

Public Session

PATIENT/PUBLIC ENGAGEMENT AND EXPERIENCE REPORT

NHS ROTHERHAM CCG

7 JULY 2020

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NHS ROTHERHAM CCG

1. WHAT WE ARE HEARING

The comments below have been shared informally with the Patient and Public Engagement Manager, through one of the community networks. They demonstrate some of the worries and concerns we are hearing from people at the moment. This has been the starting point for discussion between with Healthwatch, and to inform a piece of work the CCG hope to undertake shortly; in addition, the Rotherham Older People's Forum has recently asked people how they feel about returning to face to face meeting; and what would support and prevent this; an area the CCG aims to explore over the next few weeks.

I did reach a point when I was losing confidence in going to a hospital appointment. I should have seen my ophthalmologist about three months ago, but put it off until I had been double vaccinated.....

I hope the easing of restrictions progresses gradually. I am not prepared for a sudden change and believe I will wear face covering for some time, at least over this next winter.

Most things that would improve confidence are hard to control, like people not using face covering correctly on buses, fear of crowds

I've become a little bolder in seeing friends close up. I've even been to a few meetings face-to-face instead of on Zoom.

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 comments numbers are much lower than previous (generally 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.

March - 479 responses received for TRFT; of which 26 were internet based and 453(95%) were paper.

265 of these were from Outpatients; 147 from inpatients. The comments were split thus: 88% very good 11% good 1% neither good nor poor 0% poor/very poor

Collection remains suspended in primary care and dental services.

3 OTHER WORK & CONTACTS-

- An online PPG meeting is being planned for 13th July; content and the agenda is currently in preparation with views being sought from PPG members.
- **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; RDaSHs 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.
- **Kickstarting conversations; project with Rotherham Healthwatch**
The PPE manager is in discussions with Rotherham Healthwatch on a potential shared project which Healthwatch would lead; with the aim of starting conversations to capture changes in views, needs and expectations post Covid; using mixed methodologies to capture a range of views. As this develops, we will continue to share progress.

- **Rotherham Maternity Services Liaison Group** have completed a number of surveys working with REMA; and are working with TRFT maternity services to take forward the findings. They have also been looking at access to information to enable informed consent. Over the next few months, they plan to look at priorities for the maternity strategy; among several other areas of work.

- **Support to Covid vaccination clinics**

The PPE manager has continued to support the vaccination centre volunteers, with additional support from within the CCG.

As of 30th June 2021; there are now around 200 plus 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.

By the end of June, 4000 volunteer sessions will have been filled: making over 20,000 volunteer hours supporting the vaccination programme across Rotherham.

- **Rotherham VCS Adult Mental Health Provider Network**

Just as lockdown started; the CCG found a small amount of funding to kickstart discussions with VAR and people with lived experience of mental health services, with a focus on improving the patient voice in Rotherham. Since then, VAR have been working with RDASH to develop **patient voice** to support service improvement in Rotherham, though lockdown and Covid has meant multiple barriers and unavoidable delay.

There have been two avenues of enquiry. One with individuals (patients) and another with VCS provider groups.

The individual work has been challenging to progress due to the Covid restrictions on face to face meetings, the service users identified as willing to engage found it very difficult to communicate online and would prefer face to face.

A number of VCS organisations have contributed to discussions regarding service users with mental health needs who have accessed Secondary Mental Health Services or tried to access them; these have included:

- Mental Health Service User Group (came out of Rotherham Parent Carer Forum)
- Men's Group
- ISVA
- BME communities
- Key point and conclusion from VCS groups

From the discussions to date, there were a number of concerns raised with timing and capacity; and a feeling that currently services are overloaded and firefighting. Whilst it is clear that the patient voice is very important from an RDASH perspective; both patients and VCS organisations feel the time is not right. **However**, there is interest in a VCS Mental Health provider network where this information could be fed directly back to RDASH to support service improvements etc.

The group of VCS organisations are keen to have a link into RDASH to be able to highlight areas where things could be improved or raise things that are working well. A meeting was facilitated by VAR with colleagues at RDASH to discuss where communication could be increased, and user voice heard. A number of issues were raised around children's services so RDASH have asked that someone from Children's is invited to any future meetings.

It is likely that this group will become a regular vehicle to support patient voice whilst other avenues are developing, and while current pressures and high-level needs are addressed.

Appendices/for information:

- Rotherham Healthwatch have published a report on their covid vaccine myth-busting work
- Healthwatch England have published a report 'VacciNation' a report on vaccine confidence in BAME communities.
- Healthwatch Rotherham June Newsletter



June newsletter.pdf



VacciNation -
Healthwatch Insight R



covid myth busting
sessions report.docx.f

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