

East Lancashire Clinical Commissioning Group

Agenda Item No: 3.2

REPORT TO:	GOVERNING BODY	
MEETING DATE:	26 th September 2016	
REPORT TITLE:	Patient Partnership Board update	
SUMMARY OF REPORT:	This report provides Governing Body members with an update regarding the Patient Partnership Board.	
REPORT RECOMMENDATIONS:	Members are requested to receive the report and: 1) Note the content and progress to date. 2) Consider and agree with the progress and forward plan. 3) Comment on the report.	
FINANCIAL IMPLICATIONS:	None.	
REPORT CATEGORY:	Formally Receipt	Tick
	Action the recommendations outlined in the report.	x
	Debate the content of the report	x
	Receive the report for information	x
AUTHOR:	David Rogers, Service Partner, NHS Midlands and Lancashire CSU	
	Report supported & approved by your Senior Lead	Y/N
PRESENTED BY:	Michelle Pilling, Lay Advisor Quality and Patient Involvement - Deputy Chair	
OTHER COMMITTEES/ GROUPS CONSULTED:	Patient Partners Board.	
EQUALITY ANALYSIS (EA) :	Has an EA been completed in respect of this report?	N
RISKS:	Have any risks been identified / assessed? State Reference No. if currently on the Risk Register.	N
CONFLICT OF INTEREST:	Is there a conflict of interest associated with this report?	N
PUBLIC ENGAGEMENT:	Has there been any public engagement associated with this report.?	Y
PRIVACY STATUS OF THE REPORT:	Can the document be shared?	Y
Which Strategic Objective does the report relate to		Tick
1	Commission the right services for patients to be seen at the right time, in the right place, by the right professional.	x
2	Optimise appropriate use of resources and remove inefficiencies.	x
3	Improve access, quality and choice of service provision within Primary Care	x
4	Work with colleagues from Secondary Care and Local Authorities to develop seamless care pathways	x

**NHS EL CCG Governing Body
26th September 2016**

Patient Partners Board Update and Progress Report

1. Introduction

- 1.1 To provide oversight and strategic advice regarding patient and public involvement (PPI) to the Governing Body, the CCG has established the Patient Partners Board (PPB). This has been in place since its first meeting on the 16th September 2015.

2. Purpose / Background

- 2.1 This report provides an update regarding the establishment of the PPB, and a progress report, of key activity since the Board was established in September 2015.

- 2.2 The PPB has been established to be:

- The main focus is to provide strategic oversight of CCG patient engagement and involvement
- Act as an advisory Board to the CCG Governing Body
- Provide a forum to discuss strategic engagement and involvement issues and possible solutions to feed into the East Lancashire Clinical Commissioning Group (ELCCG) commissioning process
- Receive and consider reports from the Chairs of each Locality Patient Network
- Consider commissioning intentions and plans to support the engagement and involvement of patients
- To consider feedback, and any issues that arise from patient feedback in localities or more generally across East Lancashire
- To be an advocate for Patient and Public Involvement (PPI) and related service improvements throughout ELCCG commissioned services for local people

- 2.3 The establishment of the PPB is very much a result of feedback from patients and patient groups, and a desire of the Governing Body to improve the connectivity for PPGs, networks and the CCG.

- 2.4 The PPB has met three times at the time of writing: in January, May and July, with a meeting planned for September. All meetings have been well attended with good patient representation from each of the localities and networks. CCG locality managers attended, as well as Healthwatch.

- 2.5 Key highlights of the January meeting were:

- A presentation on developing virtual PPGs from Marc Schmid, Pennine Lancashire Transformation programme SRO for communication and engagement.
- An introduction to Dr Mark Dziobon, newly appointed as Clinical Director for the CCG.
- Jackie Hanson presented the Quality Strategy and received comments from members

- 2.6 Key highlights of the May meeting were:
- A presentation on the proposed consultation regarding new models of primary care access, and discussion on how best to work with PPGs and communities in the engagement process
 - Discussion about Patient Participation Group awareness week and how the CCG could support PPGs
- 2.7 Key highlights of the July meeting were:
- A presentation from the integrated neighbour team coordinators, and discussion on the Integrated Neighbourhoods model and work
 - An update and discussion about the Pennine Lancashire Transformation Programme
 - An update and discussion about mental health commissioning discussion about Patient Participation Group awareness week and how the CCG could support PPGs
 - A review of PPG Awareness week in June and plans for future development and support for PPGs
 - An update and discussion about the consultation on new models of primary care access
- 2.7 The CCG has extended support to our PPG members to help them boost their memberships. This extends to the creation, co-produced with PPG representatives of marketing materials (leaflets, posters, and banners), advice on setting up social media, and promotion of relevant matters such as Patient Participation Group Awareness Week through PR in the media. In addition we have launched a Patient Partners e-bulletin to strengthen the connection between the CCG, our patient members, PPGs and their networks (see Appendix 1 for an example of this).

3. Conclusion

- 3.1 The PPB, although in its infancy is continuing to make a positive contribution to what we hope will be a productive and effective partnership for the CCG, and an effective means of joining up the various groups and networks for collective endeavour and impact.

4. Recommendations

- 4.1 Members are requested to receive the report and:
- 4.2 Note the content and progress to date.
- 4.3 Comment on the report.

Michelle Pilling, Deputy Chair and Lay Advisor Quality and Patient Involvement
David Rogers, Head of Communication and Engagement

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Patient Partners Newsletter

Issue 1 - July 2016

Thank you for joining Patient Partners

Welcome to the first edition of our Patient Partners newsletter. Our aim is to share with you, our news, information and opportunities to get involved in the work of the CCG. As a member of Patient Partners, you have the opportunity to have your say on the commissioning and development of local health services in East Lancashire. There are many ways that you can get involved and we would welcome your suggestions too.

In this issue:

- Introduction from Michelle Pilling, Deputy Chair, Lay Member for Patient and Public Involvement
- Update on our consultation on extended access to GP services
- Information about a new model for diabetes services
- Call for comments on our proposed prioritisation process

Introduction from Michelle Pilling

Hello and welcome to the first Patient Partners newsletter.

I joined the CCG in April 2014, having spent many years working within the voluntary sector where I helped patients and carers navigate the complex system of health and social care. With over 15 year's experience of involvement and engagement work I am passionate about social justice and reducing health inequalities.



For the last two years as a member of the Governing Body, I have

continued to champion the patient, carer and community voices and introduced several successful initiatives to strengthen those voices in the commissioning cycle. Patient Partners is one of those initiatives presenting a new opportunity to work with patients as true partners in the design and delivery of services, to bring about meaningful change.

Strengthening local accountability, embedding the patient voice through the commissioning cycle and sharing responsibility to develop and deliver improved health services is vital to ensure that local people have choice and control of their own care and are involved in decisions that will impact on them for the rest of their lives. Patients and carers have the biggest interest in getting things right, but they can only do so if we give them real power to shape their own care.

[Michelle Pilling - Full profile](#)

Primary Care consultation

Over the last few months many of you will have been involved in our consultation to improve access to GP services in East Lancashire. The consultation ran from the 4th April to 8th July. More information can be found on our website at: <http://www.eastlancscg.nhs.uk/get-involved/current-engagement/improving-gp-access>.

We ran the consultation as an online survey, but also made paper questionnaires available in each GP practice or on request.

We undertook pre-consultation engagement in March 2016 in Hyndburn, where we met with the council, and patient groups to talk through our proposals and hear views. We then ran a 12 week public consultation undertaken between April and July 2016. Every newspaper and local magazine in East Lancashire covered the story, some with front page coverage. We reached approximately 165,000 readers. We were also featured in the three local radio stations reaching an audience of about 315,000 listeners. Using social media we reached over 16,000 Facebook followers (with EL postcodes), and 3,935 Twitter followers. We distributed 13,000 Paper Questionnaires to 58 GP practices, and we had advertising in every newspaper with some featuring questionnaire supplements. Alongside this effort we undertook presentations at PPG networks, PPGs and locality groups. We also gave presentations to Healthwatch Lancashire, Local authority Scrutiny, and Wellbeing Committees, and other groups. You may have seen us out and about in East Lancashire because we visited 16 health centres and met with the public to discuss the proposals.

The response has been phenomenal. Over 2,000 people responded to the survey. Firstly we would like to thank everyone who has responded. Thank you. An interim report has been considered by the CCG Primary Care Committee and the Governing Body in July. As we need to spend a bit of time analysing the data more fully, particularly the many useful comments that people have made, a more detailed report will

be considered in September. We will provide another update as more information emerges.

New Model for Diabetes Services

Over the last 18 months the CCG has been working with East Lancashire Hospitals NHS Trust to improve diabetes services in the area. More recently we held an engagement event in partnership with DiabetesUK at Burnley Football Club on the 9th June where we invited people with diabetes to review the proposals and to consider what, if anything could be improved. The event was a resounding success with a good discussion about the value of bringing services closer to peoples homes which is a major principle of the new model.

[Click here to read the full details on the new model.](#)

Proposed Prioritisation Process

NHS East Lancashire, along with Blackburn with Darwen CCG are considering a prioritisation process to be used as part of our way of choosing which services to commission, or not, or where we need to develop services more. We have taken our time in developing the draft process and policy and we would like to hear your views.

[For more details on the proposal, click here.](#)

We hope you like our newsletter and we welcome your comments and views. If you would like to provide any feedback to us, please email: communications.eastlancscg@nhs.net



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