

## We asked, you said, we did April to June 2016

Below are some of the areas where we have engaged with local patient groups and members of our local community during Quarter 1 (April / May / June) of 2016/17, and the outcomes that have taken place as a result.

<p><b>We asked...</b> our Health Ambassadors and our Patient Participation Group Network for their views on <u>primary care</u> – their access to and experience of services.</p>	<p><b>You said...</b> that making an appointment by phone can be difficult because of the way in which systems operate.</p> <p>You felt that patient priorities for primary care are: easy access to timely appointments, being listened to and understood (including access to interpretation services), and receiving more information on alternative primary care options to GP appointments.</p> <p>Over 200 people took time to give us their views, and further views are still coming in – thank you.</p>	<p><b>We did...</b> We fed this into the development of the first “pillar” of the Primary Care Delivery Model – proactive coordinated primary care.</p> <p>A specification has been developed which asks General Practices to consider, over the summer, how to identify 2% of their population with the most complex needs would most benefit from targeted, coordinated care and may have a variety of underlying health and social care needs. This is supported by an individual practice profile, highlighting particular disease prevalences and/or unique Practice population characteristics.</p>
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<p><b>We asked...</b> you what is most important to you <b><u>if your child needs an operation</u></b>, and what information you would need to know.</p> <p>We asked this in a locally tailored survey, and participatory events with various patient and public groups.</p> <p>We asked this so we could feed local Doncaster people's views into the Commissioners Working Together (CWT) programme, a collaborative of eight clinical commissioning groups (CCGs) across South and Mid Yorkshire, Bassetlaw and North Derbyshire.</p>	<p><b>You said...</b> that the following points mattered most:</p> <ul style="list-style-type: none"><li>• Safe, caring, quality care and treatment.</li><li>• Access to specialist care.</li><li>• Care close to home.</li></ul> <p>You also highlighted:</p> <ul style="list-style-type: none"><li>• Communication – between children, parents, carers and their clinicians – and also between hospitals.</li><li>• Being seen as soon as possible.</li><li>• Having appropriate facilities, especially for parents and carers who need to stay over.</li><li>• Successful operations.</li><li>• A willingness to travel for specialist care.</li><li>• Consideration for children with complex needs – especially around pre-surgery services.</li></ul>	<p><b>We did...</b> What you said, along with what patients said in the other seven Commissioners Working Together areas, fed into a communications and engagement report on children's surgery and anaesthesia.</p> <p>All feedback from the engagement activity and conversations will be used to help inform the development of a business case for change in Children's Surgery &amp; Anaesthesia across the patch.</p> <p>The methods and approach of communications and engagement activity will also be built on to produce a full communications and engagement strategy and plans for public consultation when the business case is developed – we expect this to be in Autumn 2016.</p>
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<p><b>We asked...</b> you what is most important to you about care and treatment if you, or a loved one, <b><u>experience a stroke</u></b>, and what information would you need to know.</p> <p>We asked this in a locally tailored survey, and participatory events with various patient and public groups.</p> <p>We asked this so we could feed local Doncaster people's views into the Commissioners Working Together (CWT) programme, a collaborative of eight clinical commissioning groups (CCGs) across South and Mid Yorkshire, Bassetlaw and North Derbyshire.</p>	<p><b>You said...</b> that the following points mattered most:</p> <ul style="list-style-type: none"> <li>• Being seen quickly when getting to a hospital.</li> <li>• Being seen and treated by knowledgeable staff.</li> <li>• Safety and quality of the service.</li> <li>• Fast ambulance response times / travel times.</li> <li>• Good access to rehabilitation services locally.</li> </ul> <p>You also highlighted:</p> <ul style="list-style-type: none"> <li>• More education on the prevention of strokes.</li> <li>• Involving family and carers (as they know the patient best and can advise while the patient is in a critical condition).</li> </ul>	<p><b>We did...</b> We fed what you said, along with what patients said in the other seven Commissioners Working Together areas, into a communications and engagement report on children's surgery and anaesthesia.</p> <p>All feedback from the engagement activity and conversations will be used to help inform the development of a business case for change in hyper acute stroke services (care in the first 72 hours after a stroke) across the patch.</p> <p>The methods and approach of communications and engagement activity will also be built on to produce a full communications and engagement strategy and plans for public consultation when the business case is developed – we expect this to be in Autumn 2016.</p>
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**We asked...** you to “**show medicines the red card**” in Doncaster.

We asked this in a poster campaign and in engagement sessions with various patient and public groups.



**You said...** that you wanted to tackle medicines waste with us, and you told us of the challenges in reducing prescription items you no longer want.

You rang our special phone line to report if you've got enough medicines.

You were also able to let your pharmacist or GP know that you had more medication than you need.

**We did...** Our Medicines Management Team have been working hard to address the issues that you have raised with us. We will continue to work in partnership with doctors, patients, and pharmacies to try to reduce medicines waste.