

Report for the East Staffordshire CCG from the East Staffordshire CCG Patient Board covering the January -July 2019

- **Introduction**

This report is based on the Patient Board, (PB), meetings that were held on, 8th January 12th February 12th March 9th April 14th May 11th June and 9th July 2019. This report has been submitted by the Chair. All meetings were conducted in accordance with the audit best practice recommendations. The chair would like to thank John Bridges for his input in compiling this report.

The patient board would also like to Thank Nicky Harness and her team for the continually support to the patient board coupled with prompt communication and engagement with our communities.

The Board, who meet every month, have representatives from Patient Participation Groups, the Voluntary Sector and senior members of the CCG. Going forward is envisaged to have a closer association with the Staffordshire South East and Seisdon Peninsular Patient Board with their PPI Lay Member attending the meetings and vice versa.

The Board have an Agenda which aims to cover every aspect of the health economy and the impact on the local communities within East Staffordshire decisions on a wider scale may have, For instance;

- a. Sustainability and Transformation Plan, (in Staffordshire known as Together We're Better),
- b. The merger between Derby and Burton Hospitals to form the new University Hospitals of Derby and Burton NHS Foundation Trust.
- c. The proposed 6 Staffordshire CCG's becoming one organisation and wanting to ensure East Staffordshire still has a voice on its health economy.
- d. Virgin Care.
- e. Patient Stories, both positive and negative

- f. Input from the East Staffordshire District Patient Engagement Group which consists of patient representatives from the East Staffs Patient Participation Groups.
- g. Relevant speakers and guests.

- **Patient Stories:**

At each meeting, we analyse the patient stories that are forwarded to us. These stories come via differing routes including the members themselves and the East Staffs District Patient Engagement Group.

For each story, concerning a GP Surgery or Hospital, clarification is sought to ensure that the person concerned has followed the GP and Hospital reporting procedures.

They are then actioned in accordance with their content. Over the months there have been a number of stories discussed at the meetings both of a positive and negative nature and actioned accordingly.

There has been occasions when the information received is deemed to of such a serious nature it is escalated immediately to the Chair of the Patient Board, Chris Ragg, who then escalates to the Joint Quality Team.

On the negative side the Board still do not receive total feedback on actions taken on the escalated stories.

- **Patient Board Speakers**

The Board have invited a number of speakers over the period and these were:

January

Louise Needham, LN, Community Engagement Network Lead, Everyone Health. Everyone Health had been given a 2year contract by the Staffordshire County Council to provide the following services for people over the age of 50.

The services include:

- a. Support for smokers to stop
- b. Provide weight loss services
- c. Provide Opportunities to get more physically fit
- d. Support people who are at risk of malnutrition
- e. Support people at risk of falls
- f. Support people who are socially isolated and

g. Deliver NHS Health Checks

The Board raised a number of issues concerning the service commissioned some of which were

- a. Doesn't include Uttoxeter
- b. Only certain wards within Burton can receive the services
- c. Dependency of relying on GP's to refer patients to the service

A letter was sent to the Staffordshire County Council via LN, highlighting the concerns and that, for instance, loneliness effects a lot of people especially in remote rural communities. The response from the Council wasn't encouraging. The Board have assisted in facilitating LN to give presentations to the East Staffordshire District Patient Engagement Group and a number of PPG's.

February

Phil McCornish, PMc, Trent and Dove First Call Services

Following the non-recommissioning of the service by the Staffordshire Council PMc has been tasked to promote and offer the 24/7 first call service to the wider community and within a 30mins by car radius of their Headquarters site in Burton. The service is not only locally based but also offers bespoke packages to suit an individual's needs. In addition, the service is monitored 24/7 and sends out mobile responders to the individual's home etc. They are also starting to work in partnership with social services, hospitals and GP surgeries.

The advantages of the service and the packages on offer are as follows

- a. No set up / installation costs
- b. Basic Service free of charge for first six weeks of use
- c. By having mobile responders saves ambulance call outs etc
- d. Has attended 120 emergency calls in one month for people who have fallen in their homes.
- e. Has packages for people with dementia enabling people to be independent longer within their own homes.
- f. Monthly welfare checks at an individual's home by experienced and trained staff who also test the system.
- g. 24/7 throughout the whole year with currently 99.8% of calls answered within 30secs and the rest within the first minute.

The Board have assisted in facilitating PMc to give presentations to the East Staffordshire District Patient Engagement Group and a number of PPG's. and to promote their Dementia Day being held on 24th May at the HQ site in Burton.

March

There were a number of speakers giving the following short presentations / updates on ongoing projects

1. David Pearson, DP, Vice Chair of Together We're Better

DP gave a verbal presentation / update on the current situation including the proposed pre-consultation events being planned. There was discussion on these points and others including

- a. Funding / Staffing and Slow progress of the Staffordshire STP compared to others
- b. Need to communicate better and to all groups
- c. Concern that End of Care and Dementia not currently included in the plan

2. Lisa Beard Burton Albion Community Trust gave a Verbal Update on the Active Recovery Programme

This programme was around a cancer and rehabilitation programme which worked with patients who had been diagnosed with cancer or had been recovering from, or living with, cancer within the last five years.

Referral is either via a GP or self- referral and is aimed at supporting people to become more active, feel better within themselves and feel more energised.

The programme, designed by Macmillan with the support of Derby County, commenced in 2017 and since then over 2000 people had been referred. East Staffordshire Cancer Alliance funded the Staffordshire programme and further funding was being sought.

3. Charlotte Evans, CE, Commissioning Manager South East Division CCG gave a verbal update around the work on Dementia.

The key areas discussed were around

Issues on completing Council Tax forms which was impacting on dementia diagnosis rates.

- a. Liaising with the Muslim health network in order to support awareness around pharmacies delivering blister pack medication.
- b. People fearing being referred to the Dementia Diagnosis Service as may lose their driving licence.
- c. The CCG discussions with GP's regards altering the approach to the way questions are asked via triage to referral.

April

Jim Murray, Chief Nurse, University Hospitals of Derby and Burton, Queens site

JM provided a verbal update on progress since the merger of Derby and Burton Hospitals in July 2018. The update was around the following areas

- a. There are 4 clinical divisions, Medical, Surgical, Cancer and Diagnostics and Women and Children. Each Division had a Director, nurse and medical lead.
- b. By operating the new structure across all 5 sites conveys a new level of working and would provide parity to all five sites.
- c. Sir Robert Peel has increased the clinical outpatient departments and extended the new Endoscopy service
- d. Work is ongoing to increase and improve the Renal Unit at Samuel Johnson site in Lichfield.
- e. The Care Quality Commission had visited and looked at the services provided under the new Trust and had spent 8 weeks doing this
- f. There has been a review of the Queens Treatment Centre in terms of an extension in the work it undertakes
- g. Development taking place for the Outwood's Development
- h. The meetings taking with all bodies regarding the handover from Virgin Care.

The Board indicated that there was a need for the Trust Board to be open and honest and to improve communication with the public and patients.

There were also concerns raised on the disbanding of the Patient Reference Group and lack of information regarding the Deep Dive Groups that had been set up in 2018. JM will feed all this back to the Trust Board.

May

Firstly, the Board was pleased to have Ann Heckels, (AH), Lay Member for PPI South East Staffordshire and Seisdon Peninsula present throughout the meeting. The Board had two speakers, and these were as follows

1. Adrian Thacker, AT, from the Health and Work Programme

AT explained that the programme is a welfare to work programme that the Shaw Trust had been commissioned to carry out by the Dept of Work and Pensions. The programme is designed to improve employment outcomes for people with long term conditions or disabilities and for those who had been unemployed for more than two years. The programme is aimed to help individuals gain the skills they

need to develop a successful career. The Shaw Trust offers employability training and interview skills practice with an holistic and personalised support plan. The programme runs for 456 days to ensure the individuals are supported for a long period of time and are allowed to build up the necessary confidence to continue in work after the support ends. There were discussions and a number of questions raised by the Board which were answered by AT. In the area the Shaw Trust have two three case workers currently working with 120 individuals. All referrals are made via the Job Centre with meetings being held in public places.

2. Carol Goodwin, CG, Outwood's Development Update

CG is the Interim Primary Care Estates Manager for the Outwood's scheme which will be located opposite to the Queens Hospital, Burton. In January the project was awarded approx. £21.88 million of Government capital funding to build some of the buildings on the site. The buildings planned are

- a. Primary Care Centre
- b. A step-down unit to support patients stepping down from acute services to community services.
- c. Keyworker accommodation and a community hub which will be at the heart of the development providing space for residents, patients and visitors to interact.
- d. The development will also integrate and make use of existing buildings including the Medical Education Centre and newly built Dementia Centre.

The development is based on that At Northfields, Stafford which has an excellent reputation. It is hoped that all will be in place by 2023

Finally, work is due to start soon on the building of the Queens multi storey car park

June

The Board received a further update on Together We're Better from Jenny Fulford

Outlining the progress with the current public pre-consultation events that were taking place throughout Staffordshire.

It had been recognised that the setting up of STP champions at the 2016 consultations had been too premature. Following a relaunch there were now 40 people actively involved as Champions and the STP were actively recruiting further people as Champions.

July

The Board had one speaker, Judith Parry, (JP), who is the Places of Welcome Facilitator (East Staffs).

A place of Welcome is a place where anybody could go to once only, or every week where they would be warmly welcomed, made to feel valued and included and receive free refreshments and local knowledge about the neighbourhood. They are run by local community groups and volunteers and the purpose is to have a place of welcome within all neighbourhoods. There are 5 funding principles and these are

- a. Place held in places that are accessible and hospitable
- b. People they are open to everyone regardless of their circumstances or situation and are staffed by volunteers
- c. Presence they are a place where people actively listen to each other
- d. Provision free refreshments are offered along with local information
- e. Participation encourage participants to share their talents, experiences and skills with others.

Currently there are seven Places of Welcome in Burton and 5 in Uttoxeter.

- **University Hospitals of Derby and Burton**

Due to the concerns the Board have regarding the lack of communication, patient involvement, new clinical pathways going forward and what is going on in involving / securing the community hospitals futures the following has been set up

- a. A senior member of the hospital team at Burton will attend each Board meeting to give an update on both the above and other criteria the Board wish feedback on. This is a 30min slot on the Agenda with the person only present to give the feedback.
- b. Currently this person is the Director of Nursing (Operations), Queens Burton, Jim Murray. Under the new arrangement JM has attended the June and July Board meetings. In June the Board had full details on;
 - i) The Integration Team
 - ii) Ongoing work to reinstate the Patient Reference Group
 - iii) Update on the original 6 deep dive groups and the next planned 6 groups to be set up during Year 2 of the new Trust
 - iv) Brief update on the Recent Care Quality Commission, (CQC), report on the Trust

- c. For July JM was accompanied by Jade Mitchell, Project manager – Quality & CQC Compliance who gave a full presentation and feedback on the CQC's first inspection of the new Trust. This promoted a detailed discussion on what had been found and the plans in place to respond to the CQC feedback and the next steps / governance

- **East Staffordshire Clinical Commissioning Group:**

The Board have feedback from Governing Body and discuss and action all matters that have been escalated down to the Patient Board. During the period covered by this report the Board has received input on the following:

- a. The East Staffordshire CCG's Restructuring plans and the set-up of Committees in Common.
- b. Detailed input was provided by the East Staffordshire CCG, on the governance structure and progress being made.
- c. The developing situation regarding Virgin Care and the Improving Lives Contract.
- d. In April the Patient Board held a workshop with senior personnel from the East Staffs CCG.

- **Patient Board Moving forward on Communication and Engagement with the 6th Form Students and other similar groups:**

Currently Abbot Beyne are the only school that are engaging with the Board. In December a team of 4 Year 12 students submitted their project work they had carried out on mental health. It was centred around the views of young people regarding the following:

- What is understood by mental health?
- How does it affect a person, family and friends?
- What pressures, in today's life expectations, schedules and lifestyles contribute, to the causes of mental health issues, especially with the younger generation and their families?
- What do you see are the ways these issues should be faced, spoken openly about and possible solutions that should be considered?

The work is invaluable to helping plan future services and the students involved were presented with certificates at a 6th Form Assembly.

Going forward the Boar has been working alongside Emma Keeling, Commissioning Manager, East Locality in promoting the importance of having the vaccination against the human papillomavirus (HPV) causes most cases of cervical cancer. For younger women, the [HPV vaccination](#) can help prevent 7 out of 10 cases of cervical cancer (70%). The vaccine also protects girls against 90% of genital wart cases. The vaccine, along with [cervical screening](#) when women turn 25, makes cervical cancer one of the most preventable cancers. The vaccine is offered to students in Year 8 and Year 10 and from 2020 will be for boys as well as girls. The Board will assist in promoting the importance of this vaccine through their school contacts, health events etc.

- **East Staffordshire District Patient Engagement Group**

With all the changes and consultations going on throughout 2019 the group decided that the meetings would move from bimonthly to being held every six weeks. In addition, they are being alternated between daytime and early evening meetings along with being at 3 locations within the area namely Barton, Burton and Uttoxeter Community Fire Stations.

The Chair and Vice Chair were re-elected to serve throughout 2019

As with the Patient Board the District Group has a compact Agenda in order to ensure it covers all aspects that affect the health economy of the patients / communities of East Staffs.

The Agenda includes feedback / update from the East Staffs CCG, East Staffs CCG Patient Board and the University Hospitals of Derby and Burton. And also has the facility to feedback information back to these bodies from the District Group.

Part of the Agenda includes prior reports sent by patient representatives that give an input on individual Patient Participation Group meetings held between District Group meetings. These reports are very constructive and invaluable promoting positive discussion and feedback.

Earlier this year the individual PPG's undertook completion of the PPG Self-Assessment Tool as introduced by Laura Bird, East Staffs Primary Care Development Manager. This tool has already been used by other areas within Staffordshire and LB wished to include the PPG's in East Staffs in the work.

This self-assessment tool aims to help a PPG to think about their strengths, any areas they would like to improve and opportunities for the future. The tool can also be used by the GP Practice. The CCG will use the results of the feedback to understand any support or resources that may be helpful and promote the fantastic work being undertaken by PPGs. PPGs can also share their results with their GP Practice. and later this year will receive feedback from LB on this topic

The Group also invite outside speakers to present on a number of topics. Between January and July 2019 these have been;

- a. **January.** Presentation from Paul Winter, (PW), Deputy Director of Corporate Services and Governance East Staffordshire on his role within the East Staffordshire CCG and additional work following the Staffordshire CCG's management restructuring. The presentation covered areas such as Overview of the main internal governance / decision making structure: Governing Body, Membership + Key Committees / Sub- Committees.
 - Expanding briefly on the purposes of these meetings: what their Terms of Reference say they do and how they all fit together in making decisions
 - Brief overview summary of the CCG Constitution (the key governance document)
 - Summary Highlights of the CCG Governance Business Cycle (noting key things like annual reports & accounts, our routine cycle of commissioning – with a specific angle on patient & public involvement).
 - Future developments & intentions (e.g. based on NHS 10 Year Plan, CCG changes on the horizon etc)
- b. **February.** Presentation, as given to the Patient Board, from Phil McComish, PMc Trent and Dove, First Call Service
- c. **April.** Talk on Datix by Lesley Arnold, Quality Information and Datix Support Manager, Nursing and Quality Directorate and Katie Woods, Primary Care Development Support Manager (South East). The Group understand they do not have access to enter information / soft intelligence directly onto the system but would like to see a simple reporting form that the Group could complete and send to the Datix team for input directly onto the system. This to be looked at.
- d. **May.** Due to illness the planned presentation regarding Virgin Care had to be cancelled until July. Chris Ragg the PPI Lay Member for East Staffs CCG, gave the members on the Staffordshire CCG's consultation document and

public events on the journey to become a single Strategic Commissioning Organisation

- e. **July.** Input from the East Staffs CCG Managing Director East Division, Nicky Harkness, on the way forward following the decision from Virgin Care to give notice on the final part of the Improving Lives Contract as from April 2020. This involves the Community Services and discussions were held on the procurement plan going forward for a replacement organisation. In addition, discussions / updates were given by both NH and PW on the recent conversations / consultation events around the proposed coming together of the 6 Staffordshire CCG's into one commissioning organisation.
- f. **July.** Presentation by Emma Keeling, Commissioning Manager, East Locality, and Jane Docksey, UHDB Programme Manager, on the current public consultation taking place on the proposal to deliver a centralised hyper-acute stoke service for patients.

The members have expressed concern that the public must be getting worn out by the number of consultation events that, due to the Council elections and "Purdu" beforehand have all come at once. It will be interesting to see the public attendance figures when available and the impact the public voice may have had in the decision-making process.

- **Outside Connections:**

Patient Board members continue to be very active in their involvement with other Organisations. These include:

1. Certain members holding senior positions within the 3rd sector which gives a valuable insight at the PB meetings.
2. East Staffordshire Diabetes Clinical Network Group which involves GP'S, Hospital Consultants, Pharmacy, Virgin Care and Diabetes UK. One of the Board is the Co-Chair of the network. Unfortunately, due to the lack of involvement from GP's and Consultants over the past three years both Patient Co-Chairs had resigned from the network in June
3. Given presentations to Winshill and Gordon Street PPG's
4. Sat the Virgin Care Homes Steering Group until they were abandoned earlier in 2019.
5. Sit on their appropriate PPG groups.
6. Sit on several other Health Related Organisations.

- 7.** Certain members of the PB are members of the Burton Diabetes UK Group. The Group held a very successful Public Event in June at the Pirelli Stadium with the theme being Diabetes I'm in Charge!!!
- 8.** Attend the Health and Wellbeing Meeting.
- 9.** Become a Support Staffordshire "Connector"
- 10.** District Group looking to train volunteers PPG representatives to roll out the Red Bag Scheme within Care and Nursing Homes within the area.
- 11.** The District Group and one PPG have become members of Support Staffordshire and attend their Forum meetings / Events.