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Public Session

**PATIENT/PUBLIC ENGAGEMENT
AND EXPERIENCE REPORT**

NHS ROTHERHAM CCG

5 May 2021

Your life, Your health

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1. WHAT WE ARE HEARING

Engagement currently remains challenging; Covid vaccinations remain at the very top of all community conversations; and debate on other subjects is extremely limited – this is reinforced through a variety of community contacts, and the enquiries currently coming into Healthwatch.

Through attendance at our online meetings, and those of Healthwatch, and other organisations, it is also likely that the appetite for online meetings and engagement is waning; this is likely also to be impacted by the prospect of ‘real’ contact with family and friends; and potentially better weather.

This means that for those of us seeking to engage with our communities we will need more than ever to make contact relevant, accessible and attractive; and to choose our priorities extremely carefully.

The items we have heard over the past few weeks:-

- From Rotherham Older People’s Forum – shared experience of a member of the forum following significant orthopaedic surgery and an inpatient stay – the impact of limited visiting on the person’s mental health was felt to be significant; impacting worries, concerns and isolation experienced. For this person some of the impact was mitigated through being able to connect online; however it was noted that this would not be applicable to a large number of older people. This is something that the Forum and Age UK will explore further.
- From Healthwatch (full report to be shared as soon as available). Myth-busting sessions carried out online, regarding Covid and vaccinations, and targeting asylum seekers and refugees; with over 60 attendees, and using interpreters in 6 community languages. Many of the issues and concerns raised mirrored those raised by non-Ethnic Minority Group communities, ie side effects, fertility etc; but perhaps were more entrenched. Specific issues were also raised around witchcraft. Healthwatch note that from the feedback received, many of the attendees were willing to have the vaccination after taking part in the session, and having their concerns addressed by the healthcare professionals in attendance.
- Healthwatch have also noted that queries are low in volume; a number naturally relate to vaccinations, although they are also getting a number of queries regarding access to dental services. Healthwatch are concerned about the impact of poor dental care on people’s wider health and well-being.
- Healthwatch have also published a report into public opinion surrounding the Covid-19 vaccine in Rotherham, from work carried out in February, and including responses from over 330 people from ages 13 years to 75+ years, from a variety of different cultures and backgrounds. Over 80% of residents who responded would definitely have or have already received the vaccine. Only a small number gave reasons as to why they would not have the vaccine; so unfortunately this section of the report would not be regarded as statistically robust, though it may offer opportunities for further engagement. The full report is on their website <https://healthwatchrotherham.org.uk/report/2021-03-03/report-public-opinion-surrounding-covid-19-vaccine-rotherham>

2 FRIENDS AND FAMILY TEST

The FFT should have started in all locations in December 2020; with a greater emphasis to change as a result of feedback. At this point, it is not clear how this change of emphasis will impact on national or local reporting.

Rotherham Hospital started to collect data again in December; and have restarted steering group meetings, however comments remain low due to the lower numbers of face to face appointments, the online collection, and changed emphasis; and reporting is yet to become routine and embedded once again.

No data or intent to collect received from other providers to date.

3 OTHER WORK & CONTACTS

- Ongoing work with VAR and RDASH to establish a mental health network focusing on better user voice; this has proved challenging due to the current circumstances, but progress is being made, although slowly
- SYB engagement leads monthly updates and information sharing met in April, and heard updates around some of the ICS led work; including the challenges in establishing a citizens panel. Information and support exchanged around the engagement section of annual reports; and when and how engagement activity could re-start. New guidance from national regarding engagement is still awaited.
- **Remaining in contact with a variety of community groups helping with access to information, answering queries and signposting as needed;** Rotherham Carer's Forum; Crossroads; Rotherham Older People's Forum; Healthwatch; Age UK; RDASH's listen to learn and Carer Champion sessions; among others. Recent participation has focused on answering questions and signposting to current information regarding vaccine rollout; predominantly.
- Emergent discussions on restarting activity with a number of colleagues and organisations; including the following:
 - Discussion with colleagues at TRFT around the digital patient and opportunities for engagement and conversations; this links into ICS led work
 - Meeting planned with Medequip to look at models for co-production around the equipment service
 - Consideration with Healthwatch over priority issues once face to face engagement is able to restart; and how to seek the communities priorities as well as those from services
- **Support to covid vaccination clinics**

The PPE manager has spent considerable time acting as liaison and key contact for the vaccination centre volunteers; with additional support from within the CCG. This continues to take considerable amounts of the PPE Managers time, as there are frequent late changes to rotas. April has seen increased challenges to filling the rotas; reflecting reopening, and people returning to work from furlough, as well as increased opportunities to socialise. However the volunteer support to the Covid vaccination campaign in Rotherham remains considerable and essential. Letters are currently going out to all volunteers thanking them for their support.

As of 30th April 2021; there are

- 270 volunteers (not including Anston)
- Approximately 2970 volunteer sessions filled by the end of April; This shows clearly the increased activity over recent weeks; with first and second doses
- Making over 13,000 volunteer hours

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