

Engagement update – December 2019

In this section there is information to illustrate how we are developing, monitoring and improving services in partnership with our community.

Date	The impact of engagement
14 October	<p>Carers training at Pocklington Patient Participation Group:</p> <p>The East Riding Carers advisory group wanted help to raise awareness of and signposting for carers in GP practices. We supported David who shared his story about being multiple carer Pocklington Participation Group. As a result the practice is looking at how they can provide more information about local support and services for carers.</p>
21 October	<p>All Age Learning Disabilities Strategy:</p> <p>Members of the CCG attended the launch of the All Age Learning Disabilities Strategy for York. It aims to set out the Partnership's four priority areas in including education/life-long learning and employment, independent living, participating in society and being as healthy as possible.</p> <p>This strategy is the opportunity to help make York a fully inclusive City for people with learning disabilities and their families/carers. It has been coproduced by people with learning disabilities and their families/carers, together with the voluntary sector, education, health and social care. Click here to view the document.</p>
22 October	<p>Healthwatch Assembly:</p> <p>Giving feedback and letting people know how their views have made a difference is really important. At the Healthwatch Assembly we gave an update on how their views had shaped the CCG's engagement principles and strategy. Feedback was also provided about action that had been taken from a recent Healthwatch report into the experiences of the LGBT community in accessing healthcare. Click here to view the Healthwatch presentation and click here to view how the public shaped our engagement principles.</p>
29 October	<p>Work with our LGBT+ community:</p> <p>Healthwatch York produced a report about LGBT+ experience of accessing health and social care and the barriers they face. This report highlights that a quarter of the participants said they had experienced barriers to accessing health and social care services.</p> <p>In October we invited in Yorkshire MESMAC to deliver two training sessions. Over 45 people including staff, Healthwatch, GPs and health professionals. We adopted the rainbow badges - an initiative that gives staff a way to show that we are open, non-judgemental and inclusive towards our colleagues, partners and</p>

	<p>our population who may identify as LGBT+.</p> <p>We are working with a local GP to review the transgender pathway review and improve experience for patients, as well as looking at rolling out training at our Protected Learning Time events in 2020.</p>
5 November	<p>Wheelchair user forum:</p> <p>The aim of the meeting was to provide an update about services and personal wheelchair budgets, and to give attendees the opportunity to give feedback to the providers of services. 28 people attended including service users, staff, clinicians, voluntary organisations, NRS Healthcare and commissioners.</p> <p>Listening directly to feedback from services users was very powerful. Following a very rich discussion commissioners and providers have committed to working together to provide feedback on a number of key themes that were raised at the meeting. This includes reviews of equipment, clarity around personal health budgets, provision of community assessments and ensuring users get the right equipment first time. You can read what was said, and how providers and commissioners will respond to feedback by clicking here.</p>
6, 13 and 21 November	<p>Work with our carers:</p> <p>During November we attended several carers groups to provide feedback on areas of health that they wanted to know more about. Discussions included wheelchair services, repeat prescription changes and access to GP and physio. The new York Carers Strategy was launched and there is a commitment to how we can support carers to be healthy and well.</p> <p>On 21 November we supported carers rights day.</p>
26 November	<p>Selby Posterngate Patient Participation Group:</p> <p>We attended the PPG to gather feedback about social prescribing and our winter comms campaign. This information helped us to understand what the public understand by social prescribing and will feed into the development and promotion of social prescribing services in the Selby area.</p>