

We asked, you said, we did April 2018 - June 2018 (Q1)

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>	<i>Outcome</i>
<p>1. We were invited to attend the Health Ambassadors meeting on 30 April 2018 to discuss issues relating to primary care.</p>	<p>GPs appear to be reluctant to utilize translation services.</p> <p>Hospital translation provision is patchy.</p> <p>Telephone translation/access to hospital services is not consistent across all departments.</p> <p>There is no offer in the hospital for face-to-face translation.</p> <p>Dentists do not routinely use interpreters.</p> <p>One-to-one communication with medical staff for deaf patients is problematic. More needs to be done to raise awareness of GPs about the requirements for Deaf service users.</p>	<p>We explained that interpreter services are commissioned both by NHS England and the CCG for primary care providers there is no reason why GPs and dentists cannot use interpreters as these are paid for by the CCG/ NHS England. However, awareness has been raised again and a reminder sent out about how such services can be accessed.</p>	<p>The issues of hospital services have been passed to colleagues within the CCG who liaise directly with the hospital.</p> <p>This is being picked up through the Council's Communication support meetings and includes looking to provide space in GP surgeries for this support.</p>

<i>We asked...</i>	<i>You said...</i>	<i>We did...</i>	<i>Outcome</i>
<p>2. We were invited to attend a meeting of the Autism Partnership in May 2018.</p>	<p>You asked us to help to ensure the right information is available for people with autism, whether this is sign-posting to other services or providing details about support from the CCG.</p> <p>You also asked us as a result of attending this meeting to take part in a jobs and employment fair for people with Autism and hidden disabilities on 19 June at Doncaster Deaf College.</p>	<p>We spoke to colleagues at DBTH and RDaSH and asked them to support the jobs fair with us, and provide details of jobs and employment support for people with hidden disabilities.</p>	<p>We have been able to build a positive relationship and partnership with Autism Plus and through this support, were pleased to have a stall at our NHS70 public celebration event.</p>
<p>3. We organised a week of awareness, information and engagement activities for our staff, as part of Mental Health Awareness Week in May 2018.</p>	<p>The focus for this year's week of awareness-raising was stress. You said you wanted to have more information about how to identify your own stress and what you can do to relieve stress.</p>	<p>We invited our colleagues from RDaSH's 'Talking Shop' in Doncaster to deliver a workshop to staff on identifying stress and outlining the support available from The Talking Shop, including courses and information. We also provided a Mindfulness and Relaxation Workshop, Indian Head Massage and a lunch-time flower arranging workshop. During the week we sent staff emails with links to further information about stress and mental health awareness.</p>	<p>Feedback from participants was very positive, with staff saying the week of activities and information was beneficial.</p>

<i>We asked...</i>	<i>You said...</i>	<i>We did...</i>	<i>Outcome</i>
<p>4. At our Engagement and Experience Committee (EEC) Meeting in April we reviewed engagement which had taken place in Medicines Management and Care Homes. In our June meeting, we looked at Community and End of Life. Engagement Templates from these meetings are available on our website here</p>	<p>We highlighted the national consultation around prescribing gluten free foods through social media and the report from this consultation is available here</p> <p>We reported on the prescribing consultation in the previous report. We gained feedback through face-to-face discussion at a special consultation meeting, through an on-line survey and by using social media. 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>There have been 3 large consultations held with the Medicines Management area over the last few months which are outlined below:</p> <ul style="list-style-type: none"> • Gluten Free Foods – a national survey was carried out around this and work has been done on a more local level with Dieticians to update the guidelines on Gluten Free foods. • Drugs not routinely prescribed in Primary Care - a national survey was carried out around this and a list of ‘non routine prescription drugs’ was developed. There has been communications carried out around this work. • Waste Management - work has commenced around monitoring / reducing Third Party Ordering for repeat prescriptions. Issues around stockpiling need to be raised and there may be safeguarding issues linked to this. 	<p>So far, there have been minimal changes and these will be released once approved by the Medicines Management Team.</p> <p>As part of the national directive, work is being carried out to review the list and look at how patients can be moved to alternative medication or where possible have their medication ceased. A further local consultation is needed prior to enacting National Regulations.</p> <p>Waste management work will be carried out in September 2018.</p>

<i>We asked...</i>	<i>You said...</i>	<i>We did...</i>	<i>Outcome</i>
<p>4. We were asked to attend a staff training meeting at Doncaster Job Centre to support staff awareness of Men's health and well-being in June 2018.</p>	<p>You wanted to know more about the different services available and how you could support men's health and well-being.</p>	<p>We shared details of health and wellbeing services in Doncaster, including the 'Choose Well' leaflet and explained the information available on the CCG website, regarding services and information. We also highlighted the range of information available on the NHS Choices website</p>	<p>Supporting the training of staff at the Doncaster Job Centre has increased staff awareness and understanding of men's health and wellbeing. It is another example of our local partnership working with stakeholders and will benefit staff and their families as well as improving understanding of the social determinants of health and the impact of economic disadvantage for clients.</p>
<p>5. We were invited to attend a meeting of the South Yorkshire Maternity Voices Partnership in Rotherham in June.</p>	<p>You want to ensure the South Yorkshire Maternity Voices Partnership (MVP) has strong representation from across the five CCG areas which comprise the MVP, as well as having a good level of engagement locally in the Doncaster MVP.</p>	<p>We attended a meeting of the South Yorkshire MVP in Rotherham and suggested a stall at our NHS70 celebration event to highlight and raise awareness of the local Doncaster MVP.</p>	<p>50 women gave their details and said they would be interested in finding out more details about the Doncaster MVP. We have established a good working relationship with the local MVP and will continue to support partnership working locally and regionally.</p>

What we are likely to be asking you next . . .

Next month sees us celebrate the 70th anniversary of the NHS and we will be holding various events and activities to celebrate and engage members of the public and patients. We are also planning an engagement campaign around the Hospital Services Review and changes to prescribing over the counter medication in the autumn.