

## Update: SRCCG Patient Representative Group

Meeting date: 6 March 2019

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### Engagement Network Group “The Loop”

The Loop continues to attract new members. Since December a total of 11 new members have registered and receive regular stakeholder newsletters. We now have a total of 185 members signed up.

### Summary of Commissioning Maze Engagement (December 2018)

#### Background

Over the past couple of years the communications and engagement team has been using “The Commissioning Maze” to actively engage with local patient groups. This activity is used as a tool to generate discussion about specific commissioning decisions relevant to Scarborough and Ryedale Clinical Commissioning Group and the challenges faced with limited resources. To date we have reached out to over 300 members of the local community that have taken part in the Commissioning Maze. Groups include:

- *Next Steps Ryedale*
- *U3A Ryedale*
- *Scarborough Borough Councillors / Ryedale District Councillor*
- *Carers Resource and Young Carers*
- *Residents Group – Hunmanby, Filey, South Cliff*
- *The Older Lesbian, Gay, Bisexual and Trans Association (OLGA) Members*
- *Students from Coventry University (14/15 years of age)*
- *Ryedale Lions*
- *Older Peoples Forum,*

The events have:

- Given the CCG a public face and given people the opportunity to meet the staff
- Demonstrated the CCGs commitment to engagement and the customer service excellence model
- Raise awareness of the challenges being faced by the CCG
- Uphold the CCG’s commitment to harnessing the views of stakeholders and the wider public  
in its planning and delivery of service change
- Give stakeholders and the wider public an insight into the difficult decisions and challenges the CCG are faced with on a day to day basis

## **Feedback**

The feedback received on “The Commissioning Maze” activity, is very positive with members stating:

- “ Interesting to learn about the pressures in finance”
- “Very informative, learnt a lot about commissioning”
- “ Fun, enjoyable, thought provoking, understanding”

## **Feedback from scenarios**

“The Commissioning Maze” is made up of 6 different scenarios and each scenario is specific to the CCG. The categories include Public Health, Innovation, Patient Experience/Public Opinion, Prevention, Government Policy, In the Black and Patient at the Centre. All scenarios require investment, however in order to invest, the money needs to be taken from other service areas which is the challenge and encourages the debate.

## **Public Health**

Feedback shows that members are reluctant to invest in new campaigns when money is not readily available and if evidence is not available to support the investment.

- “People should take responsibility of their own health - weight management, smoking and alcohol related issues”
- “If we are going to take specific action on legal highs we need to be consistent and apply the same with alcohol related injuries or dangerous sports related injuries”
- “Public awareness campaigns do not guarantee savings”

## **Innovation**

Groups were encouraged to invest in innovation only when savings could be achieved.

- Invest in new technology to help reduce unnecessary A&E admissions and improve patient outcomes
- However, face to face contact with GP was encouraged over introduction to skype
- Groups were not encouraged to invest in extending GP Services to 7 day opening, 8am-8pm.

## **Patient Experience/Public Opinion**

Public opinion is very much against charging people who present at A&E as a result of an incident relating to excess alcohol. This goes against the NHS constitution which states NHS services are free to the point of need.

- “Services should be centralised where there is higher quality and specialists available”
- “If services centralised develop “One Stop Clinics” in more speciality services”

## **Prevention**

Feedback is consistent with groups wanting to see more investment in prevention if money was readily available. Really beneficial to invest in unpaid carers to provide carers health check and support programme, working collaboratively with the voluntary sector.

## **Summary of Feedback**

The majority of groups that take part in this activity all reach for the service area that appears to have the highest budget. Primary Care Prescribing is the area which most groups will take from to invest in other areas.

It is recognised that the CCG has had some big campaigns based on medicine management, including:

- Paracetamol Campaign – encouraging people to buy rather than on prescription
- Reducing prescribing of over the counter medicines
- Reduce the volume of repeat prescribing

Feedback suggests that more needs to be done in this area; encouraging a culture of self-care where appropriate. The CCG will continue to raise the awareness of self-care

- Raise awareness of the risks of smoking in pregnancy – “Baby clear”
- Raise awareness of benefits of smoking cessation and maintenance of a healthy diet and weight
- Tackling obesity - Provide more support and awareness to enable preventative care - Introduced elective surgery thresholds

## **Next Steps**

Going forward, the CCG will continue to use “The Commissioning Maze” as an engagement tool to engage with the wider public, gathering feedback from key stakeholders, with the aim to reach different demographics across our area and use the feedback going forward in formal engagement plans.

## **Scarborough Hospital Update**

NHS Scarborough and Ryedale Clinical Commissioning Group (CCG) has welcomed a £40 million funding boost to upgrade Scarborough Hospital’s emergency department.

The money will be used to create a Combined Emergency Assessment Unit, which will help staff assess patients more quickly and make sure they get the right type of treatment sooner.

Part of a successful £88.5 million bid submitted through the Humber, Coast and Vale Health and Care Partnership, it will take investment in buildings and infrastructure at Scarborough Hospital to more than £80 million since 2012.

NHS Scarborough and Ryedale CCG Chairman, Dr Phil Garnett, said: “This is fantastic news for hospital services in Scarborough and should be loudly welcomed by patients.

“The money will be used to create a first-class assessment centre at Scarborough Hospital and demonstrates the commitment of York Teaching Hospital NHS Foundation Trust to maintaining and improving services for patients in the town and surrounding area.

“Importantly, we also believe it will make Scarborough Hospital a much more attractive place to work and will help tackle some of the retention and recruitment difficulties faced by the Trust in recent years.”

Mike Proctor, Chief Executive of York Teaching Hospital NHS Foundation Trust, said: “This is the news we’ve been waiting for and is fantastic for both patients and staff, signaling our commitment to investing in Scarborough Hospital.

“This much-needed development means we can improve and streamline how patients are assessed, admitted and treated, which should reduce the time that people wait in the department and ultimately improve patient safety.” (20<sup>th</sup> December 2018)

### **Update on Scarborough Hospital Services Review**

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).

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.

Mc Kinsey to produce a summary document and as more information becomes available and wider engagement determined, members will be kept updated of developments.

### **Improving Access to Psychological Therapies (IAPT)**

A new website has been launched, giving patients the opportunity to refer themselves for mental health support. IAPT offers a range of support for a variety of mental health conditions including depression, anxiety and phobias. The website can be accessed at [www.northyorkshireiapt.co.uk](http://www.northyorkshireiapt.co.uk)

### **Extended Access to General Practice Services in Scarborough and Ryedale**

Extended access to general practice services is well underway in Scarborough and Ryedale (1 October 2018). Work is ongoing for the IT to be enabled; patients can access appointments through their own practice.

### **Overseas GP Recruitment**

NHS Scarborough and Ryedale CCG is hosting 6 Spanish GPs for a taster weekend in February 2019.

The plan is still to recruit 65 GPs across Humber Coast and Vale 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.

### **Customer Service Excellence (CSE)**

We advised you that the CSE assessment for 2018 took place 21 November 2018. (The full report is attached to this email)

### **Update Single Accountable Officer for North Yorkshire**

Amanda Bloor, appointed to the post of Single Accountable Officer for North Yorkshire CCGs, has been out and about meeting the teams and sharing her vision for closer collaboration.

### **Medequip**

The CCG continues to support Medequip with the distribution of publicity regarding the return of community equipment.

### **SR CCG New Website update**

The CCG plans to test the new website with patient representatives and other users during February/March.