



# NHS Vale of York Clinical Commissioning Group

## Patient and Public Participation Annual Report 2017-18

The short version!

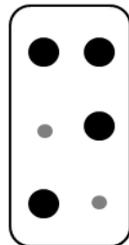


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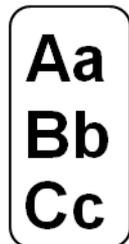
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# A message from our Accountable Officer and Lay Chair

The engagement and involvement of patients, partners and other stakeholders are key to the commissioning of services in the Vale of York. We put quality and safety of patients at the heart of our work. We commission (plan and deliver) services based on what our local population needs. and tells us.

In 2017-18 we created a range of engagement and involvement opportunities to gather the views of patients, service users and other stakeholders. The feedback received through our series of 'Big Conversations' events was rich in personal experience and helped to shape the coming year's plans and improvement programmes.

We launched our Commissioning Intentions in February 2018. These are our priorities for the next year. One of the most positive features of the commissioning intentions is that they reflect the issues that you our local community highlighted at our series of engagement events.

What is important to the community at the planning stages has proved essential and helps with our work to develop a safer an stronger community, supporting key prevention and behaviour change initiatives that can ultimately reduce demand on more expensive interventions.

We will continue to ensure that wide and collective patient and public participation is embedded in the commissioning and improvement of local services.

We continue into 2018-19 with our call to the local community to be involved and tell us what is important to them about local health and care services. This document is a summary of our work and successes in the last 12 months.

**“Thank you to everyone who has taken part and given up their time and contributions.”**



**Phil Mettam**

Accountable Officer

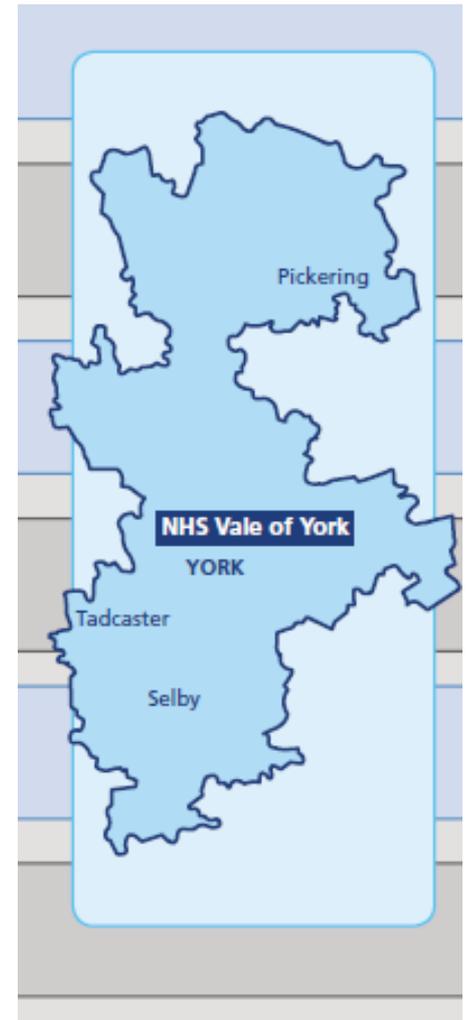


**Keith Ramsay**

Lay Chair of the Quality and Patient Experience Committee

# Setting the scene...

- What is NHS Vale of York Clinical Commissioning Group (CCG)
- We are responsible for commissioning (planning, buying and monitoring) the following healthcare services in the Vale of York:
  - planned hospital care
  - urgent and emergency care
  - community health services
  - mental health and learning disability services
  - services that tackle inequality, including children's health and wellbeing
  - GP services
- Population of 357,000



# Facts about the Vale of York health population

- Smoking, alcohol and obesity higher than the national average
- Binge drinking in adults = 28.8% compared to 20% nationally
- 14% of people aged 16-74 years have a mental health disorder
- High admissions from heart attack, lung disease, stroke, stage 5 kidney disease in people with diabetes
- 40% of people that attend A&E could have their care and treatment needs resolved in another way
- Cancer is the leading cause of death in people aged under 75
- Significant higher rates of excess weight in some areas



# Our engagement principles

The CCG has a set of engagement principles based on its core values. As part of this it strives to:

- Hold open, clear informed and collaborative conversations
- Ensure engagement is core to planning, prioritising and commissioning activities
- Develop innovative and interactive approaches to holding engagement conversations
- Seek and listen to views of partners, patients, carers and local citizens
- Be honest and transparent in offering opportunities and discussing constraints and challenges to the delivery of services

# Talking to patients and the community

Engagement events  
PPGs  
Drop in sessions  
Roadshows



# A year in brief – Key highlights from 2017-18

<b>April 2017</b>	<p>Meeting with Healthwatch and local carers organisation to find out what matters to them, listening to their feedback at their regular sessions.</p> <p>Patients and the public survey about their experience of using non-emergency transport. This was used to help inform the service specification and procurement of a new medical non-emergency transport service.</p>
<b>May 2017</b>	<p>The CCG met patient representatives and practice staff at Milfield, Tollerton and Pickering PPGs to find out more about patient experience and the pressures within primary care.</p> <p>The engagement action plan was launched at the Governing Body meeting on 4 May 2017.</p>
<b>June 2017</b>	<p>The CCG supported Carers Week attending events in York and promoting information. Stakeholders, voluntary sector and the public joined the CCG for an interactive session on tackling the issues of health language and communications.</p> <p>The Wheelchair and Community Equipment Service user group met with providers to share feedback.</p> <p>The CCG's Chief Nurse presented to 40 residents of Pocklington about commissioning and current health topics.</p>
<b>July 2017</b>	<p>The series of Big Conversations was launched. Hosting 40 events over between July and October, the CCG visited communities in areas such as Easingwold, Selby, New Earswick, Helmsley and York to gather views..</p> <p>The Student Health Needs Assessment (SHNA) report was presented at the York Health and Wellbeing Board, following conversations and feedback from over 1,800 students within York.</p>
<b>August 2017</b>	<p>The CCG continued its 'Big Conversations' tour to listen to the views of the local population. This month the CCG also visited libraries and market stalls to ask local communities for their thoughts on local health services.</p>
<b>Sept 2017</b>	<p>During September the CCG attended a number of events hosted by York St. John University and York College to talk to students about how the younger generation accesses health care and what they do if they were unwell.</p> <p>Work began with members of the local community with attendance at a learning disabilities forum to learn more about overcoming barriers that may be associated with accessing GP services and cervical screening.</p> <p>The CCG held its Annual General Meeting to present the Annual Report and Accounts 2016-17.</p>

# A year in brief – Key highlights from 2017-18

<b>Oct 2017</b>	<p>Filming of the CCG's first patient story began and patient stories became a standing item at the beginning of each Quality and Patient Experience Committee.</p> <p>The CCG met members of the public at the Pickering and Sherburn's one-stop-shop library service.</p>
<b>Nov 2017</b>	<p>Attendance at Haxby and Millfield surgery Patient Participation Groups this month allowed the CCG to capture feedback about GP services.</p> <p>The CCG began a formal consultation around the prescribing of Gluten Free Foods.</p> <p>Members of the CCG attended the St Leonard's Hospice 'Vision Board Development Day, and give a presentation on 'Palliative and End of Life Care – Commissioning Vision and Strategy.</p>
<b>Dec 2017</b>	<p>The first patient story of a parent carer was shown and was well received at the Quality and Patient Experience Committee.</p> <p>The 'Stay Well This Winter' campaign was launched. Created by engaging with partners and the voluntary sector the series of videos are designed to help people self-treat common illnesses such as cold and flu.</p>
<b>January 2018</b>	<p>Dr Kev Smith (Executive Director for Primary Care and Population Health) updated the York Healthwatch Assembly about the CCG's priorities.</p> <p>The City of York Youth Council and the Children in Care Council (CiCC) met with one of the CCG's mental health commissioners to capture the voices and priorities for mental health from young people.</p>
<b>Feb 2018</b>	<p>We launch our Commissioning Intentions that were shaped and built upon conversations with local communities. The 2018-19 priorities reflect the views of local people including cancer, dementia, mental health, health prevention and education and access to primary care services. The CCG also visited several care homes and forums to speak to staff and residents about what matters most to them. These important conversations fed into the care homes strategy.</p>
<b>March 2018</b>	<p>Improving access to GP services survey was launched. Events at train stations, colleges and with partners made it possible to capture thoughts and feedback from a wide selection of the local population around the introduction of weekend and evening appointments.</p>

# A year in numbers...

Events	
Events attended	100+
Patient participation groups	20
Voluntary sector forums	7
Libraries stalls	13

Twitter	
Tweets sent	1,335
Number of followers	5,438
New followers on 2018/18	501
Retweets and likes	2,940

<b>You said</b>	<b>We did</b>
We want better access to GP services	We launched a survey asking about your views on evening and weekend appointments
Being supported to live in a care home with friendly staff and good communication	We have produced a new care homes strategy which includes your very important comments about person centred care.
We want to improve awareness and identification of carers in GP practices	We worked with a local Carer's Centre to provide free training to GP practice staff to help raise awareness of identifying and supporting unpaid carers. Four training sessions took place in 2017-18.
Investment in mental health	We ensured that a commitment to improving investment in mental health services was embedded within our priorities for 2018-19.

# Documents and useful links

- Our [commissioning intentions for 2018/19](#). A [two-page summary](#) of the Commissioning Intentions is also available.
- The Vale of York patch covers three local Healthwatch organisations:
  - [Healthwatch York](#)
  - [Healthwatch North Yorkshire](#)
  - [Healthwatch East Riding](#)
- Here is a list of all the organisations we work with and send regular updates to via our mailing list. To view a [pdf version of our stakeholder list please click here](#).
- More information can be found in our [Equality, Diversity and Human Rights Strategy](#) (see document pages 235 – 244).
- The [full engagement annual report can be viewed here](#).