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Public Session

PATIENT/PUBLIC ENGAGEMENT AND EXPERIENCE REPORT

NHS ROTHERHAM CCG

5th December 2018

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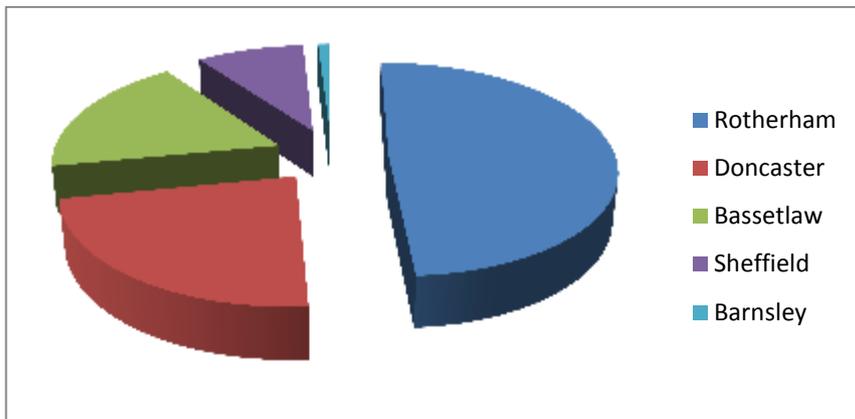
NHS Rotherham

1. WHAT WE ARE HEARING

During October and November, there has been a South Yorkshire wide Campaign and survey on Over The Counter (OTC) medications, building on the work that NHS Rotherham CCG completed previously. Below is a summary of the finding as at the start of November.

Patient Facing Survey

11,000 responses to date broken down as follows: (Note that responses have spiked following text messages being sent out by GP practices in Bassetlaw, Rotherham and Doncaster, demonstrating how effective this mechanism is. In addition, Twitter has been effective, reaching well over 150,000 people)



Highlights from responses so far:

- Awareness of the campaign is relatively high, but knowledge of what prescriptions actually cost the NHS is relatively low.
- Where the respondents know about the extra costs that have to be paid, more than half say that this doesn't change their views.
- 82% of respondents would be happy to purchase their medication OTC if told to do so by a GP – suggesting 'don't fear the conversation'.
- The difficult conversations will be with people holding an exemption or pre-paid certificate.
- Only 4% of respondents believe they have the right to have all medicines prescribed, even those available to buy OTC
- Respondents cover the full age range and target audiences.
- People are telling us that they are reasonably confident to treat themselves where appropriate – either without further medical assistance or advice from a pharmacist.

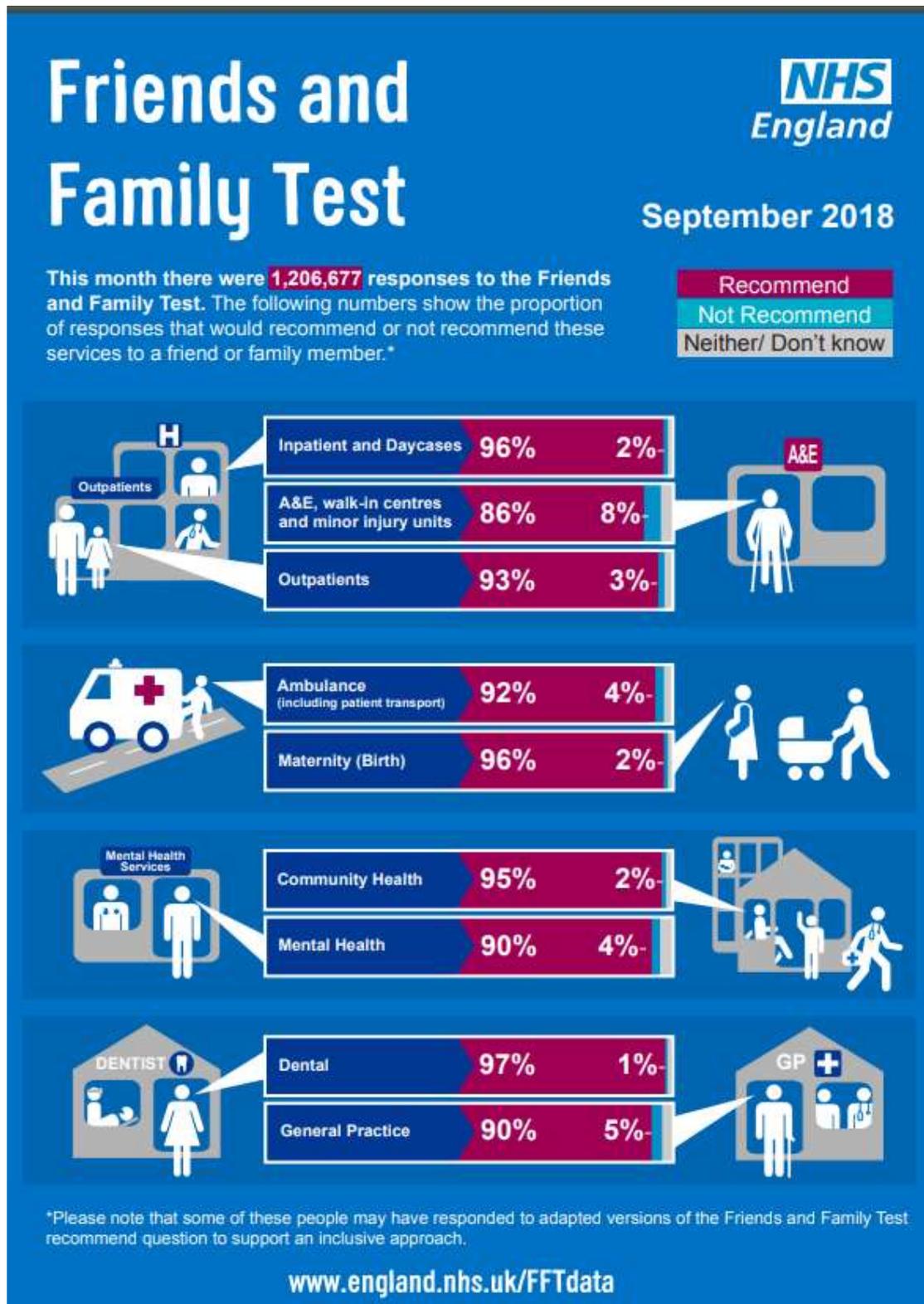
Additional activity

There have also been workshops with a wide range of staff including GP's, Clinical and Community Pharmacists, Practice Managers, Practice receptionists, representatives from Healthwatch and a range of CCG staff at

Doncaster, Rotherham and Bassetlaw CCGs. These have considered how best the campaign can be rolled out.

2. FRIENDS AND FAMILY TEST

September data - The national level data summarised as a one page infographic



TRFT – September

Overall, TRFT received 3516 ratings in September, an increase from August's figures, generating over 2000 positive comments.

There were 37 negative responses in September, around 1% of total responses. Of these, only 20 responses contained comments; note that some comments covered several issues:-

- 6 comments were in regard to the Urgent and Emergency Care Centre (UECC); all of these referenced waits, and several referenced not being communicated with
- 8 referred to wait of some sort. Note that in context, the positive comments refer to waits 52 times; and are evenly split between comments on excessive waits, and comments that there was no or minimal wait
- 12 were around communication or attitude of staff
- 4 were around comfort issues, ie food, noise at night etc

Across all areas, satisfaction is higher than the national average as in the infographics above.

Inpatient and day cases - Response rate of 54% and 1377 responses, solid satisfaction at 96%. The extremely high response means that the reflection of positivity is reliable.

Maternity - Response rates to 34%, with 203 responses; and positivity at 99%.

UECC - response rate of 2.7%; equating to 113 responses in September. Positivity is consistently around the national average at 88%. This remains the only weak area of data collection, and continues to be challenged.

Community services – 832 responses received, with high positivity rating of over 97%.

Outpatients – 991 responses and over 97% positivity.

Rotherham GP Practice data for September.

- Data collection has improved substantially over the last few months, In September 6,647 responses were received across Rotherham.
- Only 4 practices failed to submit any data at all; one additional practice had less than 5 responses.
- Across Rotherham, only 8 practices had positivity ratings under the national average of 90%; several only marginally lower.
- This data is routinely shared with the primary care team; and feeds into quality reports.

Note -Comments for GP practices are not routinely seen or reported on to the CCG, or any cross practice thematic analysis carried out.

Mental Health/RDASH

In September, 105 responses were received from over 19,000 eligible contacts; this is similar to previous months, and covers all RDASH patients, not just Rotherham.

Yorkshire Ambulance Service – collection of data is always low or zero, generally from around 100,000 eligible contacts.

3. **OTHER WORK & CONTACTS- October- November 2018**

- **South Yorkshire and Bassetlaw Integrated Care System (ICS) –**
 - Attendance and contribution to regular communications and engagement work
 - Quarterly informal CCG engagement leads information sharing – considered next steps for the Hospital services review, and the most recent guidance on legal challenges in collaborative systems
 - Discovery workshop- attendance and contribution to assessing communications and engagement to date and developing a forward plan
- **Facilitating contacts**, information and resources for the Be Cancer Safe project
- **Support to medicines management projects**
 - Including support to and dissemination of the 569 million reasons survey
 - Arrangement and support to workshops around depression and anti-depressants
- **Work on maternity and children’s voice**
 - Attendance at the Youth Cabinet Manifesto 2018-19 launch, and feedback to colleagues
 - Attendance and support to a meeting of the refreshed Rotherham Maternity Voices group, and promotion of the group.
 - Contributing to school nursing review workshop
 - Support to collection of SEND survey and feedback
 - Parent forum - updating and planning future work
- **NHSE webinar on legal duties in collaborative systems. Key points included:-**
 - National guidance is being refreshed and republished to take account of the variety of different systems supporting organisations working together – hence the catch all phrase ‘collaboration’
 - Pending statutory changes, the legal duties remain for CCGs in terms of engagement; as these are seen as more onerous than those of partners, advice is that these are the default setting.
 - Advice is that as work is undertaken across collaborative partnerships; CCGs will need to be assured that legal duties for involvement continue to be met

- **Armed forces and mental health – with colleagues**
 - support to establish better links with local groups and ensure access to quality and accurate information.
 - Attendance at a planning workshop, following a South Yorkshire wide survey conducted by Sheffield Hallam.
 - Production of information hand-out
- **Rotherham Place – support to the development of a communications and engagement plan for the urgent and community work stream**
- **Refresh NHS Rotherham communication and engagement strategy - A draft will be available for circulation and comment in December/January**
- **Engagement and Communications Governing Body Sub-Committee 16.11.18 - The meeting took information on the following:-**
 - Progression on the engagement and communications strategies for both Rotherham CCG and Place
 - Updates on the work to support the ICS, and plans for the next stage of the engagement
 - The engagement mapping document latest iteration; highlighting areas where engagement and communications will need to be prioritised.

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