

Patient and Public Involvement



Engagement Annual Report 2018-19

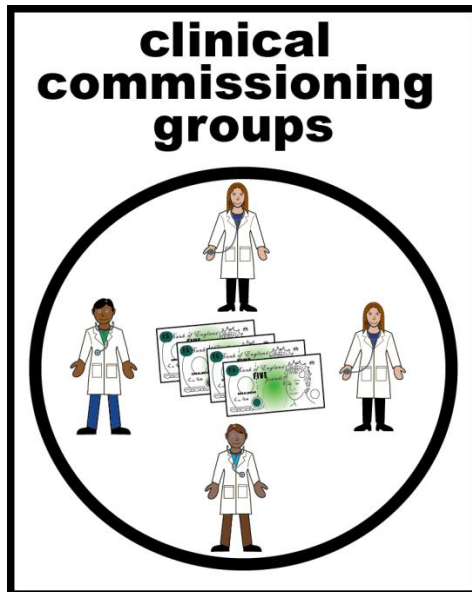
How we involve our community



This Easy Read guide tells you about the work of NHS Vale of York Clinical Commissioning Group (CCG). It tells you how we have involved the public and patients during 2018 to 2019.



Who we are and what we do?

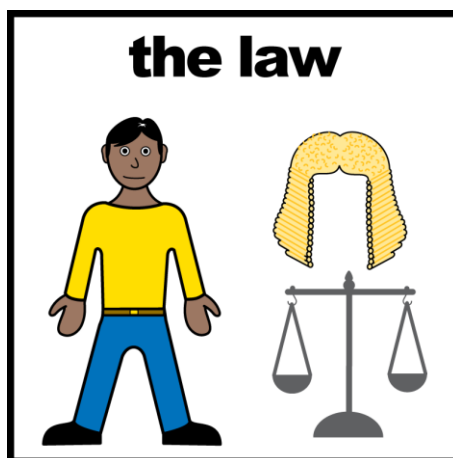


We are in charge of planning healthcare in the Vale of York.

We receive a budget from the Government and we use this to buy health care for people.



This includes hospitals, mental health, emergency care, community care and GPs.

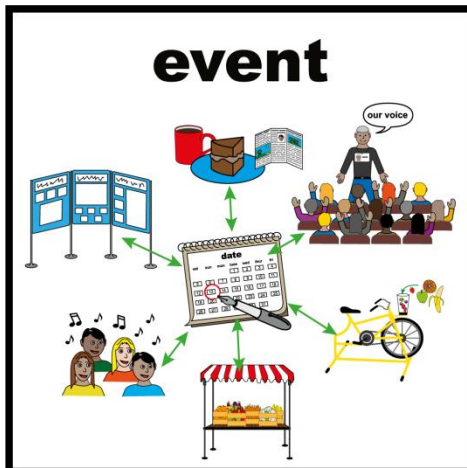


We are asked by the law to involve people who use the services we buy.

This helps us to make improvements to health care and make sure it is good quality.

How we involve patients and the public in our work.

We involve people through a variety of different ways in the work we do.

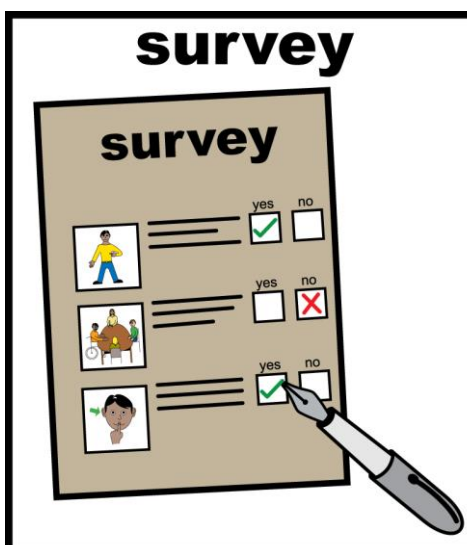


We hold meetings and events for people who live in the Vale of York.

We work with community groups and volunteers.



We hold focus groups to ask questions and find out about topics such as getting a GP appointment or visiting the hospital.



We send out surveys.

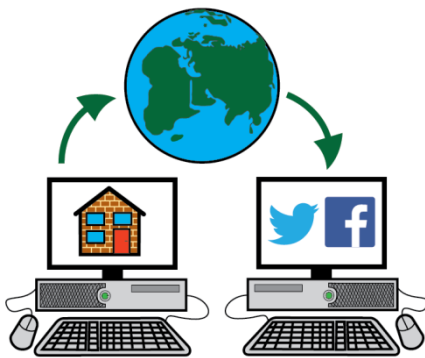
We ask a list of questions on a piece of paper or on an online survey.

newspaper



We put articles in the local newspapers and on local television.

social media



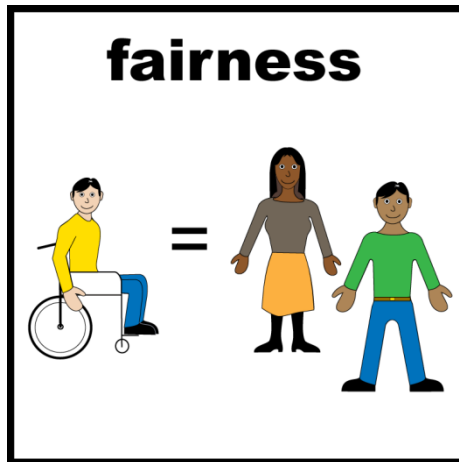
We use social media to let people know about the work that we are doing. This includes Twitter and Instagram.

newsletter

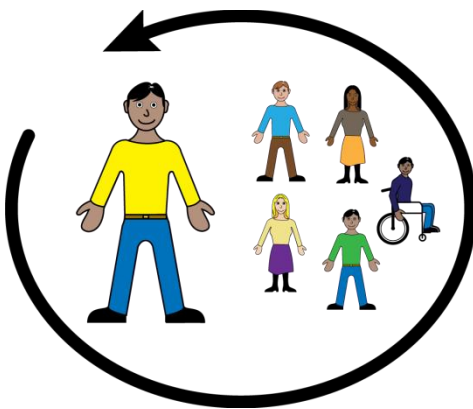


We send out a newsletter which has lots of information about the work we do.

How do we make sure that we are doing a good job?

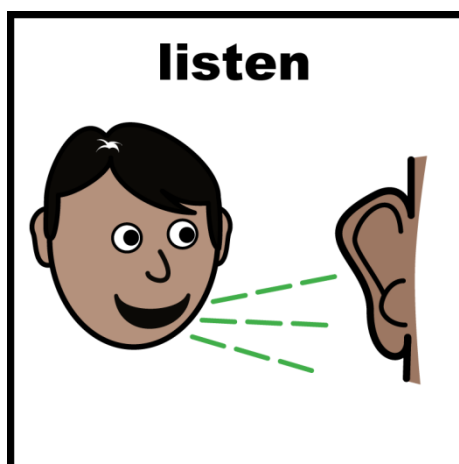


We have a list of things that we say we will do to make sure that we are fair.



We make sure that people are involved in planning health services.

We think of exciting and interesting ways of including people in our work.



We hold open and honest conversations.

We listen to the people we look after.

What have we done this year in 2018-19?

We held lots of events and spoke to lots of people during 2018 to 2019. This helped us to collect feedback about health and care. We were then able to make improvements.

NHS turns 70



This year was a very special year for the National Health Service. It was the National Health Service's 70th birthday.



We held lots of events to celebrate. We got together with the council, the hospital and community groups to talk about keeping you healthy and well.

We used these events to collect feedback about healthcare.

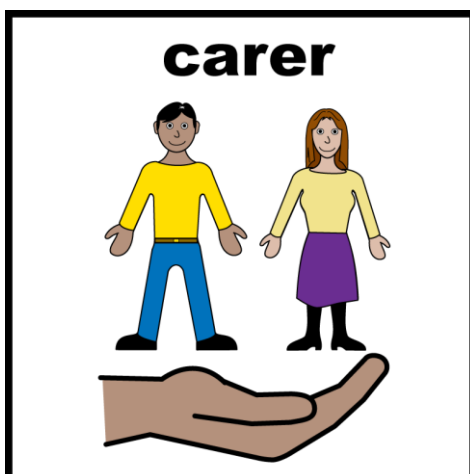


We took a bus into towns and villages in the countryside. This was to make sure that we visited as many people as possible.



We made a big birthday card for people to sign.

Other events and engagement

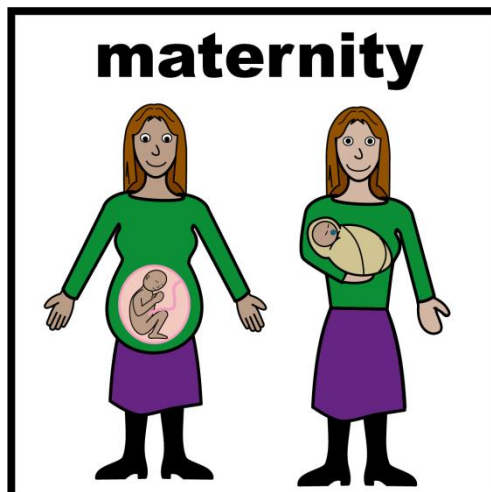


We helped carers have a voice. We went to their meetings and listened about their concerns.

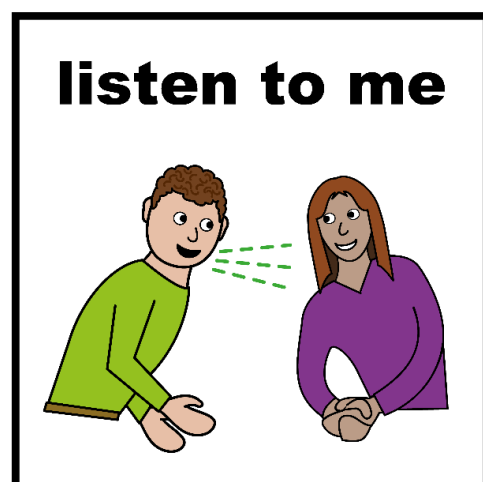
We then worked with our doctors and nurses to help improve services for people who are carers. We put on training sessions. We helped provide more information for doctors about support for carers.



We asked people about if they would like to see their GP in the evenings and weekends. We used their feedback and invested money in more GP appointments in the evenings and at weekends.



We took part in an event at a school. We spoke to mums and dads about what it was like to have a baby in the hospital or at home. We asked about their experience and passed it on to the maternity services in the hospital.



It is important to hear from patients who use health services. We now listen to a patient story at the beginning of our meeting about quality. This helps us to understand what it is like from the view of patient.



We worked with communities where they may find it harder to access healthcare. This included people with a learning disability or people who are carers.



We worked closely with our local Healthwatch to listen to views of our community. Healthwatch speaks up for people who use health and social care.

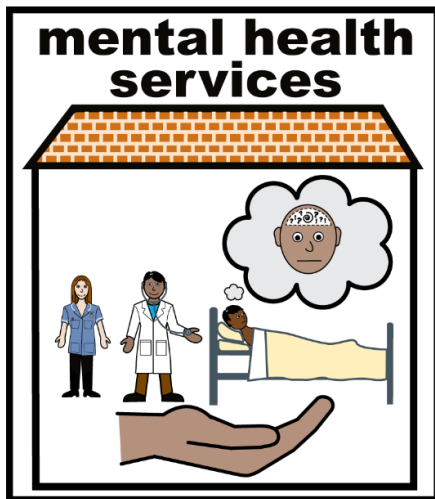
Making improvements from your feedback

We have listened to our population and made changes and improvements.



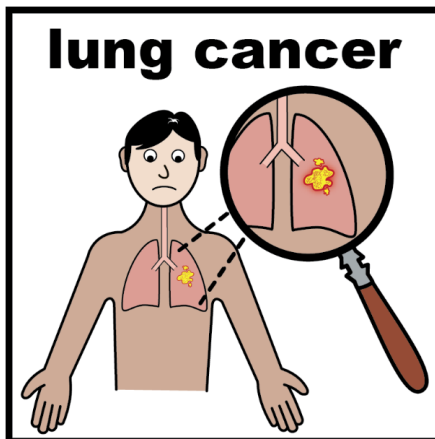
You said: 'We want better access to GP services.'

We did: We invested over £6.5million to provide access to GP services in the evenings, at weekends and bank holidays.



You said: 'We need to get to a mental health professional more quickly. The waits are too long.'

We did: We have invested £220k to improve access to Child and Adolescent Mental Health Services.



You said: 'Cancer services are important. We want to make sure we find out early if we have cancer.'

We did: We have trained lots of cancer champions who can talk to people about how to notice the signs of cancer. We have speeded up the time it takes for the cancer test results to come back.



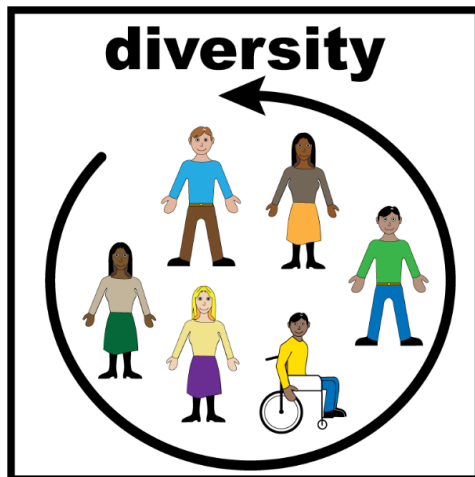
You said: 'We would like you to promote more about how to stay healthy.'

We did: We launched a self-care campaign to encourage our community to use NHS services wisely and to treat many common illnesses at home.



You said: 'We would like GPs to know more about how to support carers.'

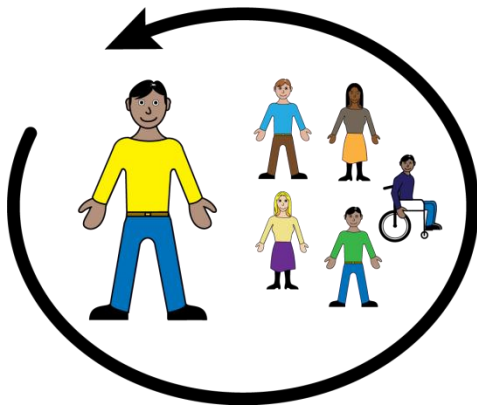
We did: We helped put on training for GPs and receptionists about carers.



You said: We want to try and speak to as many different people as possible.

We did: We reviewed the way we talk to our communities. We now work with lots of forums who represent a wide range of people. We drove a bus into the countryside to make sure that we could talk to people who live in villages.

Our future plans



We will continue to involve as many people as possible. We will work with community organisations and other health and care providers to make sure that all of our population is represented.

We will also try and hear more of the voice of the young person and people with disabilities.



We will focus on the needs of our population. We will target our communication and engagement to the communities that need it the most.



We will update our communications and engagement strategy.

Alternative formats of documents and information

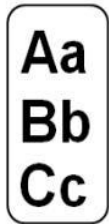


Braille



Electronic
copies

Information contained in this report can also be requested in other languages or formats.



Large
print



Audio
e.g. CD

If you need this or if you would like additional copies of this report, please contact the CCG.

If you want more information please:

- Email: Voyccg.engagement@nhs.net
- Phone: 01904 555870
- Write: NHS Vale of York Clinical Commissioning Group, West Offices, Station Rise, York YO1 6GA

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