

## July 2018 - September 2018 (Q2)

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><b>We asked...</b></i>	<i><b>You said...</b></i>	<i><b>We did...</b></i>	<i><b>Outcome...</b></i>
<p><b>1. Learning Disability (LD) &amp; autism</b></p> <p>What more can the NHS do, working with its local partners, to ensure that people with a learning disability, autism or both are supported to live happy, healthy and independent lives in their communities?</p> <p><b>Background</b></p> <p>CTRs are for people whose behaviour is seen as challenging and/or for people with a mental health condition. They are used by commissioners for people living in the community and in learning disability and mental health hospitals. CTRs also help to improve the quality of care people</p>	<p>Three experts by experience (2 with lived experience of Learning Disability and a Learning Disability/ Autism family carer) since January 2017.</p> <p>The Transforming Care Partnership (TCP) footprint has also commissioned Speak-up to facilitate co-production across the Integrated Care System (ICS).</p> <p>Doncaster CCG has invested heavily in Care and Treatment Reviews (CTRs) and these are part of NHS England's commitment to transforming services for people with learning disabilities, autism or both.</p>	<p>We held workshops as part of Partnership Board away days.</p> <p>Attended community groups such as CHAD and Healthwatch Doncaster to discuss any changes to pathways.</p> <p>We communicated via Speak-up/ Inclusion North events requesting feedback on our vision. We also attended community LD hubs to meet with service users, carers and support workers.</p> <p>We produced a survey to consult with patient &amp; public members about the Long Term Plan for the NHS. In particular we focused attention on two key questions for people with a learning disability, autism or both. The specific questions asked were;</p>	<p>The plan will follow 3 stages:</p> <ol style="list-style-type: none"> <li>1. Defining objectives, key audiences, identifying communication/media channels, establishing a timetable, working with existing experts by experience and stakeholders.</li> <li>2. Initial meetings with housing, respite, health and daytime activities to give an opportunity to be involved in the work. Identification of 'gaps' in knowledge and recruit working group, meet to design questionnaire. Testing questionnaire and 'have your say' group activities with a small cohort of people, families, staff and refining. Short films to go on the website explaining the purpose and the reason to engage. Agreeing dates to go live with a host page on website and share dates of 'have your say' groups.</li> </ol>

<p>receive in hospital by asking key questions and making recommendations that lead to improvements in safety, care and treatment. They reduce the amount of time people spend in hospital and bring people together to help to sort out any problems which can keep people in hospital longer than necessary. They do this by helping to improve current and future care planning, including plans for leaving hospital.</p>		<ol style="list-style-type: none"> <li>1. What more can the NHS do, working with its local partners, to ensure that people with a learning disability, autism or both are supported to live happy, healthy and independent lives in their communities?</li> <li>2. How can we best improve the experiences that people with a learning disability, autism or both have with the NHS, ensuring they are able to access the full range of services they need?</li> </ol> <p>The changes and amendments we have made have been communicated back to stakeholders in a variety of ways, these including in this report.</p>	<p>Facilitated by Speak- up/Inclusion North.</p> <ol style="list-style-type: none"> <li>3. Up to 15 'have your say' groups across Doncaster postcodes at different times during the day, some based in key locations, e.g. daytime activity hubs. 'Have your say' group will be facilitated by Speak-up/Inclusion North, supported by experts. Some of the questions we have established from early qualitative and quantitative research that need to be asked are: <ul style="list-style-type: none"> <li>• What do the LD hubs feel like to be part of?</li> <li>• Are people adequately equipped for transitions between childhood and adulthood?</li> <li>• What employment opportunities would individuals like to see?</li> <li>• Where do people want to live, what type of property, location, physical amenities etc...?</li> <li>• Do you feel safe in the community?</li> <li>• Discussion on general practice screening programmes and uptake</li> </ul> </li> </ol>
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<p><b>2. Practice Mergers</b></p> <p>With support from Healthwatch Doncaster, we engaged patients from specific GP practices in future plans / proposals for the development of GP Practice provision.</p> <p>We asked about the GP Practice termination notice for Barnburgh and engaged with the Parish Council, Overview &amp; Scrutiny Committee, patients and neighbouring CCGs.</p>	<p>As part of the public and patient voice, Healthwatch highlighted the importance for us and for GP member practices' to fulfil their obligation and responsibility to engage with patients about any potential or pending changes. We also attended the Overview &amp; Scrutiny Committee meeting to present the forward plan.</p>	<p>The CCG and its partners delivered, engaged and consulted with neighbouring practices and stakeholders, as appropriate.</p> <p>The specific GP Practices involved within this engagement exercise included:</p> <ul style="list-style-type: none"> <li>- Phoenix Surgery</li> <li>- The Flying Scotsman</li> <li>- Village and Auckley</li> <li>- Princess and Carcroft</li> <li>- Oakwood and Mayflower (not full merger)</li> </ul>	<p>GP Practices are responsible for any changes or adaptations to the operating structure for providing services.</p> <p>Support is available from the CCG when required to ensure a smooth and seamless transition of any service adaptations for both the practice and patients.</p>

<p>We asked about extended access and the procurement – market by engaging with member patients through a patient survey.</p> <p>We asked our stakeholders, including member representatives of the Overview &amp; Scrutiny Committee (DMBC) -about the potential branch Closure of – Ransome practice, Scawthorpe branch)</p>			<p>Based on discussions with key stakeholders, including the council’s Overview &amp; Scrutiny Committee there is an expectation that any proposed transformation plans designed to deliver changes to aspects of Primary Care GP Practice provision will be communicated effectively to patient and public members.</p> <p>Specific groups of Patient and Public members will be kept informed and consulted by their own GP Practice about any significant or proposed changes to service provision.</p>
<p><b>3. Patient Participation Group (PPG) Network – Carers Event - 31 August 2018</b></p> <p>Through our partnership work with Healthwatch Doncaster, we asked members of the PPG Network to tell us about the priority issues relating to carers and about the areas where they felt gaps in current provision were evident.</p>	<p>PPG members identified a gap in their knowledge regarding provisions available for carers and expressed concern around their lack of understanding of the service provision available for carers in Doncaster. PPG Network members decided to plan and deliver a Carers information/ awareness event for Doncaster and involve relevant speakers, identified across the partnership of stakeholders.</p>	<p>Healthwatch helped the PPG Network to identify relevant speakers for the event.</p>	<p>Members of the PPG Network agreed to approach their individual GP Practices to identify a carers’ initiative or project which can help the GP Practice to promote and raise awareness of the role of a ‘Carer’ and the importance of identifying patients who are carers.</p> <p>One of the expected outcomes is to help raise awareness of being a carer and the importance for GP Practices to include details of carers on their carers register.</p>

	<p>Speakers and organisations identified to support the event included DMBC's Strategic Lead for Carers, Making Space, Young Carers and Doncaster Partnership for Carers.</p>		<p>It is also expected that GP Practice Managers share good practice about initiatives implemented to support carers and their effectiveness, so we can help replicate good practice across Doncaster.</p>
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## What we are likely to be asking you next . . .

Reporting Period; Q3 – October – December, 2018

A joint commissioning strategy will be developed over the coming months and we will be asking members of the public and professionals to share their views on what is important for health and care from now until 2021. It will focus on key health and wellbeing priorities for people in Doncaster. We will shortly be launching a public facing survey and will be planning specific engagement over the coming months with various groups. The survey will be available shortly.

Our 569 Million Reasons Campaign will be asking members of the public and professionals to share their views on purchasing over the counter medicines for minor conditions. This will enable us to review how we spend NHS money in the future, ensuring everyone can get the prescription medicines they need, when they need them. We are promoting a public facing survey and will be planning specific engagement over the coming months with various groups. The survey is available [here](#)

From 2 October all NHS providers and health and social care partners in Doncaster will be taking part in 'System Perfect'. System Perfect is a week-long exercise which looks at how health and social care pathways function when all hands are on deck and everything is working exactly as it should. A survey was produced to consult with public members and over 1,500 local residents completed the survey which asked why people use the Emergency Department? Results from the survey will be available in the coming months and will contribute towards making improvements to local services.