

Working Better With You: Our Patient and Public Involvement (PPI) Annual Report 2018-19

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Who are we?



- As a Clinical Commissioning Group (CCG) we are responsible for making arrangements to secure public involvement in the way that health services are commissioned
- We do this by involving local people in our decision-making processes - from planning and purchasing services, through to evaluating their effectiveness
- We also work with the staff who engage with patients to ensure that they collect and respond to feedback provided
- We listen with care to your needs, concerns and ideas
- Using insight from our whole population, we continuously strive to design our services in partnership with the communities we serve
- This document outlines Bristol North Somerset South Gloucestershire CCG's involvement aims and ways in which feedback has been sought in 2018-19

Our Population

Here is a snapshot of our population, the challenges we face and how you have influenced our work:

A population of around
1 million people



18% of our population is in the higher levels of deprivation

1,200 people gave feedback in our Improving Access to Psychological Therapies engagement

Our population is growing older and living longer. In the next four years, the over 75 population will grow by

10,000 people



11,000 births every year



6,000 alcohol-related hospital admissions per year



More than **8,000 people** have influenced our work

A budget of **£1.36 bn** = **£1,300** per person per year



Approximately **1%** of people use up half of all urgent and emergency care resource



2 in 3 adults are overweight or obese



There is a **15 year gap** in life expectancy between our most and least deprived areas



1 in 5 children are overweight or obese

1 in 4 adults report that they binge drink



2,300 responses to our Healthy Weston consultation

BNSSG CCG Vision for Engagement

Our Vision is to ensure “*Healthy, fulfilled lives for everyone*” in Bristol, North Somerset South Gloucestershire.

In involvement
terms, that
means shifting
from...

What's the
matter
with you?

to...

What
matters
to you?

BNSSG CCG Vision for Engagement

We promise to...



- Listen with care to your needs, concerns and ideas
- Ensure that involvement and engagement reflects the depth and breadth of our whole population
- Take the insights from our work and use them to improve your experience as a patient
- Continuously strive to design our services in partnership with the communities we serve

Our Approach to Patient and Public Involvement (PPI) – Who Do We Involve?

We involve a wide range of people and organisations in our Patient and Public Involvement (PPI) work. This allows us to hear from a broad range of individuals who represent the areas we serve. Some of these individuals and groups include:



NHS staff

**Service user groups
or representatives**

**Patient
Participation
Groups (PPGs)**

**People in our catchment who do
not necessarily use the service or
services in question currently**

**Patients using a particular
service or health and care
services**

**Three Healthwatch organisations
(Bristol, North Somerset and South
Gloucestershire)**



Public sector partners



**Patient and Public
Involvement Forum
(PPIF)**

**People who care for someone using
health and care services**

**Health, Overview and Scrutiny
Committees of Bristol, North Somerset
and South Gloucestershire**

**Local voluntary
and community
sector
organisations
which may include
particular groups**



Our Approach to PPI – How do we do this?



INFORM

Publicise through:

- Local media (TV, radio, press, local magazines, posters, leaflets, information in public places)
- Stakeholder, community, staff and public meetings
- Our websites and social media



ENGAGE

Two-way dialogue through:

- Stakeholder and public events
- Community / staff meetings
- Our websites and social media
- Citizens' Panel



FEEDBACK

Tell us what you think through:

- Face-to-face, online and postal surveys (both open surveys and those which represent our population)
- Focus groups, in-depth discussions and meetings / events
- Our websites and social media

What did we engage on in 2018-19?

Over the past twelve months (Oct 18-Oct 19), the CCG has received over

as a result of public involvement, engagement
and participation activity

A few examples of our work in 2018-19...

Healthy Weston – Public Consultation

HEALTHY WESTON

- ✓ Public consultation on proposed changes to services at Weston General Hospital
- ✓ 2,300 responses
- ✓ Included face-to-face survey which represented the North Somerset population
- ✓ Community engagement inc. 32 targeted meetings, events and drop-ins

Adult Community Health Services Procurement



- ✓ Single provider of adult community health services selected
- ✓ Public engagement process to develop service specification
- ✓ PPI continued throughout procurement (including Public Reference Group scrutiny)

Healthier Together Citizens' Panel



- ✓ Over 1000 members of the public
- ✓ Representative of BNSSG population
- ✓ Four survey waves in 2018-19
- ✓ CCG staff provided questions / topics, with responses feeding directly into project teams

Improving Access to Psychological Therapies

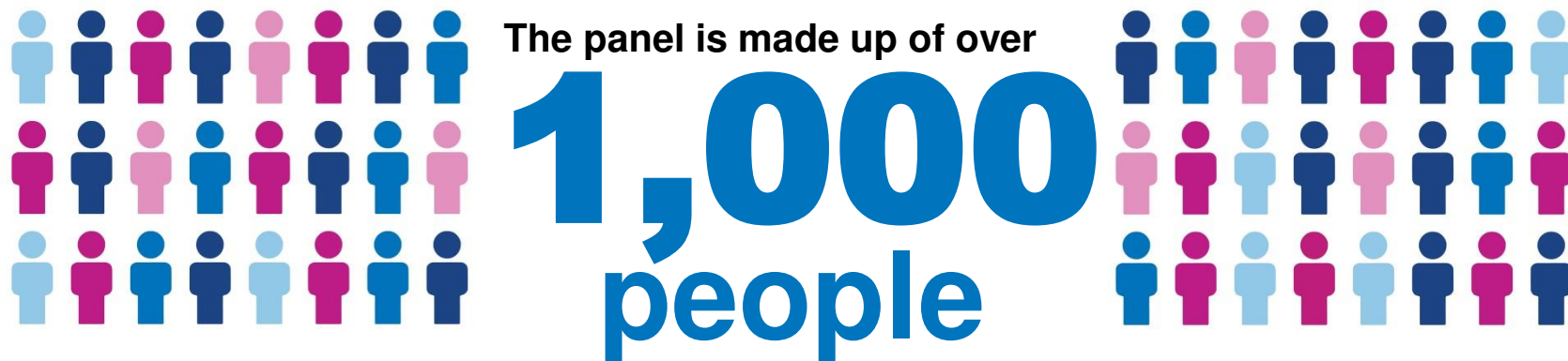


- ✓ Single provider selected for innovative new 'talking therapies' service
- ✓ Over 1,200 people were involved in the public engagement process, including users of IAPT services, those with previous experience and the Bristol Independent Mental Health Network (BIMHN)

Making a Difference: The Healthier Together Citizen's Panel



Knowing what local people think about health and care issues is very important to us. In 2018/9 we developed a Citizens' Panel to better understand this.



who are representative of the population in Bristol, North Somerset and South Gloucestershire

- ✓ Providing us with views on a wide range of health and care issues
- ✓ Helping to shape and influence our plans for the future
- ✓ Not a self-selecting panel – allows us to gain *truly* representative feedback

Making a Difference: The Healthier Together Citizen's Panel



We had 4 survey waves in 2018-19. Topics have included:



Self care



Happiness



Smoking



Mental health
& wellbeing



Outpatient
care



Digital
communication

- ✓ The views of the Panel have been fed directly into our plans for the next five years
- ✓ Direct insight into how people wish to access appointments at GP surgeries, digital healthcare and outpatient appointments will all influence upcoming work in these areas
- ✓ The Panel have improved our understanding of inequalities and varying needs in our area

Making a Difference: The Healthier Together Citizen's Panel



79% of BNSSG residents report that they are **feeling healthy** and **76% feel mentally healthy**



11% of BNSSG residents report that they have had an outpatient or clinic appointment that they considered to be a waste of their time



13% of BNSSG residents report they have had surgery or treatment they later regretted (or know someone who has)



Around **three quarters** of BNSSG residents are aware that both NHS 111 and Minor Injury Units are available for urgent and emergency care



Around **one half** of BNSSG residents are aware that GP's and Pharmacists are able to provide urgent and emergency care



A majority are also comfortable with consultations with a health professional over the telephone and booking their appointment online/ receiving a confirmation (and test results) by email



76% of BNSSG residents report a good service experience on the occasion of their most recent use of health and care services



Booking a follow up appointment via an online booking system is the most popular method among BNSSG residents

<https://bnssghealthiertogether.org.uk/get-involved/> for more results

Shaping better health

Making a Difference: Healthy Weston Public Consultation

Between February and June 2019, we received...

2,366

pieces of feedback

representing more than

3,100

people and organisations

- ✓ Door to door surveys with a representative group of 1000 people
- ✓ Online / postal surveys available to any individuals and organisations
- ✓ Healthier Together Citizens' Panel feedback
- ✓ Groups such as older people, people with young families and those with long term conditions took part in interviews and focus groups
- ✓ Stakeholder and public meetings, community and local voluntary sector group meetings, drop ins and workshops
- ✓ Social media, e-mails, letters and phone calls

Making a Difference: Healthy Weston



3 main changes to Weston General Hospital services were proposed



8 out of 10 people and organisations who gave feedback said they understood why things needed to change



People had more varied views on the permanent temporary overnight closure to A&E (7 out of 10 expressed concerns)



Most people were supportive of proposed changes to intensive care and emergency surgery

Making a Difference: Healthy Weston



Regardless of whether they supported the proposals or not, people wanted the CCG to consider the following points when making decisions about next steps:

- 1** Whether the proposals account for the size and age of the population.
- 2** Whether there are enough GPs, ambulances and space at other hospitals.
- 3** Whether it is appropriate for people to travel to another hospital overnight in an emergency.

Read the full report

<https://bnssghealthiertogether.org.uk/documents/independent-report-on-consultation-themes/>

Or the summary report

<https://bnssghealthiertogether.org.uk/documents/independent-report-on-consultation-themes-summary-version/>

Making a Difference: Healthy Weston



- ✓ Decision Making Business Case (DMBC) presented and approved in October 2019
- ✓ Numerous changes made to the proposals as a result of public feedback, including:
Strengthening 111 and out of hours provision, ensuring more people who need an admission to hospital overnight can be treated locally

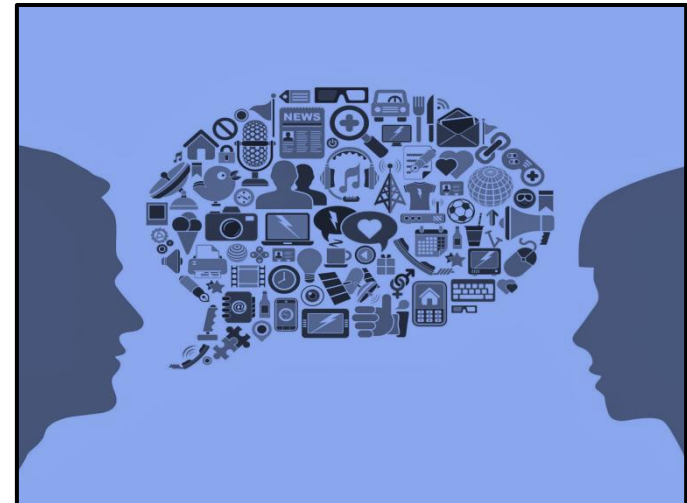
Making a Difference: Commissioning Key Services

Adult Community Health Services Procurement



- ✔ At the end of 2018, service users, staff and members of the public were involved in supporting the development of the Adult Community Health Services specification.
- ✔ In 2019, a new single provider for BNSSG was chosen – Sirona care and health, a community interest company.

Improving Access to Psychological Therapies



- ✔ In 2018, BNSSG CCG sought to commission a new, consistent IAPT (psychological therapies) service.
- ✔ This piece of engagement involved a range of stakeholders, including service users, those with previous experience and third sector organisations

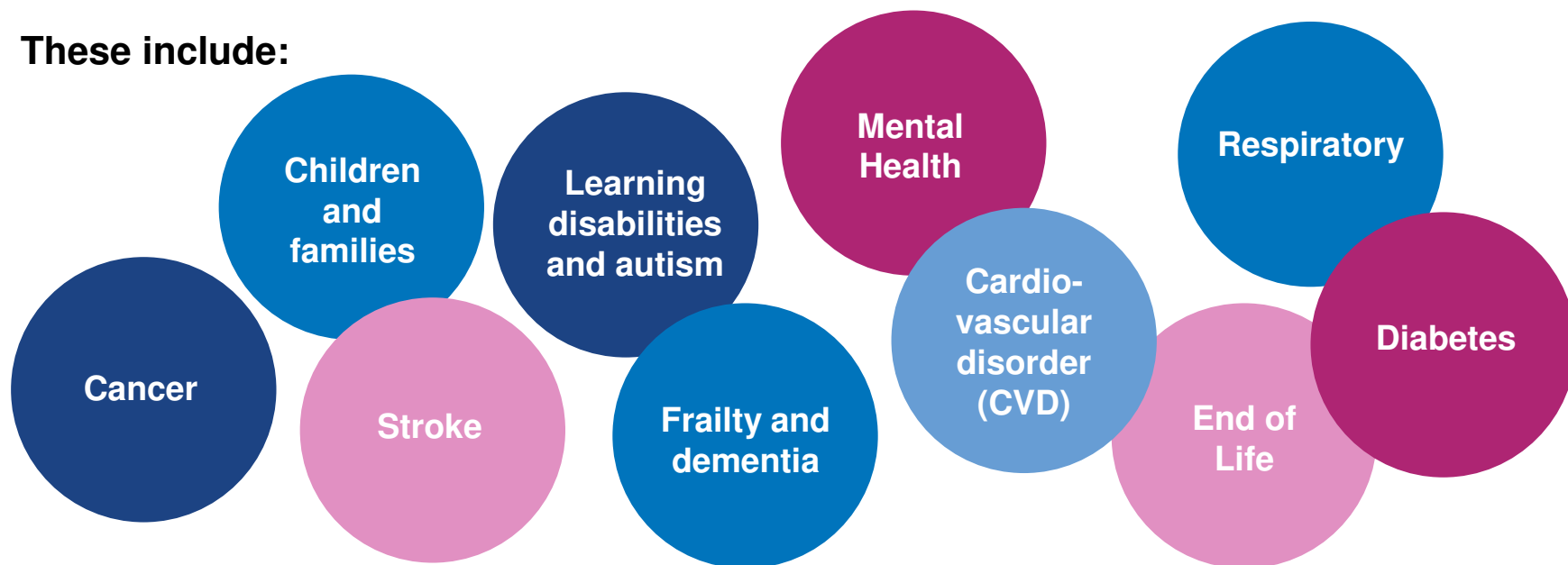
Focus for 2019-20



In January 2019, the NHS published its Long Term Plan, which was developed in partnership with frontline health and care staff, patients, their families and other experts.

Our Local System Plan was then written to demonstrate that we can deliver this plan locally. Our engagement priorities during 2019-20 will reflect the priorities of this Local System Plan.

These include:



How can you get involved?



‘Get Involved with Us’

- ✓ ‘Get involved’ area on the CCG website – access information or get involved with our work at <https://bnssgccg.nhs.uk/get-involved/how-you-can-get-involved/>
- ✓ Find out about current or past engagement activity and feedback
- ✓ Give us feedback on any of our services by completing a Friends and Family Test survey or by using our Customer Services team
- ✓ Find out the latest news and information on our Twitter (@BNSSG_CCG), Facebook (Bristol, North Somerset & South Gloucestershire CCG) and Instagram (bnssg_ccg) accounts
- ✓ Ask questions, like or share content

Public meetings

- ✓ Governing Body (monthly meetings) and Primary Care Commissioning Committee (PCCC) (quarterly meetings) meet in public
- ✓ People are warmly welcomed to come along and observe discussions, or ask a question

Patient Participation Groups (PPGs) / other engagement

- ✓ Your local surgery PPG may provide a way for you to get involved
- ✓ The CCG will promote ways the public can get involved in wider engagement
- ✓ Healthwatch are also available for you to provide feedback or get involved