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## **Public Session**

# **PATIENT/PUBLIC ENGAGEMENT AND EXPERIENCE REPORT**

**NHS ROTHERHAM CCG**

**2 SEPTEMBER 2020**

*Your life, Your health*

# CONTENTS

<b>1</b>	<b>What we are Hearing</b>	<b>3</b>
<b>2</b>	<b>Friends and Family Test</b>	<b>3</b>
<b>3</b>	<b>Other Work and Contacts</b>	<b>4</b>

**1. WHAT WE ARE HEARING**

In preparation for an online PPG meeting in September, we asked patient reps about what issues they wanted to raise. These will be responded to at the September meeting, and in writing following the meeting. These can be shared at that point, as questions are still coming in. However these do highlight the concerns of people on a wider basis, and are a good marker for the issues that are concerning people.

- Several questions and stories have been shared regarding confusion – what is now ‘on’ and what not, what services are working, or working ‘normally’. This has been the biggest area of concerns raised and stories shared, and does demonstrate the need for repeated and clear communications, especially as this is a fast changing area. This is an opportunity to collate information from across the organisation to feed back at the meeting:
  - Linked to this are concerns about how appointments will work safely in GP practices; and that some practices are much smaller than others.
  - Also linked are a number of questions regarding existing conditions and new referrals, and how these are working; also regarding potential backlogs and how these will be managed.
  - This is also reflected by an issue raised through Healthwatch regarding access to Podiatry services, and difficulties in getting a response.
- Dissatisfaction when not seen physically when they felt they needed to be (they were seen in person eventually, and could have been offered an appointment earlier at the ‘hot’ site).
- Concerns about the winter pressures on top of Covid and how this will impact health services; linked also to concerns about a second wave of Covid.
- Noting the increased number of people that will be eligible for flu vaccinations, concerns:
  - Will there be sufficient vaccine.
  - That there will be the capacity to administer this many- and what differently will be done to enable this?
  - Also concerns expressed about whether vaccinations may be mandatory or enforced in some way.
- Questions about potential Covid vaccines
- Questions about the use and cost of the nightingale hospitals

**2 FRIENDS AND FAMILY TEST (FFT) –**

The FFT has been suspended until further notice across all providers, due to infection risks, as many use paper systems. No information has been released to date regarding the likely duration of the suspension.

Where possible, the PPE manager has liaised with providers locally to consider what mechanisms may be used in the interim to capture patient feedback.

TRFT have restarted their FFT steering group meetings, and are planning to restart FFT prior to the national switch on in September, using new online mechanisms, with patients able to complete by tablet /internet/PC and phone. No paper FFT forms would be used currently due to the Covid-19 risks until the advice from NHS England is that these are safe to use. The link will be advertised on cards for patients to take away, and on posters

RDASH are carrying out a survey of experiences, the results of this will be shared as soon as available.

PPG members have been asked to feedback at the online meeting planned for September what practise are doing to hear patient voice at this time

### **3 OTHER WORK & CONTACTS-**

- SYB engagement leads regularly meeting up online to share information; recent areas for discussion have included:
  - Update on the work regarding volunteering and the VCS.
  - Update on the work of the cancer forum over the last few months, this has resulted in production of toolkit on breaking bad news, this is to ensure good practice across all areas. They are also developing a co-produced advisory panel, composed mainly of lay representatives.
- ICS work – noted that no further consultation will be required over children’s surgery. Gluten free to be discussed at the next Joint Overview and Scrutiny Committee (JOSC). Recruitment now open for ICS database of 3000 (citizens panel). We also discussed how the Listening Ear Service can be targeted to and accessible by BAME communities.
- Discussed our experiences of facilitating and attending online meetings; several looking towards AGMs; Rotherham already taken place.
- Online and telephone meetings with Carers Forum, Healthwatch, Rotherham Ethnic Minority Alliance (REMA).
- Preparation for online PPG meeting in early September.
- Report completed for primary care on the outcomes of the annual GP patient survey. Rotherham is not a positive or negative outlier, and change year on year is marginal, however, several of the questions demonstrated a very large variance across Rotherham practices.
- Support to commissioning manager on developing workstreams regarding Neuro Rehabilitation and wound care.
- Preparation for further round of mental health small grants, working with mental health commissioners and Public Health.
- Work with RDASH has included involvement in their online Listen to Learn meeting, and a Carer’s Champion Workshop. We are also looking at how we can restart the deferred work on developing better user voice structures in Rotherham.

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**September 2020**

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