

Public Session

**PATIENT/PUBLIC ENGAGEMENT
AND EXPERIENCE REPORT**

NHS ROTHERHAM CCG

3rd August 2016

CONTENTS

1.	WHAT WE ARE HEARING.....	3
2.	FRIENDS AND FAMILY TEST	3
3.	OTHER WORK AND CONTACTS (JUNE/JULY).....	4

NHS ROTHERHAM

1. WHAT WE ARE HEARING...

The financial challenge activity at the AGM yielded very active debates around some of the key issues facing the CCG. Some of these are summarised below:

- The CCG needs to involve community groups when making decisions relevant to them; ie older people need to be part of discussions about care facilities
- Communication with patients and the public is extremely important, we have to explain changes and the decisions we take effectively, in ways people understand
- Sharing services across GP practices is seen positively
- There was good support for increased investment in social prescribing.
- Those present felt that people should not access patient transport if they are mobile enough to use a car
- People definitely wanted to cease prescribing paracetamol; other medications there was more of a split of opinion

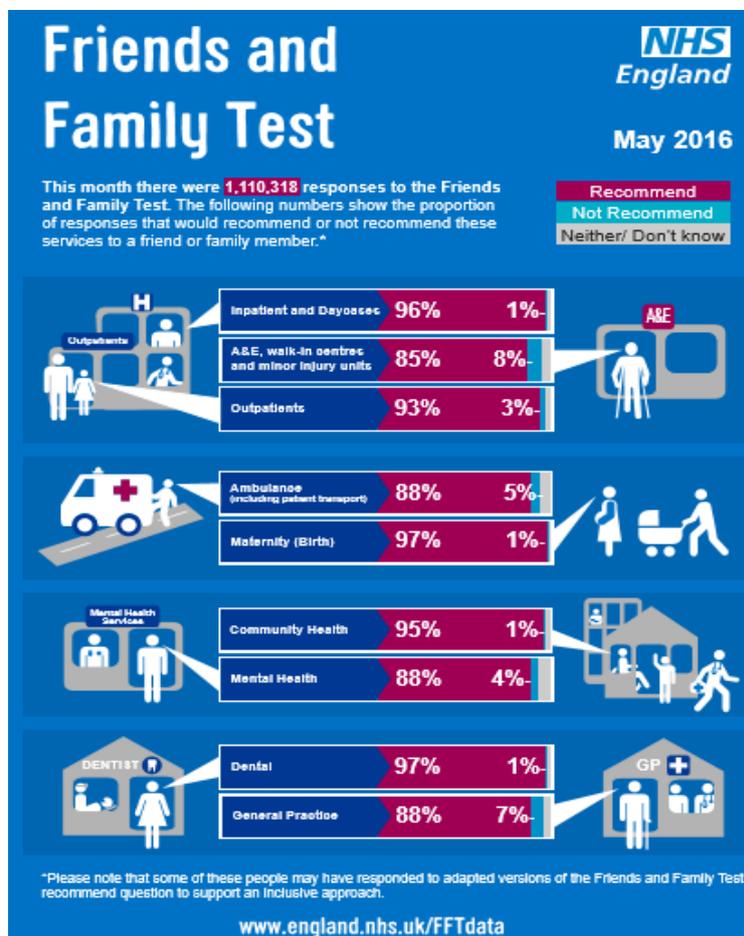
Overall, people commented how difficult it was to manage services and decide which services to prioritise. A theme also emerged from several groups about the need to explain priorities to the public, and where any funding saved through changing services would be used.

Please note – this exercise will be used in a variety of locations, and all feedback collated to inform future work.

2. FRIENDS AND FAMILY TEST

2.1 National Headlines - The national level data is now summarised as a one page infographic for May:

<https://www.england.nhs.uk/wp-content/uploads/2015/03/fft-summary-infographic-may-16.pdf>



Rotherham data

2.2 TRFT

Overall TRFT received 5,027 positive responses in May (an increase); negative responses are static at 53.

Many wards and clinics are now routinely submitted responses from more than 50% of patients, which is to be commended. Steps are being taken to address the few areas that remain outliers, and to look at how the response rates in community and outpatient services can be improved.

In terms of positivity, there seems to be a very slight increase in dissatisfaction, with three areas demonstrating positivity ratings of less than 90%; (A1; A5 and ophthalmology. Note that areas with less than 5 responses are excluded)

2.3 Rotherham GP Practice data for May

9 practices failed to submit any data in May, and an additional 6 practices submitted less than 10 responses. Overall 868 responses were collected across Rotherham, which is in line with previous figures. Of the practices supplying more than 10 responses, 2 practices recorded positivity ratings of less than the national average of 88%. Currently, we have no access to free text data comments to identify the issues that patients are raising and the actions practices are taking to ameliorate these issues.

2.4 Mental Health/RDASH

The responses submitted by RDASH from Rotherham Patients remains low; at this level the data received is not sufficiently robust to be particularly useful. The figure below is a response rate of less than 1%.; however this is in context of no similar mental health trust in the region having achieved more than 3.7% of responses. The number of responses has been raised at quality meetings. Over the last two months, the number of responses for RDASH as a whole has dropped significantly, and data for Rotherham only patients has not been made available, neither have free text comments

	June 15	July 15	Aug 15	Sept 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	April 16	May 16
Total RDaSH	389	402	394	330	128	230	238	132	341	148	85	70 (20,829 eligible)
Rotherham	82	97	82	80	N/A	48	75	74	91	N/A	N/A	N/A

3. OTHER WORK AND CONTACTS (JUNE/JULY)

3.1 Attendance at and support to (alongside other staff):

- Carer's week activity and strategy development.
- SY transport procurement.
- REMA Refugee Week.
- **RDASH Big Conversation** work to develop their engagement strategy. They are developing innovative and inclusive mechanisms, both to consult on the developing strategy, but also to consult on preferred mechanisms for ongoing engagement.
- Launch of 'Genuine Partnerships'. This is the new national face of Rotherham Charter, and the work led by Rotherham Parents Forum. They are seen to be leading the field nationally, and have presented this model to national partners. Much of the focus is to ensure meaningful engagement with young people and families. Key points are excellent training sessions, and a free online self-assessment tool.

- Support to mechanisms for developing feedback to inform commissioning of the children audiology service

3.2 Disabled Go project

- This project with the local authority will provide a total of 1000 reviews of places or systems, in terms of accessibility for disabled people
- Disabled people will be supported in carrying out assessments, and will be an integral part of the process
- People will be trained as assessors during the project
- The places to be audited will be decided by disabled people
- The project will launch in September, with the majority of audits being completed during the winter

3.3 Work with Healthwatch

The CCG has supported and welcomed Healthwatch's development of a volunteer/user guide to services. The support has enabled copies of the guide to be provided to all GP practices.

3.4 Contenance user group

3.5 Rotherham CCG Annual General Meeting

- Held on July 6th at New York Stadium)
- The AGM was attended by 59 members of the public and stakeholders.
- Feedback was generally positive, with active participation in a question and answer session.
- A full report will be available on the CCG website

Sue Cassin
Chief Nurse

Helen Wyatt
Patient and Public Engagement Manager

August 2016