

BNSSG CCG Governing Body Meeting

Date: Tuesday 3rd December 2019

Time: 1.30pm - 5:30pm

Location: Clevedon Hall, Elton Road, Clevedon, North Somerset, BS21 7RQ

Agenda number: 10.5

Update from Patient and Public Involvement Forum December 2019

Report Author: Deborah El-Sayed

Report Sponsor: Sarah Talbot-Williams

1. Purpose

This report provides the Governing Body with an update on the Patient and Public involvement activities including the notes of the Patient and Public Involvement Forum (PPIF) as a sub-committee of the Governing Body.

The minutes of the PPIF held on 23rd July 2019, have now been certified by committee members and are attached in Annex 1. The minutes of the PPIF held on 23rd October 2019 are pending certification and will be attached in the December update.

2. Summary of engagement activities and progress

The focus of our engagement activities reflect our commitments to patients and the public across Bristol, North Somerset and South Gloucestershire:

- To listen with care to the needs and concerns of our citizens
- To ensure our engagement reflects the depth and breadth of our whole population
- To take the insights from our work and use them to improve what we do
- To continuously strive to design our services throughout the commissioning cycle in partnership with the communities we serve

The areas set out below give key highlights for the areas of engagement work in progress:

2.1 Healthy Weston:

- Our focus on the project has moved to sharing key learnings from the process within the organisation and across the broader system
- We have recently attended an NHSE/I even on 19th November to share key learnings from the Healthy Weston process and are compiling a submission for the “Leading Healthcare Awards” in April 2020, under the category of “Excellence in Communication and Engagement”
- The Insights and Engagement team and PMO teams for Healthy Weston are also looking to hold a “Lunch and Learn” session in December to share key learnings from the consultation process across the organisation so that these can be fed into other engagement activities in the future

2.1 Improvement Assessment Framework (IAF):

- On 8th November, as part of a series of IAF webinars, we supported NHSE/I in delivering a session on the topic of ‘Accessibility and Equality’ by delivering a case study on the work we are doing in this area.

2.2 BNSSG Mental Health:

- Following on from the engagement with service users, our focus has been on supporting the mental health strategy team to present insights at the Improving Perinatal Mental Health (IMPROVE) meeting on Tuesday 26th November.

2.3 Citizens’ Insights:

- The Citizens’ Panel wave 4 has now closed with a response rate of 46% (consistent with previous waves). Results will be shared with Julia Ross on 6th December, and then cascaded out across the rest of the system. We are also planning for improvements for the panel to take into 2020/2021; and will align with key stakeholders in the next month to agree our approach and associated costs for the year. We are working with NHSE/I and other CCGs to ensure that we are sharing best practice and looking at opportunities to align approaches nationally around Citizens’ Panels
- We will also be meeting with key stakeholders in the next month to agree how our Deliberative Research will evolve as we move into the next phase of our 5 Year Local System Plan development

2.4 Community Services Mobilisation:

- We are continuing to working closely with the Project Management team and Sirona to ensure that there is effective communications and engagement with service users, staff and key stakeholders during the mobilisation phase of this project.

2.5 Patient and Public Involvement Policy:

- The draft PPI policy is currently in a period of public engagement, which will complete on 13th December 2019. We have now moved on to developing a number of key associated 'toolkits' so that the overall ambitions of this policy can be translated into practical support for individuals planning patient and public involvement activities. The final PPI Policy is scheduled to be reviewed by the BNSSG PPIF in January 2020, and by the Governing Body in February 2020.

2.6 Primary Care Strategy:

- The Insights and Engagement team are working on the Primary Care Access Review, with the purpose of the research to understand local needs in regards to access needs and attitudes towards enhanced access to GP appointments.
- The research and public engagement will run from w/c 25th November – w/c 13th January will take the form of an online and paper-based survey. We will be working with GP practices to promote the campaign and will run a series of workshop sessions to ensure that key insights can be integrated into the final requirements and specification to deliver Improved Access in Primary Care

2.7 Urgent Care:

- Work is now underway on a test and learn pilot of using insight-led communications as part of our overall Winter Resilience Communications activity for 2019/2020.
- Focus groups took place on 13th/14th November with target patient groups from specific practice areas identified from initial analysis of Urgent Care system demand
- Insights from this work will be used to support a communications design workshop with key subject matter experts across the organisation on 29th November. Plans will then be aligned with key stakeholders so that pilot activity can go live at the end of January 2020 as part of the broader Winter Communications activity
- Evaluation criteria has been designed, with baseline survey in both 'test' and 'control' areas to understand current attitudes towards urgent care; which will be aligned with key stakeholders to ensure there are agreed Action Standards to measure the impact of this pilot activity

2.8 Frailty:

- Public engagement has been undertaken with key groups within the community to align on the Frailty model of care and proposed outcome measures. Groups have been identified based on the Equality Impact Assessment, as well as by using the new PHM dataset to

ensure that we are using data effectively to identify those who should be a key focus for engagement

- We have developed an expert advisory group to support with the engagement period and also working with the Care Forum and an independent evaluator to support with engagement activities and with the final analysis and reporting.
- Key learnings and insights will be delivered in an interim report in w/c 2nd December, to inform the decision-making for the Frailty investment business case at the December programme board

3. Financial resource implications

The activities highlighted unless otherwise stated are currently delivered either through existing programme budgets or existing directorate budget.

4. Legal implications

No specific legal issues

5. Risk implications

The activities highlighted all share a risk of not representing views effectively and people not being aware of the opportunity to engage. The mitigation for these risks lies in the broad range of channels and evolving responsive nature of the work.

6. Implications for health inequalities

The activities highlighted are designed explicitly to support the CCG aims to reduce health inequalities by understanding the population we serve as deeply as possible. Engagement and insights will help us to shape services that reflect a focus on areas where there are health inequalities. This is in conjunction with other core programmes such as BI, Quality and Patient Experience and the emerging population health developments will help us to make decisions that target the reduction of health inequalities

7. Implications for equalities (Black and Other Minority Ethnic/Disability/Age Issues)

The activities highlighted are designed to support and contribute to the delivery of high quality equalities impact assessments, across all key characteristics.

8. Implications for Public Involvement

The activities highlighted are setting out the public involvement activities in progress the list of priorities is considered by the PPIF with members assuring the approach, direction and providing independent views on whether we are engaging appropriately.

9. Annex 1 – Minutes of PPIF 23rd July 2019

Patient and Public Involvement Forum

Minutes of the meeting held on Wednesday 23rd October 2019 at 9.00am in the Conference Room, Vassall Centre, Gill Avenue, Fishponds, Bristol, BS16 2QQ

Minutes

Sarah Talbot-Williams (Chair)	Independent Lay Member, Patient and Public Engagement, BNSSG CCG
Justine Rawlings	Area Director, Bristol, BNSSG CCG
Alex Ward-Booth	Head of Insights and Engagement, BNSSG CCG
Margaret Slucutt	Chair Patient and Public Involvement Forum, South Gloucestershire
Monira Chowdhury	Chair, Patient and Public Involvement Forum (Bristol)
Alun Davies	Engagement Manager, Bristol Sight Loss Council
Sue Jaques	Commissioning Manager, South Gloucestershire Council
Amjid Ali	Bristol Muslim Strategic Leadership Group
Vicky Marriott	Area Manager BNSSG, Healthwatch
In attendance	
Ben Carlson-Davies	Insight & Campaigns Manager, BNSSG CCG
Sharon Woma	Inclusion Coordinator
Simon Moss	Insight and Engagement Assistant, BNSSG CCG
Marie Davies	Senior Manager, Quality, BNSSG CCG
Mary Adams	Partnerships and Engagement Manager (North Somerset) BNSSG CCG
Louise Fowler	Partnerships and Engagement Manager (South Gloucestershire) BNSSG CCG
Lindsay Gee	Head of Locality Planning (South Gloucestershire), BNSSG CCG
Wendy Best	Head of Communications, Sirona
Christopher Hannan (Shadowing)	CHC Brokerage Support Officer, BNSSG CCG
Amanda Smith (Note taker)	Executive PA to Director of Transformation, BNSSG CCG
Apologies	
Deborah El-Sayed	Director of Transformation, BNSSG CCG
Dave Jarrett	Area Director, South Gloucestershire, BNSSG CCG

Colin Bradbury	Area Director, North Somerset, BNSSG CCG
Michelle Smith	Associate Director of Communications, BNSSG CCG
Greg Penlington	Representative for Bristol Area Director, BNSSG CCG
Alison Bolam	GP Clinical Commissioning Area Lead (Bristol), BNSSG CCG
Rachael Kenyon	GP Clinical Commissioning Area Lead - North Somerset
Sue Stone	Chair, North Somerset PPIF
Tom Renhard	CEO, Independent Mental Health Network
Paul Lucock	Voluntary Action North Somerset
Geraldine Summers	Planning & Development Manager, Bristol City Council

	Item	Action owner
01	<p>Welcome</p> <p>S.T-W welcomed all attendees to the meeting, including external members and partners.</p> <p>It was advised that in future, presenters will be required to complete a cover sheet template, which will be circulated separately prior to the meeting.</p> <p><u>Apologies</u></p> <p>All formal apologies are noted in the table above.</p> <p><u>Declarations of Interest</u></p> <p>All members were reminded to sign the Confidentiality Statement and Declarations of Interest form and the reasoning for this was outlined.</p> <p>All previous declarations of interest have been duly noted and details are outlined within the minutes for each meeting.</p> <p>No new interests were declared at this meeting.</p>	
02	<p>Minutes of Previous Meeting</p> <p>The minutes of the meeting held on Tuesday 23rd July 2019 were reviewed and the following amendments noted:</p> <p><i>Page 3, Terms of Reference – following discussion at the last meeting where it was stated that the meeting needs representation from a core membership to ensure stability in attendance, it was agreed to review the core membership and recognise those who have not attended or sent apologies to any meetings and whether they should remain on the membership list in the future.</i></p> <p>Following this update, the minutes were agreed as a true and correct</p>	<p>AW-B / BC-D</p>

	<p>record.</p> <p>Members are reminded that the draft minutes will be sent by email for comment in order they can be ratified in a timely manner for the next upcoming Governing Body meeting.</p> <p><u>Update to Actions</u></p> <p>The updated Action Log was reviewed. An updated copy is attached for information.</p> <p><u>Key Decisions Taken Outside of the PPI Forum</u></p> <p>No key decisions outside of the PPI Forum have been taken on this occasion.</p>	<p>Attached</p>
03	<p>PPI Policy</p> <p><u>Review and Opportunity to Feedback</u></p> <p>A.-B advised that the policy has been circulated to members and a general discussion took place in relation to where the policy sits in context of other documents.</p> <p>The document was co-authored between the CCG and previously agreed working groups. Alex thanked the authors for their involvement in producing the document and it is envisaged that the document will be updated and reviewed further by this group in January before ratification at the Governing Body meeting</p> <p>The Patient and Public Involvement Policy was tabled and the following comments were noted:</p> <p>MC advised that the Bristol PPIF had welcomed co-production and introduction of the document and that they recognise that co-production is not always possible</p> <p>AD advised that it is radical and progressive and has taken on board up-to-date thinking and is diplomatic with a recognition of leadership.</p> <p>Comments from the group on the document were noted as follows;</p> <p>Point 3 – policy requirements a reality – this is an opportunity to have more ambition</p> <p>Point 5 - principles of engagement – time and planning important. Strengthen accordingly. FFTs / customer services aspects of feedback MD offered to look at this in further detail from a CCG perspective.</p> <p>Point 10 – Area PPIFs - PPGs should be mentioned as this is an opportunity to articulate</p>	

	The document will now be submitted for public consultation	
04	<p>Community Services Procurement Update</p> <p>Wendy Best, Head of Communications provided the following update to members:</p> <p>Engagement and service user forums are looking to set up a service user council Locality engagement groups are linked to 6 hubs Membership is to be widened and Non-Executive Director posts will be advertised shortly Sirona are committed to co-production and design, although this could take time to develop. Approach is to listen and learn from staff, people with lived experience, all partners across BNSSG and are also working closely with CCG Comms and Engagement Team. It has currently been only 6 weeks since the contract signature and Mobilisation is underway.</p> <p>Members were asked for feedback and the following was noted:</p> <p>MC commented that inclusive engagement in Bristol is different to the current areas that Sirona have covered and could cause issues for some groups wanting and able to engage so different methods may be required.</p> <p>Equalities it would also be useful to have discussions on how to take this on board as Bristol ethnic diversity is significant vs some other local areas. The CCG need to discuss this and work jointly so that a pilot can be developed.</p> <p>AD commented that Sirona have made a good start and the recent engagement event shows commitment to co-production. Positive feedback from the event has been received.</p> <p>JR advised that localities are already working in an integrated way. GP practices will be working with Sirona on service development.</p> <p>SJ commented that the South Gloucestershire area do not have larger numbers of ethnic minorities so it would be an idea to understand learning so that both South Gloucestershire and North Somerset can pick up on major points.</p> <p>LF suggested working more closely together with engagement strategies to maximise opportunities.</p>	

	<p>S.T-W suggested that learning / sharing knowledge and use of different tools is added to a future agenda for further discussion. This was agreed for the January meeting.</p> <p>Wendy advised that she is contactable at any point through e-mail and mobile telephone and is more than happy to assist were requested.</p>	<p>B.Carlson-Davies</p>
<p>05</p>	<p>Project Updates</p> <p><u>Frailty</u></p> <p>LF updated members on the Frailty service engagement plans and advised that the Integrated Frailty Programme Board has approved the process for the development of a new frailty service.</p> <p>It is proposed that the new service will deliver information / support, a care plan, joined up and coordinated care approach, frailty hubs and expertise when required.</p> <p>Work is currently underway with the frailty expert advice group, for assistance in the development of engagement plans. The Care Forum has been engaged to facilitate outreach activities.</p> <p>A comprehensive EIA has been developed which has identified groups for focus in key stages of the engagement process as follows:</p> <p>Initial Stage – focus on those disproportionately impacted by frailty (BAME, LD, social / economic deprivation, frail people living alone, drug / alcohol users, care home populations and carers)</p> <p>Subsequent Stage – where implementation needs to be considered (LGBT, Carers / broader family unit and further groups TBC at a later stage)</p> <p>Focussed outreach activities have covered the following: Dhek Bhal, Carers, Churches and different faiths, Asian communities, dementia, disabilities, somalis, gypsies and travellers, care homes and LD.</p> <p>To help find out what matters a range of resources have been developed.</p> <p>AA commented that he is surprised to hear that there have been issues with reaching out to the Punjabi community, and agreed support, alongside Monira.</p> <p>It was also suggested that social care needs should be looked into.</p> <p>It was agreed that a feedback presentation should be given at the next meeting in order to update members</p>	<p>L.Fowler</p>

06	<p>PPI Annual Report</p> <p>SM advised that the draft PPI Annual Report has previously been circulated to members and all feedback has been incorporated to the final documentation which is being submitted to the Governing Body meeting for approval on 4th November 2019.</p> <p>The draft PPI Annual Report dated October 2019 was tabled and the following key points highlighted:</p> <p>CCG vision and how we should approach engagement Organisations that the CCG involve in public engagement 6,500 pieces of feedback received over the last year Examples of work in 2018/19 - rationale on why specific examples are included was questioned (eg IAPT) Citizens panel explanation on it's objectives and who is involved Detail on projects – e.g Healthy Weston and Community Services Procurement Focus for 2019-20 Outlined different ways that members of the public can get involved</p>	
07	<p>Primary Care Access Review</p> <p>David Moss – Head of Primary Care Contracts updated members in relation to the review of access to GP Services, outside the core hours of 8am-6.30pm.</p> <p>He advised that currently practices are paid through a direct enhanced service to open outside of core hours, including weekends for improved access, and this is currently managed directly by One Care.</p> <p>There is a requirement to review and update this contract and the CCG are currently asking patients within the BNSSG population for their views and ideas to establish and understand local patient need.</p> <p>The focus to-date has been trying to establish the tolerance of moving between sites to access primary care and the preferred times of access. Feedback from patients on how they would like to access appointments out of hours is being reviewed and although there is some high level learning that can be taken on board, gaps still remain.</p> <p>Logic and methodology – questions have been shared via a survey monkey but it is recognised that not all patients can provide feedback through this route. It was suggested that Primary Care Networks are asked to circulate an email and also using CCG staff to sit in waiting rooms and ask patients direct.</p> <p>Members were asked for any further ideas and comments and the following was noted:</p>	

	<p>What is the whole timescale? This is outlined below:</p> <table border="0"> <tr> <td>Briefing</td> <td>Early October 2019</td> </tr> <tr> <td>Planning and questionnaire</td> <td>Mid-October 2019</td> </tr> <tr> <td>BI briefing / involvement</td> <td>Mid-October 2019</td> </tr> <tr> <td>Discussions with key primary care contacts</td> <td>Mid-late October 2019</td> </tr> <tr> <td>Presented at PPIF)</td> <td>23rd October 2019</td> </tr> <tr> <td>Content reviewed and finalised</td> <td>Late October 2019</td> </tr> <tr> <td>Fieldwork</td> <td>November – December 2019</td> </tr> <tr> <td>Analysis</td> <td>December 2019</td> </tr> <tr> <td>Reporting and insight delivery</td> <td>January 2020</td> </tr> </table> <p>It was suggested that case studies are gathered from those who engage with out of hours services MA advised to be mindful for the Weston area who has recently introduced Ask My GP. Patients need to be reassured that if they are attending an appointment at a different surgery, the GP can access their records</p> <p>All comments will be added to the briefing for the Primary Care Commissioning Committee meeting which is being held next week.</p>	Briefing	Early October 2019	Planning and questionnaire	Mid-October 2019	BI briefing / involvement	Mid-October 2019	Discussions with key primary care contacts	Mid-late October 2019	Presented at PPIF)	23rd October 2019	Content reviewed and finalised	Late October 2019	Fieldwork	November – December 2019	Analysis	December 2019	Reporting and insight delivery	January 2020	
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08	<p>Report from each Area PPI Forum</p> <p>The_key points from the last meeting of each PPIF were noted as follows:</p> <p><u>North Somerset (Mary Adams)</u></p> <p>Sue Stone (Voluntary Action North Somerset) was welcomed as the new Chair of the PPIF, as Rowan Williams will be stepping down shortly Feedback was given on the PPI Policy and changes from members were suggested The workplan for North Somerset was reviewed and how this links to the LTP An update on Healthy Weston and the mobilisation of the Crisis Café A request was made to establish if a member of the PPIF is able to sit on the North Somerset Programme Board – consistency for how this works in other areas will be checked. A patient Leadership is being held in Taunton in November and Mary will attend.</p> <p><u>South Gloucestershire (Louise Fowler)</u></p> <p>Discussion in relation to people with Learning Difficulties obtaining health checks. Dr David Soodeen is leading on looking at inequalities across</p>																			

	<p>the patch. A programme Board has also been set up.</p> <p>Action: Obtain report from Learning Disabilities Board to obtain further information.</p> <p>Action: Chase work completed in North Somerset area a few years back and share in order to compare data</p> <p>There is a general issue with gypsies and travellers being able to register with a GP due to the lack of a permanent address. David Moss confirmed that contractually, they can go into any GP practice and register as homeless person.</p> <p><u>Bristol</u></p> <p>Discussions in relation to Connecting Care Mental Health Strategy and the newly emerging BAME Mental Health Network. A presentation was also given on LD and autism Looking at a new platform for health and social care which is being led by Academic Research (this could be relevant to all PPIFs) Healthwatch – approach to engagement in Bristol. Social Prescribing in Primary care networks Agreed that the current mailing list needs reviewing and updating</p> <p>A general discussion took place in relation to Patient Participation Groups (PPG) across the patch and it was noted that there is a strong PPG network in the South Gloucestershire area.</p> <p>Action: Liaise with Area Directors in relation to how PPGs are working around the patch and feedback</p> <p>Consideration was also given to how the CCG can assist with liaising with each area PPIF to bring agenda items to the main PPIF meeting for feedback and discussion.</p> <p>Action: Consider this idea further and take forward accordingly</p>	<p>L.Fowler</p> <p>M.Adams</p> <p>J.Rawlings</p> <p>A.Ward-Booth</p>
09	<p>Any Other Business</p> <p><u>Healthwatch</u></p> <p>It was agreed that Vicky Marriott would give a presentation to the group at the November meeting outlining the new arrangements for BNSSG Healthwatch. This will be added to the agenda accordingly.</p> <p>A pre-meet will take place, including Alex Ward-Booth, and Sarah Talbot-</p>	<p>BC-D</p>

	Williams to plan for this session.	
	<p>Date of Next Meeting</p> <p>The next meeting will take place on Tuesday 26th November 2019, from 2.30 – 4.30pm in Meeting Room 2, Clevedon Town Council, 44 Old Street, Clevedon, BS21 6BU</p> <p>Dial-in details will also be made available for those who are not able to attend in person.</p>	

Amanda Smith
Executive PA to Director of Transformation
24th October 2019