

Engagement update; June 2019

Patient stories: action plan 2019/20

As part of commitment to ensuring the patient, carer and public voice is heard within the organisation, we present a patient story as a regular item at the start of each Quality and Patient Experience Committee (QPEC).

Below is a table to illustrate stories that have been presented, and future themes for the agenda.

Date	Patient story theme	Medium	Comments
December 2017	Parent carer and special schools services	Video	Completed
Feb 2018	Safeguarding children	Person and video	Completed
April 2018	Continuing Health Care (CHC)	Person	Completed
June 2018	Tommy Whitelaw	Video clip	Completed
August 2018	Mental health	Person	Completed
October 2018	EOLC story	Passage read out	Completed
December 2018	Experience of mental health services: A mother talks about her personal experience as an adult and for her children	Reading of story	Completed
February 2018	Two stories relating to opiate prescribing	Reading of story	Completed
April 2018	Care home story	Care home manager	Completed
June 2018	Integrated care team – North Locality	Integrated care team	To be delivered

(A full patient story action plan is available <https://www.valeofyorkccg.nhs.uk/get-involved/patient-stories/>)

Future themes

- Pro-active health coach story – August 2019
- Maternity services – October 2019
- Accessing services with a learning disability – December 2019

Demonstrating how patient stories have made a difference and influenced the work of the CCG and wider system.

Governing Body received its patient story Governing Body (GB) in May 2019, a story from Helen Barnes, a mother and parent carer.

The video was followed by a presentation about the progress that has been made as a direct result of hearing the story, showing how patients have influenced the work of the CCG and wider system. The CCG has:

- Worked more collaboratively with providers, local authority and education
- Developed an integrated policy and care pathway with social care to reduce duplication and improve communications
- Developed targeted transition (from child to adult services) work
- Developed targeted Special Educational Needs and Disability (SEND) work to address reforms required and quality of Education, Health and Care Plan (EHCP)
- Worked on a smoother transition from child to adult services

Developing, monitoring and improving services in partnership with our community.

Selby: Ageing Friendly Event.

In partnership with the North Yorkshire Public Health Team, and local community sector organisations the CCG attended a Selby Ageing Friendly event on 23 May 2019. The informal session looked to start a conversation with local residents about what they need to support their health and wellbeing.

Members of the U3A, local voluntary organisations such as Age UK and Sherburn home visiting service and residents spent the morning giving feedback on what would help them to live a healthy life. The themes covered communication, health, transport and access, housing and social inclusion.



4 likes

valeofyorkccg Our Head of Engagement Victoria is facilitating a discussion with #Selby residents to discuss what communication tools work well for the elderly population. Also ways to reach more members of the community to reduce isolation. "People can become more isolated as they get older and I would like someone I trust to tell me about services" - #Selby resident. Older people may not see posters, or other advertising and may rely more on word of mouth. Other comments included: "Older people still like a drink, and a tea and cake!" Residents talked about how they would trust social group recommendations from respected community members such as landlords and cafe owners.

The CCG facilitated a table discussion with Selby residents about communication and sharing of information around health and wellbeing.

Key themes and feedback:

Rurality:

- 'Need to think about rural areas – it's difficult to get to activities in Selby if you live in a rural village'
- 'Use local village infrastructure to create a community drop-in – such as community halls, pubs, church'

Isolation:

- 'Unlikely that you will go on your own – need help to go/be introduced, you can be vulnerable'
- 'I need a trusted person eg local church, pub landlord, GP/Nurse, social care to help connect me to a group or activity'
- 'Getting out – shuttle service, community bus are both critical'

Sharing information

- Local press – people still read local papers and listen to local news
- Use services such as the libraries, U3A, WI, visiting services, cafes, pubs
- Give information to professionals and people who may be visiting/seeing residents in the local community – eg Age UK, living well, community pharmacists, fire service

Accessibility of information

- Visual aids – Really important – pictures of what your lungs look like if you have asthma/not got asthma
- Need to consider residents who may be blind or partially sighted

Social prescribing

- Viewed as a positive, but people do not know about it
- There was the feeling that there was lots happening in the area, but residents need to be 'connected' together

Healthcare

- 'Use patients by experience to help people monitor their conditions, and find out more'

- Fortunate to have Selby War Memorial Hospital (very positive) ‘such an asset’ as you don’t always have to travel to York’
- ‘When you get to see a GP there is no problem with communication’

Maternity Voices Partnership

Previously known as Maternity Services Liaison Committees, a Maternity Voices Partnership (MVP) is a group of women and their families, commissioners and providers (midwives and doctors) working together to review and contribute to the development of local maternity care.



As part as our work to increase engagement and seek opinions about certain aspects of maternity services in relation to the national maternity review called ‘Better Births’, we attended a children’s activity day event in York on Tuesday 28 May.

We talked to parents about their experience of care, what they thought was important and how they might like to be involved in helping to develop your local maternity services. Common themes included the importance of communication, mental health support, breast feeding advice, continuity of carer and praise for individual members of staff: This feedback below will be taken to the next MVP meeting on 19 June and shared with the Trust.

- ‘On day three after birth I had to go to a clinic to see the midwife for 9:30am, it would have been better for them to come to me, was very tired and emotional and didn’t have transport so leaving the house was difficult.’
- ‘Midwives were great; don’t know what I would have done without them.’



3 likes

valeofyorkccg Our Head of Quality Assurance & Maternity is gathering feedback on #maternity services in #York by listening to people’s experiences and suggestions for improvements on behalf of York Maternity Voices - this includes a cuddle from Oliver! 🤱 Come and chat to us @yorkmumbler event The Mount School 💜 #midwives #pregnancy #yorkmums #yorkdads #yorkmumbleractivityday2019

- 'Waited a long time for pain relief on the post natal ward after caesarean section.'
- 'Antenatal - having the same midwife throughout or at least not a different one each time would instil more confidence for 1st time mums.'
- 'Inconsistency on feeding advice post-natal ward, SCBU, Health visitor, more feeding support would be welcome and reduce anxiety. NHS do a great job!'
- 'Health didn't explain we needed to get the baby weighed frequently so didn't do it for 12 weeks'
- 'Attempted a home birth... excellent support from the community midwife team, transferred to hospital after 48 hours at home. Again brilliant support in the hospital. A big thank you!'
- 'Had a good experience and nurses were fab. However it would have been nice if the Dr explained what was happening, he just came in and then went out.'

Patient Participation Groups

Haxby PPG:

The CCG was a guest speaker at the Haxby Group patient speaker event on 13 May 2019. Lisa Marriott, Head of Community Strategy delivered a presentation on improving health in the community and tackling health inequalities.

A good discussion evolved about how residents can help keep people in their community healthy and well.

Tolletton PPG – 4 April

Acomb Front Street PPG – 29 April

The CCG gave a presentation on its priorities, the development of primary care networks and improving access to GP services.



10 likes

valeofyorkccg This week we engaged in a Patient Participation Group @haxbygroup about how to keep people healthy & tackle health inequalities. This is just one example of how we get out & talk to our population. Thank you to our Head of Engagement & Head of Community Strategy colleagues #NHS #GPs #Patients #Involvingthepublic #PPI #healthcare #York

Long term plan – engagement across the Humber Coast and Vale in partnership with local Healthwatch

Following the publication of the NHS Long Term Plan in January 2019, local areas are now required to develop their own five year plans, which should be produced by the Autumn 2019. This new five-year strategic plan will describe how the Humber, Coast and Vale Partnership will deliver the requirements of the Long Term Plan in the area of Humber, Coast and Vale (HCV).



On 30 May 2019 the CCG attended a community focus group with our community with our local Healthwatch to help gather views from about how people can live healthier lives and what improvements they think could be made to help people access services quickly. The full write up will be published and feed into the local LTP through the Humber, Coast and Vale Partnership.