

## We asked, you said, we did January to March 2017

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><b>We asked...</b> the Doncaster Stroke Survivors Group to share their feedback and views as part of the Commissioners Working Together (CWT) consultation on Hyper Acute Stroke Units when we visited their monthly meeting on 9/1/2017.</p> <p>We also worked with the Doncaster Carers Service to contact members of the Stroke Support Group about the stroke consultation and invited members to feedback their views in person using the telephone, by writing, e-mailing or completing an on-line response form.</p>	<p><b>You said...</b> you welcomed the opportunity to meet members of NHS Doncaster Clinical Commissioning Group again, following the earlier pre-engagement contact.</p> <p>You were particularly pleased to be able to contribute to the consultation and also to find out more about the support available through the Doncaster Carers Service.</p> <p>The CWT consultation was originally due to close on 20 January 2017. However, the consultation period was 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'.</p>	<p><b>We did...</b> We worked in partnership with colleagues from the Doncaster Carer's Service and brought their dedicated Stroke Worker to the meeting with us to talk about the support she can provide to anyone in Doncaster who has had a stroke and those who care for people who have had a stroke.</p> <p><b>Outcome...</b> We distributed information and feedback forms for the CWT stroke consultation and also shared details of support available for stroke survivors and their carers', including the Carers' Emergency Contact Scheme.</p> <p>By working together with Lauren from the Doncaster Carers Service, we also helped to further develop and strengthen our partnership working across the third sector in Doncaster.</p> <p>The report from the stroke and children's surgery consultations was published in April 2017 and is available <a href="#">here</a></p>
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<p><b>We asked...</b> Members of the Doncaster Mature Action Group (DONMAG) at the Comrades of the Great War Social Club to help us feedback views on the two CWT consultations. We gave a short presentation and circulated materials and details on how to feedback views.</p>	<p><b>You said...</b> members were pleased to be involved in the consultations and expressed views on the importance of keeping active into older age. You asked us to visit you again in future with any further engagement and consultation.</p>	<p><b>We did...</b> We introduced the two consultations using the materials provided by CWT. We gave you the opportunity to feedback to us during a question and answer session and explained how to share your views.</p> <p><b>Outcome...</b> feedback from this session was part of the consultation response. This was a particularly active and large group and we will be pleased to work with you in future to gain views of Doncaster residents. You made an excellent cup of tea!</p>
<p><b>We asked...</b> Carers attending the weekly drop-in at the Carers Centre to share their experience and views of Intermediate Care with us, as part of a joint meeting with Co:Create.</p>	<p><b>You said...</b> you welcomed the opportunity to share your views and contribute to this project. You shared the stress and isolation which can be faced by carers and welcomed the opportunity to access informal support and drop-in social activities.</p>	<p><b>We did...</b> We split into small groups and held group discussions, finding out what you think about intermediate care services and how you want to be supported to stay in your own home for as long as possible. We also offered the opportunity to receive a hand and arm massage if you wanted to and some of you enjoyed this activity.</p> <p><b>Outcome...</b> 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>

<p><b>We asked ...</b> Members of the Patient Participation Groups Network to share their views and experience to support the CWT consultations at a meeting on 20/1/2017.</p> <p>We also asked members at the meeting to share their views and suggestions on how people in Doncaster can be healthy and active, as part of our engagement on the Doncaster Place Plan.</p>	<p><b>You said...</b> You were keen to understand how patients and members of the public could be supported to be as active and independent as possible.</p> <p>We explained that we would be pleased to attend any PPG meetings over the coming months to engage PPGs in the discussions around the Doncaster Place Plan and we were invited to attend our first PPG meeting the following week.</p>	<p><b>We did...</b> We shared the Doncaster Place Plan and the Summary versions with you and gave details of a Place Plan Survey.</p> <p>We followed up this meeting with attendance at the Practice Managers meeting and have attended numerous PPG meetings across the borough since.</p> <p><b>Outcome...</b> the Doncaster Place Plan survey closes at the end of May. PPGs are encouraged to discuss the Place Plan and feedback ideas and suggestions through the survey: <a href="http://bit.ly/2o4kh83">http://bit.ly/2o4kh83</a></p>
<p><b>We asked...</b> As part of the CWT consultations, we asked partners at our monthly Doncaster communications group meeting to suggest how we might best engage members of the public with 'protected characteristics', including BME residents. We attended the St Leger Homes Doncaster Settlers Tenants &amp; Residents Association</p>	<p><b>You said...</b> although you did not have direct experience of stroke or children's surgery, you appreciated the difficulties accessing services if these were provided centrally, in particular, for people without their own transport.</p> <p>You shared frustrations with us accessing GP appointments and we shared information about the Doncaster Same Day Health Centre.</p>	<p><b>We did...</b> We presented the information from the CWT, held an open Q&amp;A discussion and helped you to complete feedback forms.</p> <p>We also held a special focus group on 15/2/17 at the Frenchgate Centre in Doncaster for people from Doncaster's BME communities to feedback their experience and views into the CWT consultations.</p> <p><b>Outcome...</b> We will know the outcome by April 2017.</p>

<p>(TARA) meeting on 26/1/2017.</p> <p><b>We asked...</b> our Practice Managers at their monthly meetings to share our Sustainability &amp; Transformation Plan (STP) conversations with their staff members, as part of our staff engagement with the STP.</p> <p>We also shared this STP information with our staff at a lunch time staff briefing meeting and during five further drop-in sessions across our sites.</p>	<p><b>You said...</b> We asked you what made it difficult for people to be active and you told us that time, cost and caring commitments all contributed to making this difficult sometimes for people to be as active as they wanted to be.</p> <p>You also said that as a staff group, you find it difficult to be as active during the day as you would like to be because you spend a lot of time sitting at a desk.</p>	<p><b>We did...</b> We shared with you some ideas from Bruges and showed you a cycling bridge which meant cyclists were safe from cars and other transport. We encourage you to think 'big'!</p> <p>We followed up the STP conversations with our Twitter and Facebook social media accounts.</p> <p>We also attended two public meetings with Healthwatch as part of the public STP conversations.</p> <p><b>Outcome...</b> We shared your feedback as part of the STP conversations. A report will be available in May capturing the feedback from the survey, staff and public STP conversations.</p>
<p><b>We asked...</b> Carers attending the weekly drop-in at the Carers Centre to share their experience and views of Intermediate Care with us, as part of a joint meeting with Co:Create.</p>	<p><b>You said...</b> you welcomed the opportunity to share your views and contribute to this project. You shared the stress and isolation which can be faced by carers and welcomed the opportunity to access informal support and drop-in social activities.</p>	<p><b>We did...</b> We split into small groups and held group discussions, finding out what you think about intermediate care services and how you want to be supported to stay in your own home for as long as possible. We also offered the opportunity to receive a hand and arm massage if you wanted to.</p> <p><b>Outcome...</b> We are working together with Co:Create to support this project and work in particular with BME communities.</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:

**Gluten Free Prescribing** – we are currently helping to publicise the Department of Health’s consultation on Gluten Free Prescribing, which runs until noon on 22/6/17. We are also working with Healthwatch to ensure details of the consultation are shared across Doncaster, including with groups who could be affected by any potential changes. Details of the consultation are available [here](#)

**The Commissioners Working Together Consultations on Hyper Acute Stroke Units and Children’s Surgery & Anaesthesia** – the joint CCGs will make a decision on the consultation on 28/6/17.

**The Doncaster Place Plan:** We are engaging through our PPGs and will close the consultation at the end of May. We will analyse the findings of the survey and report back to you through EEC.

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