

We asked, you said, we did January- March 2018 (Q4)

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.

<i>We asked...</i>	<i>You said...</i>	<i>We did...</i>
<p>Members of the public, patients, voluntary and community groups and members of NHS staff about the NHSE consultation on prescribing over the counter medications.</p>	<p>In the year prior to June 2017, the NHS spent approximately £569 million on prescriptions for medicines which can be purchased over the counter from a pharmacy and other outlets such as supermarkets.</p> <p>These prescriptions include items for a condition:</p> <ul style="list-style-type: none"> • That is considered to be self-limiting and so does not need treatment as it will heal of its own accord; • Which lends itself to self-care, i.e. that the person suffering does not normally need to seek medical care but may decide to seek help with symptom relief from a local pharmacy and use an over the counter medicine. <p>Feedback was gained through face-to-face discussion and also through an on-line survey. We used the easy read consultation booklet to introduce the topic and make it as easy to understand as possible.</p> <p>Although you told us that you understood and appreciated the need for savings to be made, you did express concern that some people would find it difficult to afford to pay for over the counter medications, particularly more vulnerable patients.</p>	<p>We attended a briefing meeting in Leeds with NHSE to introduce and understand the consultation and how we could ensure patients' voices were heard.</p> <p>We held a joint event with Healthwatch in Doncaster Central Library (26/2/18) to speak to members of the public about the consultation and to encourage online feedback, using the survey and the library's computer suite.</p> <p>We attended the Practice Managers Meeting (6/2/18) and spoke to Mexborough PPG (7/2/18) the PPG Network (16/2/18), The Village Practice PPG (21/2/18) and Health Ambassadors (26/2/18).</p> <p>We included an article about the consultation and a link to the feedback survey in the GP Newsletter, 'The Bulletin' in February 2018.</p>

We asked...

Members of the public and staff about the Hospital Services Review (HSR)

You said...

Public and Patient engagement has taken place and there are three main questions that we are seeking input on:

- What are the main problems in the five core services?
- What models have been used elsewhere/what suggestions do you have that could solve these problems?
- What should the evaluation criteria be for narrowing down to our final recommendations?

Patient, public, clinicians and staff have been invited to get involved. This will be via an online and paper based survey in the first instance.

Outcome

The outcome of the consultation has been published and is available [here](#).

We did...

We attended a public meeting on 8 March at The Source, Meadowhall and spoke to members of the public from across South Yorkshire in 5 workshops looking at:

- Urgent and Emergency Care
- Maternity
- Care of the Acutely Ill Child
- Gastroenterology and Endoscopy
- Stroke

We asked...

We took a Winter Health Roadshow out across Doncaster and spoke to people about keeping warm

You said...

The new Doncaster Choose Well/ Stay well app will be an interactive version of the [stay well leaflet information](#) that is currently in circulation.

Some of the new features of the App will include:

Outcome

The next Report of the findings will be available on 8 May 2018.

<p>and well. As part of our discussions with members of the public, we heard views about how to engage with the public and feedback on what is important to you. We are using this information to create a new app, which has been developed working in partnership with patients with LD.</p>	<ul style="list-style-type: none"> - The ability to make text larger and smaller - Easy read images - Quick link buttons - Map directions - The ability to store your practice and dentist - The ability to search for dentists, doctors and pharmacies - Ability to add in appointments - Multiple links to other services and facilities <p>We do know that the App will not be perfect for everyone, but we have tried to make it the best compromise so it is as useful as possible to as many users as possible.</p>	<p><i>We did...</i></p> <p>The new app has been developed from research from NHSE and local engagement work we have done with Co:Create and through interactions via the Winter roadshow events.</p> <p>We have also linked in with the LD community to produce an app that works for them, based on their feedback. However, a lot of the learning from this will also make the App more user friendly for everyone in Doncaster.</p> <p><i>Outcome</i></p> <p>The feedback has supported a new app which is currently being developed.</p>
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What we are likely to be asking you next . . .

As we head towards our special NHS70 Birthday in July, we will be reflecting on what has been achieved over the last 70 years and also looking forward. Full details are available here: <https://www.england.nhs.uk/nhs70/>