

Update: SRCCG Patient Representative Group

Meeting date: 12 December 2018

Engagement Network Group “The Loop”

The data system has had a major clean up removing duplications and members who have left the area and wanting to be removed. Furthermore a total of 29 new members have recently signed up to the virtual engagement network.

As a result of the clean-up and new members “The Loop” now has a total of 172 members.

Commissioning Maze Update

The CCG continues to use the Commissioning Maze as a useful engagement tool to reach out to local groups.

On 24 October 2018, a Pie and Pea supper was held in Ryedale, showcasing “The Commissioning Maze”. A total of 30 representatives from local community groups took part and once again a success event was had with some familiar faces attending as well as some new groups including; Scarborough and Ryedale Carers Resource, Next Steps, Ryedale District Lions, Malton Community Counselling, Horton Housing, Humber Foundation Trust, representative from Malton Town Council and members of the Ryedale U3A.

The success of the evening proved how valuable the commissioning maze is as a tool which demonstrates the commissioning process, as well as building relationships with local organisations, councillor’s and patient representatives.

The CCG will continue to hold events, with the aim to reach out to new members and groups across the Scarborough and Ryedale area.

Assurances over Scarborough Hospital future

York Teaching Hospital NHS Foundation Trust, Scarborough and Ryedale CCG and East Riding CCG, working under the auspices of the Humber, Coast and Vale Health and Care Partnership, are undertaking an independent review of the configuration of Scarborough acute services. (McKinsey are the appointed Management Consultants).

This review is at a very early stage; and contrary to what has been reported in the media and on social media, we are not in formal consultation and there are no proposals for what any of our services might look like in the future. The review is looking at the services that are currently provided and through detailed analysis is

seeking to understand exactly what these services look like now, as well as what they might look like in the future.

The review comes amid well-publicised shortages of clinical staff, which is making it difficult to provide some hospital services at the level of quality people would expect. As more information becomes available and wider engagement determined, members will be kept updated of developments.

Central Healthcare update

From Monday 12th November 2018 services are now being shared between Peasholm and Prospect Road branch surgery to ensure patients receive a better overall service. Patient representatives have developed a patient leaflet which has been distributed as well as posters on display in the practices.

Peasholm branch will be providing pre-bookable appointments with GPs, nurses and healthcare assistants only; this also includes blood tests, vaccines, smear tests and wound care. These will be available Monday to Friday 9am - 4pm. All on-the-day appointments for Peasholm patients will now be provided at Prospect Road branch with late opening service available until 8pm.

Extended Access to General Practice Services in Scarborough and Ryedale

Extended access to general practice services is now in place in Scarborough and Ryedale (1 October 2018). This is in the form of a pilot, whilst a full procurement process will commence in early 2019 once the demand and scope of services patients need are better understood.

Overseas GP Recruitment

The international GP recruitment (IGPR) scheme for Humber Coast and Vale continues to work hard on recruiting GPs to 5 CCGs on the east coast. During 2018 representatives have attended 3 GP conferences in Spain and have successfully engaged with over 750 GPs with over 400 registering a keen interest to work in the area. Twenty GPs have attended “taster” weekends in each CCG and more are planned for early 2019. Six GPs who attended the taster weekend in Scarborough and Ryedale in April 2018 are currently engaged with a language masterclass in preparation for a language test in January 2019. This will allow them to progress through the next tests and if successful look to relocate to the area in late summer 2019. The plan is still to recruit 65 GPs across HCV with 12 allocated to SRCCG practices. Whilst it is taking longer than expected the project team are confident that during 2019 we will be able to welcome GPs to our practices.

There is also significant interest from trainee GPs in Spain to come and spend 2 weeks observing in a practice in the area with a view to future location and the project team is working to facilitate this opportunity.

Customer Service Excellence (CSE)

The CSE assessment for 2018 took place 21 November 2018 and the initial feedback from the CSE assessor (subject to validation) is that the CCG has retained all its 'compliances' and 'compliance plus', as well as gaining 'compliance plus' for two additional criteria's.

As part of the assessment, the CCG would like to thank Rob Rose, Filey GP Practice Patient Representative for his part in the assessment.

As soon as the validated report is received representatives will be updated.

Single Accountable Officer for North Yorkshire

Amanda Bloor, Chief Officer for Harrogate and Rural District CCG has been appointed to the post of Single Accountable Officer for north Yorkshire.

Amanda will officially start in her new post on 1 December 2018.

While our three CCGs will remain sovereign entities with a strong locality approach, Amanda is keen to build on the close working relationships that have already been forged across the North Yorkshire footprint.

New website launched to support children and young people's mental health

A new website to support children and young people from North Yorkshire with their mental health and wellbeing has been launched, thanks to the local NHS.

Compass BUZZ, who are commissioned by the five North Yorkshire NHS Clinical Commissioning Groups (CCGs) to provide mental health services for children and young people, has launched the site to build on the existing service which offers help and support around some of the most common mental health and wellbeing difficulties.

The new [website](#), gives children and young people as well as parents, carers and professionals, direct access to videos and helpful tips on identifying and managing difficulties including anxiety, bullying, eating problems, loss, low mood and self-esteem as well as stress and self-harm.

Mediquip

The CCG is supporting Mediquip with the distribution of publicity regarding the return of community equipment.

SR CCG New Website

The CCG has recently gone through a procurement exercise and appointed Digital Zest, to update the website, to make it more user friendly and accessible. The team are working with the company and it is anticipated that the design will be completed by Xmas and the content completed shortly afterwards. Patient representatives will be approached for input further along in the process.