

Communication & Engagement Committee

Exception and Progress Report

April and May 2017

Areas of significant Improvement/Progress in last two months.**New NHS Guidance on Involving the Patients and Public**

New statutory guidance has been received from the NHS England on public participation in commissioning health and care:

<https://www.england.nhs.uk/publication/patient-and-public-participation-in-commissioning-health-and-care-statutory-guidance-for-ccgs-and-nhs-england/>

The guidance has been assessed by the communication & Engagement Committee against our current Customer Service Excellence model and associated consultation and engagement activities. The result is that the CCG is fully compliant in all areas within the guidance, and in many areas exceeds the requirements.

Commissioning Maze “Patients at the Centre”

The CEC is keen to commence a new series of engagement activities using the ‘Commissioning Maze’ in order to both publicise the work of the CCG, but also to gain some insight into public opinion on some of the major challenges facing the CCG as we move forward in a time of stringent budget controls. The CEC spent a morning reviewing, with clinical guidance, some of the issues, which we will use as cards. A ‘pie & peas’ evening has been planned for 21st June at the Rugby club, to which key stakeholders from all sections of the Scarborough & Ryedale community have been invited, and at which we will use the revised issues. We will use this event not only to gain insight, but also to refine the game for a proposed roll-out to other sectors of the community.

YFT Breast Services

A face to face survey is to take place shortly at YFT, in order to ascertain the patient’s views on the ‘one stop shop’ service currently implemented at the York site. We will use this feedback to inform the future service design

Areas where standards/progress fall below the expected targets

Learning Disability Consultation

A member of the Communication & Engagement team attended an engagement event with LD clients on Out Of Hours services. It was noted that this group are not included in any formal engagement by the CCG. In order to rectify this omission, a representative from the CCG will attend future LD support group meetings, which are held bi-monthly.

Attendance at public CCG meetings

It has been noted that public attendance at CCG Governing Body meetings, and at Primary care Co-Commissioning meetings has been low. There is anecdotal evidence that local CCG's receive more public attendance at meetings, and publicise the dates, location, and content of the meeting agendas more widely than we currently do. The Communications & Engagement Committee is to undertake a review of local practice, and develop a strategy for encouraging more public attendance at meetings.

AGM

The AGM is scheduled for 6pm on 28th June, at Scarborough Library. The CEC team are working on the presentation, and following the positive feedback received at the last meeting, it is proposed to use the public interaction voting buttons again to encourage public involvement and seek public insight into our current and proposed activities

Risks to SRCCG

None

Corrective actions

None

Recommendations to the Governing Body

To note the report

Other notes/comments that Governing Body should be aware of.

It was noted that HeathWatch North Yorkshire became an independent organisation with effect from 1st April, and are currently undergoing a reorganisation, which is resulting in some staffing changes. We are maintaining our links with them throughout this period, and they are still attending the CEC. It was noted at the last meeting that the proposed Healthwatch survey of the Ambulance service at York Hospital had been rescheduled

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