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Public Session

**PATIENT/PUBLIC ENGAGEMENT
AND EXPERIENCE REPORT**

NHS ROTHERHAM CCG

1 SEPTEMBER 2021

Your life, Your health

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1. WHAT WE ARE HEARING

The CCG PPE Manager is currently working with Rotherham Healthwatch, to undertake a piece of work that looks at how views, aspirations and expectations have, and are, changing after the experiences of the last 18 months. The CCG has also provided resources to support this work.

The project has been titled 'Mind, Body and Soul'; and is using a variety of techniques to capture the views and thoughts of as wide a range of people as possible.

Healthwatch are finishing the first stage of this work which has been social media and survey based; using a range of measures they have reached several thousand people; and had hundreds of responses to some individual questions. They are now intending to carry out focus groups, one to one conversations and possibly park bench conversations to further test out some of the emergent themes.

A full report is expected late September/early October; but some of the emergent findings are below:

- Fairly even split of people wanting health appointments to return to face to face, and others wanting to keep at least some digital options
 - *If I had a routine need - say a urinary infection, - I'd be happy with a phone call (in fact this is what happens currently with our surgery when a nurse calls back). Quick & efficient. Sometimes, though, I want to speak to a given GP, who knows me & my history*
- High levels of people reporting extremely negative experiences; anxiety and low mood; and fewer people seem to have found resources and activity to cope – this will be further explored.
 - *For me, the conditions of the lockdown were too onerous: loss of routine, loss of all the activities I undertake to keep myself well.*
- Starting to analyse thematically comments from some of the data again reflects issues around social isolation and anxiety
 - *I am more wary of physical contact than before, hugging etc. I am more anxious in busy places and find it hard to cope with the noise.*
 - *More anxious when being in public or being around new people. Feeling overwhelmed in certain situations where it's very busy in public or doing new challenges.*

2 FRIENDS AND FAMILY TEST (FFT)

The FFT restarted in December 2020 for hospital trusts with a greater emphasis on change as a result of feedback and a move away from number-based targets and comparators.

Rotherham FT started to collect data again in December; however, comment numbers are much lower than previous (under 500 per month); due to lower numbers of face to face appointments, reduced emphasis on collection, and change of collection methods. While the comments are almost universally positive, this does present challenges in using the feedback to identify issues and acting on them.

Collection remains suspended in primary care and dental services.

3 OTHER WORK & CONTACTS

- **SYB engagement leads** monthly updates and information sharing continue. New guidance from national team regarding engagement is still awaited. The group considered engagement priorities for the future, and the move to the ICS.
- Report received from the Cancer Alliance
 - Engagement on their 'Nudge the odds programme is ongoing
 - Roll out over the next few months on the CPES and Quality of Life surveys; opened to all cancers this year
 - Looking into potential work around cancer pathway management among people with drug and alcohol issues
- **Engagement and Communications committee** – held 16th July. Key items were:
 - Covid vaccination progress and communications
 - Social Prescribing Movement. Noted that VAR are supporting community groups and organisations to 'stand back up' where and when possible
 - SYBICS – work underway on the Healthier Together resource for parents
 - Rotherham Place Communication and engagement – a key focus is around mental health, with priority themes established; the first of these being anxiety
 - Healthwatch are continuing to hold online let's talk sessions; the next focus will be GP access, and Anxiety. Healthwatch are also working with the engagement manager to look at a larger report capturing current feelings, expectations and priorities
- **PPG meeting** held online on 13th June. Key points included:
 - Rotherham COVID Vaccination Update
 - Anxiety – CCG Head of Communications reported on the current work being undertaken by RCCG and its partners, and signposted to work being undertaken and resources
 - Questions were received on the following and responses offered
 - GP access
 - National scheme to share digital data
 - What future restrictions might be; and the impact of Covid on healthcare; including mask wearing in health venues
 - A further online meeting is being planned for September, date TBC

- **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; the RDaSH 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.
- The PPE manager has also been involved in the following
 - Emergent discussions on restarting activity with a number of colleagues and organisations; including discussions with commissioning leads regarding emergent and potential workstreams
 - Liaising with colleagues from TRFT regarding the re-introduction of parking charges at the main site; and managing parking and potential charges at the community health centre site
 - Ongoing discussions with Healthwatch on the workstream as outlined above
 - Contact with the Y&H lead carers group on potential health input where appropriate
- **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.
 As of 31st July 2021; there are
 - 200 volunteers (not including Anston); volunteer numbers are reducing each week as restrictions ease. Volunteers are also taking fewer sessions each, making rotas more challenging to fill. All sites have been asked to reduce volunteer numbers where possible
 - Over 41500 volunteer sessions filled; making almost volunteer hours 21,000, (not including Anston)

Appendices

Healthwatch Report - August



August newsletter
final.pdf

ICS report for Accelerator Programme

The Campaign Company (TCC) was asked to look at existing insight on a number of solutions being pursued by partners of the South Yorkshire & Bassetlaw (SYB) Integrated Care System (ICS) to aid the current Accelerator Programme and speed up access to secondary care for patients. The research included in-depth discussions with patients and professionals, mini group discussions with the public and a tele-survey of 2000 demographically reflective members of the public. The report found:

- Overall 83% of respondents rated quality of care in secondary care services as good
- 27% of respondents identify waiting lists for secondary care as one of their biggest concerns for the NHS over the next few years (second highest concern after funding)
- In the qualitative research, spontaneous mentions of waiting lists increased over all phases of research
- There is scepticism about the NHS's ability to make meaningful progress in this area in the short to medium term



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programme_review_F

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