

We asked, you said, we did October to December 2016

Below are some of the areas where we have engaged with local patient groups and members of our local community during the last Quarter and the outcomes as a result.

<p>We asked... for any questions for our Governing Body.</p>	<p>You said... Via Healthwatch Doncaster that you wanted to understand the national article about Cancer outcomes</p>	<p>We did... We responded to the question during our October Governing Body meeting, and followed up in writing to Healthwatch Doncaster.</p> <p>Outcome... We are committed to improving cancer care in Doncaster.</p>
<p>We asked... patients, members of the public, staff and our stakeholders about changes to the hyper acute stroke services or units (HASSUs) as part of the Commissioners Working Together (CWT) Programme. We explained the feedback from the pre-consultation engagement and the proposal to change services. Residents living in Doncaster who have a stroke will still be seen at Doncaster Royal Infirmary (DRI). Patients living in</p>	<p>You said... A regular theme coming out of meetings and consultation events was <i>'Why ask us, we do not have the medical knowledge to understand the issues, but we trust you to make the best decisions, based on clinical assessment and the best outcomes for people'</i>.</p> <p>We explained the reasons why the NHS has to consult the public over changes to services. We encouraged members of the public to complete the feedback forms and to raise any specific issues relating to their experience of these services. We encouraged staff, patients and members of the public to complete the feedback forms and the on-line survey (using a</p>	<p>We did... we held public consultation events at the Trades and Labour Club on Monday 5 December, during the afternoon and evening. We discussed the consultation at our Engagement & Experience Committee, our Doncaster Communications Group, the Health Ambassadors, the Patient Participation Group Network, at Age UK, the Carer's Centre, Doncaster Partnership for Carers, Doncaster Parents Voice, Happy Hands, the Stroke Club and DONMAG.</p> <p>We encouraged our partners to promote the consultation with their staff and service users, and worked with DMBC, CVS, HealthWatch Doncaster, Co-Create, DBH and RDaSH.</p>

<p>Barnsley or Rotherham will be treated in either Doncaster or Sheffield, for the first 72 hours of care immediately following a stroke.</p> <p>The consultation was originally due to close on 20 January 2017. However, the consultation period has now been extended until 14 February, 2017 in order to increase the volume of response and specifically to engage with vulnerable and seldom heard groups, including those with 'protected characteristics', namely:</p> <ul style="list-style-type: none"> • Age • Disability • Sex • Race • Religion or belief • Sexual orientation • Gender reassignment • Marriage and civil partnership • Pregnancy and maternity 	<p>single page response form for the survey to ensure we engaged with people who do not use on-line methods of engagement) and your feedback has been recorded by CWT.</p>	<p>We wrote to our staff and included articles about the stroke consultation in our GP Newsletter, 'The Bulletin' every month from November 2016 - February 2017, with links to the CWT website and further consultation materials, including the info-graphic and short film.</p> <p>We spoke to GP Practice Managers about the consultation and received feedback from them.</p> <p>We utilised our social media, including the consultation on Twitter, Tweeting to the regional Stroke Association and encouraging our key partners to tweet about the consultation.</p> <p>We also included details about the consultation on the CCG's Facebook page.</p> <p>Outcome... the consultation outcome will be circulated to all groups taking part in the consultation as soon as it is available to us. We expect to know the outcome by April 2017.</p>
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We asked ...patients, members of the public, staff and our stakeholders about changes to Children’s Surgery and Anaesthesia as part of the Commissioners Working Together (CWT) Programme.

We spoke to GP Practice Managers about the consultation and received feedback from them.

You said... A regular theme coming out of meetings and consultation concerned transport and the difficulties faced by parents having to rely on public transport and attend a hospital in an unknown area, potentially late at night and with other children. One person gave a recent example of her daughter having to travel to Sheffield and take other children with her – a significant task for a lone parent, and involving 4 bus journeys, some of them at night.

As with the other consultation on changes to stroke services, we explained the reasons why the NHS has to consult the public over changes to services. We encouraged members of the public to complete the feedback forms and to raise any specific issues relating to their experience of these services. We encouraged staff, patients and members of the public to complete the feedback forms and the on-line survey (using a single page response form for the survey to ensure we engaged with people who do not use on-line methods of engagement) and your feedback has been recorded by CWT.

We did... we held public consultation events at the Trades and Labour Club on Monday 5 December, during the afternoon and evening. We discussed the consultation at our Engagement & Experience Committee, our Doncaster Communications Group, the Health Ambassadors, the Patient Participation Group Network, Doncaster Parents Voice, Happy Hands and DONMAG.

We encouraged our partners to promote the consultation with their staff and service users, and worked with DMBC, CVS, HealthWatch Doncaster, Co-Create, DBH and RDaSH.

We wrote to our staff and included articles about the children’s surgery & anaesthesia consultation in our GP Newsletter, ‘The Bulletin’ every month from November 2016 - February 2017, with links to the CWT website and further consultation materials, including the info-graphic and short film.

We utilised our social media, including the consultation on Twitter and encouraging our key partners to tweet about the consultation. We also included details about the consultation on the CCG’s Facebook page.

Outcome... the consultation outcome will be circulated to all groups taking part in the consultation as soon as it is available to us. We expect to know the outcome by April 2017.

<p>We asked ...patients to tell us about their experience of queuing at Doncaster Royal Infirmary's (DRI) A&E Department. We also asked patients to tell us why they attended A&E, rather than use an alternative service. We worked with our partners, Co-Create and they produced a report of the findings.</p>	<p>You said... Patients told us that they are not concerned by the queue at the front door at DRI. Patients experience at A&E is positive, overall. The majority of patients attending A&E had been referred by a health professional.</p>	<p>We did... We took the findings to our Systems Resilience Group in November.</p> <p>Outcome... We are now looking at potential avenues to continue our partnership with Co:Create and to further understand the reasons and motivations of patients who attend A&E, rather than select other services.</p>
<p>We asked ...</p> <p>About the Transforming Care Partnership.</p>	<p>You said...</p> <p>We spoke to 34 GP Practices with service users with Learning Disabilities (LD), with Choice for All Doncaster (CHAD), representing patients with LD. You said that services for people with LD need to be more accessible across Doncaster.</p>	<p>We did...</p> <p>We recruited 2 Experts by Experience with Learning Disabilities (LD) and also recruited a Carer Expert by Experience to represent carers who care for people with LD, to support our Transforming Care Partnership.</p> <p>Outcome...</p> <p>This has helped to improve the transfer of data gathering and ensures that we can respond effectively to both patients and those who care for people with LD.</p>

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:

The Doncaster Place Plan: We are starting a period of community engagement around the Doncaster Place Plan and will be very pleased to hear your views on the strengths of your local community and how you and your community supports your health and wellbeing. A copy of the full Doncaster Place Plan is available [here](#) and short summary is also available [here](#)

The Sustainability and Transformation Plan: Work is being carried out by our partners, Healthwatch Doncaster to engage with communities around this strategic plan. A copy is available [here](#)