

Annual General Meeting (AGM) – A Healthy Balance Wednesday 3rd June 2015

Aim and format

NHS Rotherham CCG really wanted to run the 2015 Annual General Meeting in a different way, and one that made the CCG and its work much more accessible to the public. To do this, we worked closely with Healthwatch to develop more public focused mechanisms. An AGM is basically an organisation reporting outwards on its work during the last year. Therefore, a series of information stands or stalls were developed around key workstreams. All stallholders had the challenge of presenting information in an interactive way that members of the public could engage with. As a result stalls included activities, games, and financial challenges demonstrated by using lego, toys and chocolate!

In addition, we had the services of local poet and songwriter, Ray Hearn, who was tasked with developing a song from information gathered on the day. This was presented at the start of the AGM, with a good dose of audience participation!

Attendance

Over 100 members of the public attended during the day, with most people dropping in for the information stands. Around 50 people stayed for the AGM, and 15 for the Governing Body meeting

Information stands

- **Mental Health**

- People were very positive about the new Dementia Carer Resilience project, which started in April 2015; and were interested in the **CAMHS Strategy and Website**.
 - Following the comments, we will promote the Dementia Carers Resilience Project
- Some told us that it was hard to access the IAPT and CAMHS provision for autism
 - the mental health team agreed to follow-up these issues and ensure appointments were received;
 - we will make sure that the feedback received about the IAPT service is considered as part of the development of the new IAPT service model.
 - We will work with the medicines team on the CAMHS pathways

In addition, the team made a number of contacts with individuals and organisations, and will follow these up, providing information and attending community meetings, and will continue to work with other organisations to launch the CAMHS website

- **Emergency Care**

Right Care First Time Campaign – people really liked the campaign and saw the benefits of promoting pharmacy services and the Pharmacy First Scheme – they thought it was an excellent idea. People agreed that most people had a pharmacy close by and they liked the idea that pharmacies provide a ‘drop in’ service without having to pre book an appointment or sit and wait to be seen for minor ailments. Some people were unaware of some types of minor ailments that can be dealt with by a pharmacist and they were also surprised about some of the minor ailments that people attended the Emergency Department for. People also liked the idea that volunteers through Voluntary Action Rotherham would be spreading the message which will start soon. Actions for the CCG – we will continue to publicise the information and key messages as above.

Emergency Centre – people liked the plans for the Emergency Centre and liked the idea of having one location with a joint service for both Walk-In and Emergency patients so that they didn’t have to choose where to go. They also liked the management with advice pathway and felt reassured about signposting back to pharmacy or GP by a senior triage nurse.

Concerns were also shared:-

- That the whole of the Walk-in-centre will close – *the CCG will continue to address this issue.*
- Around patients attending the new Emergency Centre in mental health crisis
- Parking at Rotherham Hospital remains an issue
- Access to Rotherham Hospital site by bus will be much harder for people than the current town centre location, especially on Sundays

Actions - Work in already ongoing through the various task and finish groups for the Emergency Centre to address some of these issues; these comments will be fed into the current work streams, and we will continue to update the public on the actions taken as a result of their comments.

- **Healthwatch**

Themes

- Communication / education / information needs to be improved - people get mixed messages from and about services
- It's not always clear where to go
- There should be extended opening times at GPs
- Aftercare support isn't always in place

What Healthwatch are going to do

- Will be arranging to talk to and work with PPGs and organisations
- Will be promoting the new website, the feedback mechanism and the health events calendar. It will be important to encourage people to use these to give feedback, so a key part of this will be to show people the difference that giving feedback can make

It's still apparent that some people don't yet know what Healthwatch is and what it does, so we will be working on this.

- **Finance**

The quiz on finance was well received by both members of the public, GPs, and people from partner organisations. The PPG representatives asked questions about the colour blocks on the abacus but there were fewer questions regarding personal needs or experiences.

There were also questions from people working for other organisations; key issues raised were around

- services are not as seamless as they should be
- people want to improve services and systems for patients, and can struggle to make improvements happen

People were asked for specific issues, so that where possible, we can help in resolving these.

- **Primary Care**

The main reason for the primary care stall was to engage patients and carers in developing the strategy for general practice. This worked extremely well, with very good conversations with those who attended about services currently in place.

The key themes from these discussions were in around access, workforce and self-care. The information we gathered will be used to inform our strategy. PPG representatives were really keen for us to undertake the same exercise at their meetings and we will attend as many as possible over the next month.

- **'Our street' characters**

There were a number of amazing characters developed during the day, some had really moving stories and detailed information. We will be working with the designers to develop these further. We hope to continue to work with the public to further develop more stories and characters to illustrate the work of the CCG during the next year.

- **Medicines Waste**

We gathered positive and negative feedback on the poster options for our waste campaign and how it should be delivered. We also ran a vote on which poster/leaflet/etc campaign we could use, these have been counted up, and will decide on the campaign to be taken forward. We will also be using all the comments and suggestions to improve our campaign. We will keep all the groups and organisations consulted to date informed on our campaign as it rolls out.

- **Efficiency Challenge**

Most people asked agreed that the current restrictions were a good idea, all agreed **with stopping smoking and losing weight before surgery.**

- **69% agreed with restrictions** thresholds for knees/hips/cataracts, but 15% did not agree - "depends on individual case as restrictions might have a negative impact emotionally"
- **85% agreed that we should carry out focussed work on frequent service users** - "more linked/partnership working across specialities and community sector may prevent re admission"
- **92% agreed with providing clinics and treatment outside hospital**

30% were reassured that the CCG were doing enough to reduce waste, however, 30% did not agree and 38% did not answer. People thought waste could be reduced in the following ways:-

- *Patients need to be educated on the cost of medication – notices in GP surgery etc.*
- *Not prescribing items that can be purchased over the counter by the patient.*
- *Good cohesive support would prevent deterioration in health and well being*
- *Signs/letters in hospital say to take your medicines and prescription list in with you. There should be no need to take both drugs and list into hospital as the drugs are wasted.*

- **Rotherham CCG working with partners to Keep Children Safe**

People were very interested in the work being undertaken around the MASH; the session was felt to be very positive.

Themes raised during the session

- The training offered to staff, and information both for staff and for patients
- Reassurance that organisations are working together, and how organisations are held to account
- How can we move forward, and improve Rotherham's reputation post CSE
- Human costs to people; financial costs of the MASH and ensuring safety; and ensuring all partners are spending what they should
- People saw Child Abuse as a new phenomenon

As a result of the session:

- We need to ensure that the Safeguarding Annual Reports from commissioner and providers are publicised.
- We all need to publicise the MASH, the great work that all partners are doing, and demonstrate how/whether the MASH is making a difference and making sure that children in Rotherham are now safer. Examples included
 - how we are starting to work earlier with families who need support, and so preventing situations becoming worse
 - the number of convictions (police information)
- We need to look at how we communicate and provide information further
- The LSCB and safeguarding will be attending a young people's event; we need to work more with some of the amazing young people we have in Rotherham
- We need to 'myth-bust' the perception of Child Abuse is something new

- **Social Prescribing**

- A lot of people now know about social prescribing
- People asked how it could be rolled out to other services i.e. children's, Mental Health, Drugs and Alcohol and Learning Disabilities. Contacts have been established with key organisation delivering services in these areas.

- Queries about eligibility both from service providers and service users
- **Actions** -Lots of contacts and follow-up conversations; information will be shared with the social prescribing team, and there are already follow up meetings planned

AGM

The AGM started with the song written by Ray Hearn during the morning, and was very well received, getting home the message 'Talk to the patients, they'll tell you!'

The formal part of the AGM presented the work of the CCG, including current financial situation and challenges, and offered assurance to Rotherham around the work the CCG is doing.

Questions from the public included the following:

- Mental health spend and provision
- Referral pathways
- Prevention
- Support post autism diagnosis
- Patient records
- End of life care
- Support for carers;
- Access and communication for older people

Feedback

Comments and feedback were extremely positive. People told us they had learnt a lot, and that the format of the day worked well, as they could choose how much or how long to engage. In addition, people noted that it had been a great opportunity to develop contacts and network.

Areas for improvement – the temperature controls could have been better, and more space and seating for the stalls.

We will also contact people after the event, and look at how we can work with people in the future in different ways.

What next?

Rotherham CCG Governing Body feels that the 'Healthy Balance' event was a very successful first step on a pathway, and one that we really want to continue with. Therefore, Rotherham CCG will

- Consider different ways that we can work with and listen to Rotherham people, focusing on key pieces of work over the next year, especially where we might need to work with large numbers of people on big issues, and potential large scale events
- We will also look at what we can do next year as part of our AGM, to make it as interesting and accessible as possible
- We will look at how we hold our Governing Body meetings, and if we can trial different ways of working and different venues to make these more accessible and relevant to the public