline understanding about what is working well or needs to be improved.

This paper outlines our initial ideas about the engagement work following a planning meeting on 27<sup>th</sup> June 2019. We want members of the Wigan Borough Engagement Group to:

1. Review and give feedback / input into the plans and our suggested approach
2. Discuss with us the services we may want to prioritise

#### Other engagement programmes

At our planning meeting we identified a number of other engagement work / projects that we need to take account of and build on. We will avoid duplication and make sure we use relevant data that is already being collected.

1. WWL work around Friends and Family into community services
2. WWL planned engagement work in District Nursing and Community Response Team
3. CCG engagement work around community stroke / neuro services – need to make sure we ask questions around experience
4. CCG & Wigan Council joint engagement work around quality of services (tell us about the last time you used a health or social care services) – we will pull out the data relating to community services and use this too
5. CCG service user experience data – we can ask the quality team to extract entries relating to community services.

#### What we will do

We will use the following approaches to gather feedback from people; conversations; interviews; focus groups; patient stories. The CCG, Hospital and Healthwatch will meet again to identify how the work can be divided up.

Community Service	Ideas for engagement	First steps
Rapid Care – Community	Face to face contact with	Work with Community



Response Team (Multi-disciplinary team made up of Nurses, Physio, Social Care, Clinician etc.)	patient/carer  Staff may use survey with patient carer upon discharge	Response Team to identify suitable patients. Perhaps ones which have been discharged from care the previous month.
Complex Care – Multi-disciplinary team based in GP clusters for individuals with multiple complex health and social conditions. They are often high intensity users attending A&E more than 10 times a year	Face to face engagement with patient and also case coordinator who will be the key contact staff member who coordinates the care for the patient.	Identify current caseload with Complex Care and identify case coordinators.  Speak to Complex care administrators who will be able to provide more information.
Active Care – Engagement core integrated services including:  <ul style="list-style-type: none"> <li>• District Nurses</li> <li>• Podiatry and nail care</li> <li>• Occupational Therapy</li> <li>• Physiotherapy</li> <li>• Social Care</li> <li>• Community Link workers</li> </ul>	Face to face engagement with patient, community events?  Bear in mind that integration will have already taken place across Leigh, maybe do a sample of patient experience from Leigh and a sample from Wigan to compare?	Work with Team managers to identify patient case load/discharged patients

### **When we will do it**

We will aim to start this engagement work before the end of July 2019. The Engagement Team at the CCG will pull together the subsequent outcome report on behalf of all partners.

The CCGs Quality engagement work and work around community neuro-stroke will also take place July/August 2019.