



Wigan Borough
Clinical Commissioning Group

Wigan Borough Engagement Group

A review of our achievements in 2019

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.

Strategy

Contributed to the development of our [new Communications and Engagement Strategy](#) which was published in February 2019. Our strategy describes how we'll engage and communicate over the next 3 years, with a long term view on more joint working between teams across health and social care. The group contributed lots of ideas on how we can improve our work!

3 month cycle

Helped design our 3 months engagement process – shown on the next page. The group will use their collective knowledge and feedback to help us decide where to do engagement work. They will then be actively involved in planning the work and reviewing the outputs. They will then hold us to account to ensure the views of patients and residents are taken forward.

Digital (online) health services

Identified this as a topic we needed to do engagement work with patients and residents. Helped us to plan the engagement work and resources, including the leaflet and survey. Identified the key target groups we wanted to hear from, e.g. carers. Helped to gather responses from their own groups, e.g. Patient Participation Groups and then helped us review the feedback and make recommendations.

Veterans engagement

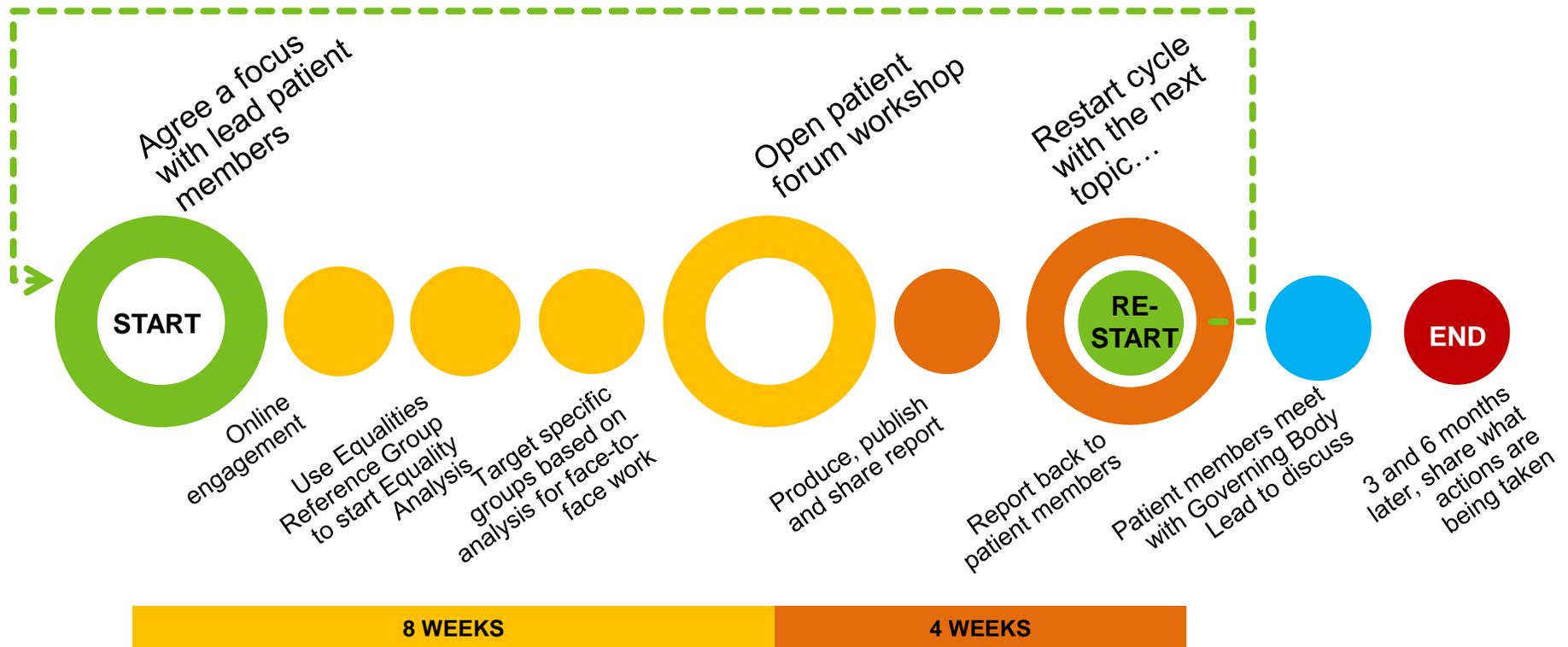
Challenged the CCG to do more engagement work with veterans in the Borough. We made connections with the Armed Forces Hub and have visited twice to gather feedback from veterans who use the centre. In 2020 we'll be supporting the Armed Forces Hub to engage with our 60 GP practices to become "veteran friendly" accredited.

Community Services Engagement

Identified community services as an area requiring more engagement work with patients and residents, in terms of evaluating what people think of the services now and being involved in any future changes. A process of engagement has now started in District Nursing and Community Response Teams. We are working through the Healthier Wigan Partnership on a wider piece of engagement.

3 months cycle from our strategy

Our engagement cycle



Not all projects will fit with this three month cycle, but wherever possible, this will be the way we work to make sure it is all patient-led and co-designed.

Locality Plan engagement work

Helped to shape the engagement work that was done around the refresh of our local plan for health and social care, “Happy, Healthy People”. Suggested the resources we needed to develop to speak to patients and residents and target groups / areas in the Borough. Reviewing the results of the engagement work.

Changes to the prescription of over the counter medicines

Requested assurance about our engagement work around this topic and how we had listened to the feedback from patients, residents and staff when developing our plans to implement new guidance from NHS England. Requested information about how we planned to support different groups, such as those on low incomes via the Minor Ailments Scheme.

Service issues

Highlighted individual experiences / issues with services that the CCG could raise with the service via regular quality and contract meetings. For example the group raised concern about the inpatient Neuro-rehabilitation service based at Trafford Hospital and those issues were discussed with the provider.

Travel Engagement

Identified transport and travel as the topic for our next 3 months of engagement (starting in 2020). This a theme that has come up through different pieces of work we’ve done and we’d like to explore in more detail how people travel across the Borough between different services, what some of the barriers are and what we need to think about when locating services.

CCG Volunteer scheme

At the end of 2019 started to contribute to the design of the CCGs volunteer programme that will be launched in 2020. Sharing experience and ideas to help shape the roles and support we will offer volunteers.