

Improving our Patient & Public Involvement work 2019/2020

At the end of 2018 we worked with local stakeholders to review our engagement processes and plan. The stakeholders we worked with included some of our established groups, Healthwatch and volunteers.

We learnt lots about the things we could do better to improve our patient and public involvement and we agreed a number of actions, most of which have been implemented through 2019/2020.

We were also able to launch our new [Communications and Engagement Strategy](#) in 2019 which set out our new ways of working and processes we've been following.

The table sets out below the feedback about our work and the things we've implemented through 2019/2020. At the end we've summarised the actions that are still outstanding for next year 2020/2021.

Stakeholder Feedback	Our progress
<p>1. In 2018/2019 we were holding too many meetings and some people were unclear of the remit of different groups.</p>	<ul style="list-style-type: none"> • We've reduced the number of our patient meetings and forums to reduce the time demands placed on individuals; • We've clarified the remit of our Patient Forum which we've changed to an open 2 hour workshop on a particular topic. The Forum Workshop will also be held 4 times a year rather than 6; • The change to our Patient Forum has removed the duplication that was sometimes happening between this group and our Wigan Borough Engagement Group; • We've improved our newsletters and information sent out Digitally to patient groups on a regular basis to ensure they get the updates without having to attend meetings; • We've clarified the remit of our Wigan Borough Engagement Group and they've helped to develop a 3 month engagement cycle they are a key part of.
<p>2. Some people couldn't always see the difference they were making by coming to meetings.</p>	<ul style="list-style-type: none"> • We produce a "you said, we listened" after every Maternity Voices Partnership meeting we hold; • We've worked with our Equality Reference Group and Wigan Borough Engagement Group to produce a "2019 year in review" which describes what we've achieved that year. These can be found on our "Reports and feedback" page under 2019.
<p>3. The CCG doesn't</p>	<ul style="list-style-type: none"> • We've put much more emphasis in 2019/2020 on

<p>always give feedback after engagement or thank those who have taken part.</p>	<p>feedback and learning following our engagement work;</p> <ul style="list-style-type: none"> • We now produce a “you said we listened” summary after every engagement project. You can find these on our “Reports and feedback” web page; • We created a feedback section on our engagement newsletter where we share engagement reports & “you said, we listened” documents; • Where possible we contact individuals or groups to thank them for taking part in work and outlining any next steps; • We could still be more creative in the way we present our feedback after engagement work and one of our priorities next year will be to create more videos, posters and audio feedback.
<p>4. The CCG Engagement Team is relatively small compared to other CCGs and perhaps the resources/time could be better spent targeting individuals who may not come to meetings/events.</p>	<ul style="list-style-type: none"> • The reduction in the frequency of some of our meetings has given us extra capacity in 2019/2020 to do much more engagement work in the community; • We’ve increased the number of visits to some of our key voluntary community sector groups, e.g. Think Ahead Stroke and Carers Centre; • Between April and October 2019 we scheduled in community engagement every couple of weeks, in addition to our regular work, to ensure we visited different parts of the Borough regularly. We’ll continue this in 2020/2021; • We increased the number of people on our engagement membership and use our social media pages more for engagement; • We have found ways to work with partners to make the best use of resources, for example by working with Healthwatch, Think Ahead Stroke and Stroke Association on engagement work around Stroke Services.
<p>5. People who attend the Cluster PPG meetings don’t feel linked in to the work of the Clusters and the things they are working on. They feel separate.</p>	<ul style="list-style-type: none"> • This feedback was shared with the CCGs Primary Care Team who are responsible for development of the Primary Care Networks and Clusters; • Unfortunately we haven’t made much progress on this and we’ve received similar feedback throughout 2019/2020; • We are working up proposals around a series of learning events that we could offer to Cluster PPGs next year (2020). Work will be done via Cluster PPG chairs to outline what these will be.
<p>6. The CCG needs to broaden its engagement and hear</p>	<ul style="list-style-type: none"> • We’ve spent much more time out in the community reaching patients and residents; • We’ve undertaken more visits to voluntary

<p>the voices of more diverse groups</p>	<p>community sector groups to talk to staff and people who use those services;</p> <ul style="list-style-type: none"> • We've set up an Equalities Reference Group, members of which represent the different protected characteristic groups. This group is working with us on equality matters and our equality analysis work; • We've worked with partners where we can to broaden the reach of our engagement; • We'll be holding a stakeholder engagement event in 2020 to complete our EDS2 (Equality Delivery System) where we grade the CCGs equality performance; • We're developing plans to rebrand our engagement membership which in 2020 will coincide with a big piece of work in the community to sign more people up to our engagement community
<p>7. We would like to develop a closer link to Healthwatch Wigan and Leigh and identify areas we could work together.</p>	<ul style="list-style-type: none"> • We've continued to build strong relationships with the team at Healthwatch Wigan & Leigh; • This year we supported the Healthwatch launch event and their initial engagement work to set their priorities; • We worked with Healthwatch to hold an event to target stroke survivors and their carers; • We worked with Healthwatch on a cancer information event that was targeted at GP staff and patients; • A Healthwatch representative attends our Primary Care Committee; • We regularly advertise each other's events and share engagement information with our contacts.
<p>8. People assume the NHS is one organisation. Could we not just have one contact list and engagement plan across all local organisations?</p>	<ul style="list-style-type: none"> • We've continued to identify areas of joint working with other NHS and council partners this year; • We've relaunched our website to be a joint CCG and Healthier Wigan Partnership website; • We have started a project to rebrand our engagement membership to bring it in line with our joint working arrangements and this will be completed in 2020; • One of our priorities next year will be the production of one engagement calendar and we'll continue to identify areas to work together.
<p>9. There is sometimes a feeling that the CCG as an organisation doesn't always value patient & public involvement, wider than the Communications &</p>	<ul style="list-style-type: none"> • Our Lay Governing Body with responsibility for patient and public involvement continues to present a regular report to our Governing Body around engagement work; • We invite patient representatives in to our Governing Body meetings to raise any key issues or feedback;

Engagement Team	<ul style="list-style-type: none"> • We've held a staff engagement session to talk to people about the importance of engagement work and responsibilities of teams to involve people in commissioning; • We've started to share more of our engagement work and events via our internal CCG newsletter to staff; • We've got staff from other teams involved in the delivery of engagement work, in particular around the Locality Plan, where we had members from other teams undertaking some of the conversations; • This year we've produced much more feedback and "you said, we listened" documents which describe how we have taken into account what we've heard from patients and residents; • We are currently developing a volunteer process (due to complete in 2020) that will give volunteers a much clearer role and remit within different teams in the CCG and regular feedback points. This will give people more clarity on how they can contribute.
10. Some people aren't sure of the governance processes around engagement work – and should we be reporting engagement work into other boards/committees.	<ul style="list-style-type: none"> • There have been changes this year with the introduction of the Integrated Commissioning Committee in May 2019. The CCGs Governance Structures are currently under review, due to complete early 2020.
11. We need to make sure we learn from engagement work and give people an opportunity to tell us what they think	<ul style="list-style-type: none"> • We've set up a survey, link on our website, to collect feedback from people on the way we do our engagement work; • The Wigan Borough Engagement Group plays a part in helping us to review and evaluate the effectiveness of our engagement work within the new 3 months engagement cycle we've agreed.
12. We need to do more promotion around our free training programme for volunteers and members of patient groups.	<ul style="list-style-type: none"> • This feedback came out of the survey to review our training programme we ran in 2019. We have seen a slight increase in attendance on some of the training courses; • We will do more promotion of the programme in 2020; • We will send communications out to Practice Managers to remind them of the opportunity their Patient Participation Groups (PPGs) can access and how.
13. We were asked to include mental health	<ul style="list-style-type: none"> • We included the Mental Health in Mind training provided by Public Health in our 2019 training

<p>within our free training programme.</p>	<p>programme and will run this again in 2020;</p> <ul style="list-style-type: none"> • The council is developing a new training programme around mental health, Connect 5, and we will consider providing this in 2020.
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So in 2020/2021 we still need to work on:

1. Being more creative in the way we present our feedback after engagement work, producing more videos, posters and audio feedback;
2. Work with Cluster PPG chairs on proposals to hold a series of learning events for Cluster PPG groups to address some of the issues they have highlighted to us;
3. Complete the rebrand of our engagement membership to bring it in line with our joint working with other NHS and Council partners and a big piece of engagement work to sign people up;
4. Work with NHS and Council colleagues on the production of a single engagement calendar;
5. Plan and deliver a stakeholder engagement event as part of our EDS2 (Equality Delivery System) review of our equality performance;
6. Complete the development of our volunteer programme and recruit into those volunteer roles.