

We asked, you said, we did July to September 2016

Below are some of the areas where we have engaged with local patient groups and members of our local community during Quarter 2 (July / August / September) of 2016/17, and the outcomes as a result.

<p>We asked... our Health Ambassadors and our Patient Participation Group Network to continue to give us their views on <u>primary care</u> – both getting access to services and their experience of services.</p>	<p>You said... It can be difficult to make an appointment on the phone, and the biggest priority for you is easy access to timely appointments.</p> <p>When you need a referral, you want to talk to a GP or a Nurse, not a trained receptionist.</p> <p>You are not generally unaware of alternative primary care options to GP appointments.</p> <p>We now have over 400 individual views from some of our most seldom heard groups in Doncaster – thank you.</p>	<p>We did... From your feedback we recognised that some groups find it more difficult to access General Practices than others. So we have developed a commissioning specification to encourage more proactive coordinated care for the most vulnerable 2% of general practice populations. General Practices are identifying their 2% based on their own practice population and data provided by the CCG on health inequalities.</p> <p>Outcome... We hope to see a number of actions start to take effect in General Practices in line with this specification.</p>
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<p>We asked... via the national GP Patient Survey about your experience of care in your <u>GP practice</u>.</p>	<p>You said... Your overall experience of GP surgeries across all 43 General Practices in Doncaster is generally positive, with 83% of you rating your experience as good or very good.</p> <p>Over time, there is a slightly deteriorating picture of your experience of our General Practices, and 20 of our Practices fall on or just below the national average for overall experience.</p>	<p>We did... We fed this back to our Engagement & Experience Committee, and as a result the information has been included within the range of quality metrics on which we monitor our general practices.</p> <p>Outcome... Your experience is feeding directly into how we monitor and seek to improve the quality of care within General Practices in Doncaster.</p>
<p>We asked... via the National <u>Cancer</u> Patient Experience Survey, about your experience of local cancer services.</p> <p>The survey has been designed to monitor national progress on cancer care, to provide information to drive local quality improvements, to assist commissioners and providers of cancer care to improve services, and to inform the work of the various charities and stakeholder</p>	<p>You said... The picture of cancer care in Doncaster is generally positive.</p> <p>Asked to rate your care on a scale of zero (very poor) to 10 (very good), you gave an average rating of 8.7.</p> <p>78% were involved as much as you wanted to be in decisions about your care and treatment, with 90% having a named Clinical Nurse</p>	<p>We did... We fed this back to our Engagement & Experience Committee, and as a result the information was provided to our lead clinical commissioners for cancer services. They have worked with the cancer service providers in Doncaster to share and learn from the feedback.</p> <p>Outcome... Cancer is one of our clinical priorities in Doncaster,</p>

<p>groups supporting cancer patients.</p>	<p>Specialist who was ‘quite easy’ or ‘very easy’ to contact.</p> <p>88% said that, overall, you were always treated with dignity and respect in hospital.</p> <p>97% of knew who to contact if you were worried about your condition or treatment after you left hospital.</p>	<p>and the results of the survey are being used to direct our clinical work plan.</p>
<p>We asked... about your experience of the clinical pathway for neurology services which spans a number of different providers of services.</p>	<p>You said... The pathway is generally positive.</p> <p>Some people felt that there were delays in being discharged from inpatient care at hospital and in being able to access rehabilitation and physiotherapy.</p> <p>The patient message was clear – the service you get is generally good or excellent, but you would like or need more of it.</p>	<p>We did... We fed this back to our Engagement & Experience Committee, and it has been discussed with the providers of the services, who were an integral part of the engagement work.</p> <p>Outcome... Our providers are looking at ways to improve discharge and transitions between services.</p>

Updates on previous engagements:

2016/17 Quarter 1 (April to June 2016)

<p>We asked... you what is most important to you <u>if your child needs an operation</u>, 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</p>	<p>You said... that the following points mattered most:</p> <ul style="list-style-type: none"> • Safe, caring, quality care and treatment. • Access to specialist care. • Care close to home. <p>You also highlighted:</p> <ul style="list-style-type: none"> • Communication – between children, parents, carers and their clinicians – and also between hospitals. • Being seen as soon as possible. • Having appropriate facilities, especially for parents and carers who need to 	<p>We did... 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 & Anaesthesia across the patch.</p>	<p>Update ... In August 2016 our Governing Body received the results of the engagement alongside a proposal for formal public consultation on recommended changes to children's surgery & anaesthesia services across the eight local CCGs participating in the Commissioners Working Together programme.</p> <p>The proposals have also been taken to a joint Overview and Scrutiny Committee, and reviewed by NHS England as part of their mandate.</p> <p>A communication and engagement strategy for formal public consultation has been developed, and consultation commenced at the beginning of</p>
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<p>groups (CCGs) across South and Mid Yorkshire, Bassetlaw and North Derbyshire.</p>	<p>stay over.</p> <ul style="list-style-type: none"> • Successful operations. • A willingness to travel for specialist care. • Consideration for children with complex needs – especially around pre-surgery services. 		<p>October 2016.</p> <p>Click here to give your views.</p>
<p>We asked... you what is most important to you about care and treatment if you, or a loved one, <u>experience a stroke</u>, 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</p>	<p>You said... that the following points mattered most:</p> <ul style="list-style-type: none"> • Being seen quickly when getting to a hospital. • Being seen and treated by knowledgeable staff. • Safety and quality of the service. • Fast ambulance response times / travel times. 	<p>We did... 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</p>	<p>Update ... In July 2016 our Governing Body received the results of the engagement alongside a proposal for formal public consultation on recommended changes to hyper acute stroke services (the first 72 hours after a stroke) across the eight local CCGs participating in the Commissioners Working Together programme.</p> <p>The key themes emerging from the engagement were: being</p>

<p>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>	<ul style="list-style-type: none"> • Good access to rehabilitation services locally. <p>You also highlighted:</p> <ul style="list-style-type: none"> • More education on the prevention of strokes. • Involving family and carers (as they know the patient best and can advise while the patient is in a critical condition). 	<p>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>seen quickly when you get to hospital, being seen and treated by knowledgeable staff, the safety and quality of services, fast ambulance response/travel times, and good access to rehabilitation services locally.</p> <p>The proposals have also been taken to a joint Overview and Scrutiny Committee, and reviewed by NHS England as part of their mandate.</p> <p>A communication and engagement strategy for formal public consultation has been developed, and consultation commenced at the beginning of October 2016.</p> <p>Click here to give your views.</p>
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What we are likely to be asking you next . . .

Watch out for the following topics over the next 3 months on which we would love to hear your views:

- **Hyper Acute Stroke Services:** where we plan to locate these services and how you can share your views on our plans. Please click [here](#) to give your views or watch out for local engagement events.
- **Children's Surgery & Anaesthesia:** where we plan to locate these services and how you can share your views on our plans. Please click [here](#) to give your views or watch out for local engagement events.
- **Intermediate Care Services:** what services you may need to help you stay at home for longer, or to help you get home from hospital quicker.
- **Queuing system in A&E:** How you find the system, and what you think we could do to improve it. We will be in A&E over the next few months talking to people who have just used the queuing system.