

Engagement in CCG Delivery Plans Template

This template is designed to help you take into account all the elements of the commissioning cycle, as captured in the diagram below:



Courtesy of The NHS Information Centre for health and social care. Full diagram available at: www.ic.nhs.uk/commissioning

Name of Delivery Plan:	
CCG Lead Officer:	Ailsa Leighton
Date of EEC Review:	01/10/2020
Please give of summary of the engagement which has already been undertaken¹	
<p>Flu Vaccination survey As Winter approaches there is increased pressure on Winter Planning processes particularly in relation to Flu planning and there is even more pressure this year when planning for a potential second wave of COVID-19. As part of the Winter Flu planning process, the Urgent Care team commissioned Healthwatch Doncaster to develop a survey for the Doncaster population to ascertain their views on getting their flu vaccination and where they would like to go for it this year. This has given local voices the opportunity to influence the development and planning on the Flu vaccination process in Doncaster in 2020.</p>	

¹ This can be with staff, members of the public, service users, patients, carers or any other group of stakeholders

There was a great response to this survey with 2777 people sharing their views. Due to current restraints with social distancing the survey was only available online via Survey Monkey and the link was shared across social media – including promoted (paid) posts, by partner organisations, email distribution lists and through GP surgeries.

Urgent & Emergency Care Services review

In September 2019, Healthwatch Doncaster undertook a project to gather patient experiences from users of Urgent & Emergency Care (UEC) services across Doncaster, as part of the ongoing procurement of Doncaster's UEC services *. The intention was to re-visit the services after 12 months, with a view to capturing service user experiences post a re-structure of UEC services in 2020 to see if these changes had made an impact on patient experience.

The intention was to repeat the project in August/September 2020, but the Covid-19 pandemic meant that they couldn't physically attend the services as they had done previously. Therefore, it was agreed that at times specified by Healthwatch Doncaster, the services would hand out consent forms to patients explaining the role of Healthwatch and asking for their consent to be contacted by one of the volunteers to discuss their experience of using the service.

Unfortunately, the timing of this wasn't quite right for the Emergency Department (ED) at DRI due to ongoing internal work and pressures within the department, and therefore this will be picked up at a later date. However, Healthwatch were able to speak to patients who had been directed to the Urgent Treatment Centre (UTC) at DRI from ED, and gathered their experience of accessing the ED; as well as patients attending the UTC at Montagu Hospital for minor injury treatment only (provided by DBTHFT).

Healthwatch Doncaster were able to carry out a review of the Urgent Treatment Centre at DRI and the Same Day Health Centre (both provided by FCMS).

NB: the UTC at Montagu Hospital is currently minor injuries only as a response to the Covid-19 pandemic to keep this as a clean site. Therefore, any patients with a minor illness (provided by FCMS) were directed to the UTC at DRI.

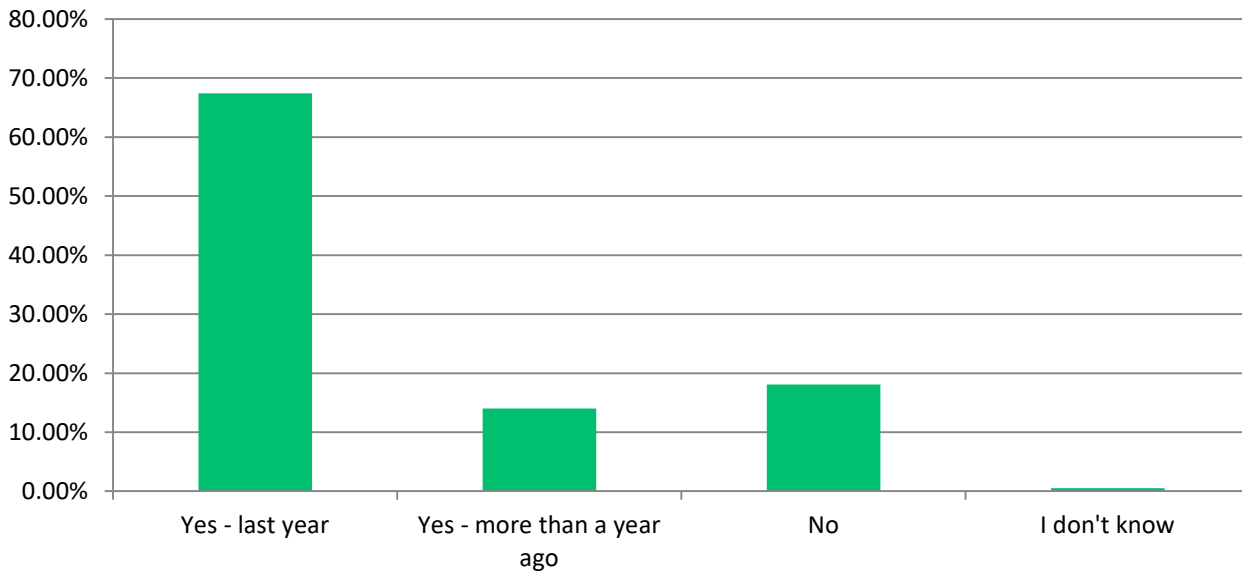
**Urgent Treatment Centre at DRI; Urgent Treatment Centre at Montagu Hospital; Same Day Health Centre; and Emergency Department at DRI.*

What has been the impact of this engagement?

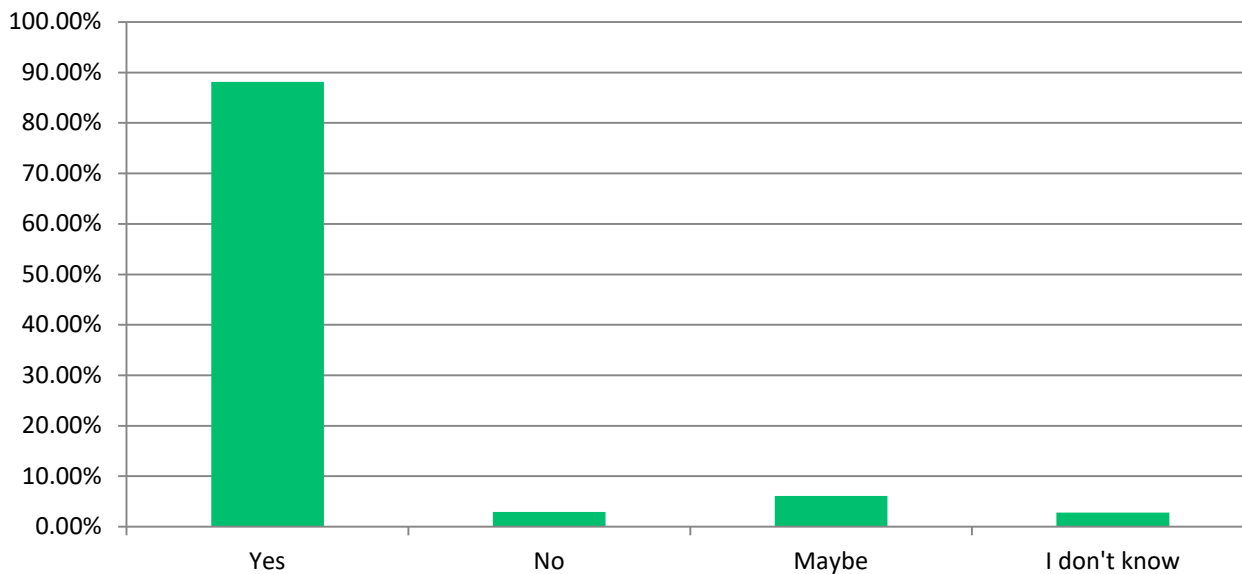
Flu Vaccination survey

The results of the survey have indicated that more people want to have the flu vaccination this year, an increase of approximately 20%, which is extremely important given the challenging winter ahead and the potential second wave of COVID-19.

Have you had a Flu jab before?

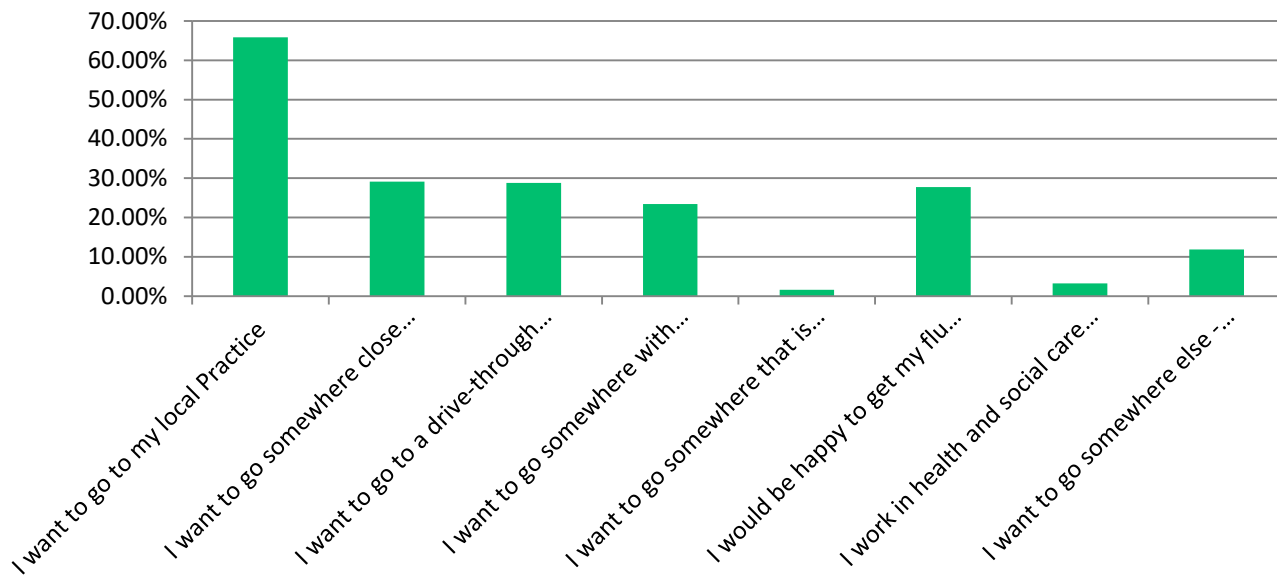


Do you intend on getting a Flu jab this year?



Also the survey has shown that the majority of our population would still be willing to visit their GP Practice to have their vaccination however there was also strong support for getting a flu vaccination somewhere in the local community, a drive through option, somewhere with plenty of space to avoid crowds and on the Health Bus or mobile clinic.

Where would you prefer to go to get your Flu jab?



As a result of this, it has been agreed that Primary Care Doncaster will be commissioned to support the delivery of flu vaccinations via the Health bus to provide drive through clinics across the Doncaster borough.

Urgent & Emergency Care Services review

Healthwatch Doncaster contacted patients who provided their consent, and took a conversational approach enquiring as to: what they felt was working well; what they felt could be better; and what would they want to see done differently. They also included an extra element around the Covid-19 measures that were in place when they access the service.

As a result of the engagement by services with patients to obtain their consent, Healthwatch received 85 consent forms from services; of which 84 were contacted (one number provided didn't have the required number of digits); and they held 74 phone conversations.

Overall the feedback received for all services was positive, with patients accessing the UTCs pleased with the speed at which they were seen.

Most patients were happy with the care they received via the ED, however there were some concerns at not being able to be accompanied by someone when they were feeling confused, extremely unwell or unable to understand what clinicians were saying due to wearing masks. These concerns are specific to the social distancing and PPE measures in place because of the Covid-19 pandemic.

It emerged that some patients accessed the ED and Same Day Health Centre as a means of having a face-to-face consultation, due to this not being available through their GP Practice.

Generally people were pleased with the ease and speed at which they could get an appointment at the Same Day Health Centre, and the length of time they had to wait to be seen once they arrived for their appointments.

It was noted that there were some concerns observed by some patients within the ED with regards to

Covid-19 measures.

Whilst measuring patient experience at this time is slightly hindered as it is largely influenced by the Covid-19 measures, patients did share where they felt things didn't go so well and shared what they would like to see done differently.

What, if anything, has changed as a result?

Flu Vaccination survey

The delivery of the flu vaccinations has now been extended to drive through clinics via the Health bus that will be placed in local communities to support the needs of our population

Urgent & Emergency Care Services review

There hasn't been any changes made within services as a result of this engagement as yet. Healthwatch Doncaster has written a report (w/c 21 September) to detail their engagement and findings which has been shared initially with DBTHFT & FCMS as providers of these services.

Providers will review the report and share the findings internally to enable them to work through any recommendations and improvements they may need to make to their services, to improve the patient experience.

How have these changes been communicated back to stakeholders?

Flu Vaccination survey

The results of the survey and subsequent agreement of the drive through clinics has only just been agreed therefore the changes have yet to be communicated back to stakeholders.

This communication is being built into our Winter and Flu communication campaign that will be launched in October.

Urgent & Emergency Care Services review

The report has been shared initially with the CCG and the two providers. Healthwatch Doncaster will officially release the report to their stakeholders and the public domain, once providers have had a chance to review with their Executive Teams.

What further engagement is planned and when?

Flu Vaccination survey

We have a very robust Winter communication campaign that will commence from October to early February where we will communicate with a range of audiences, focusing on a number of themes.

We will dedicate a section of the Doncaster CCG website to winter and use those pages as a hub for all key messages and tactics, such as videos and infographics.

The key themes for our 2020 winter communications are:

- Medication requests
- Using online health services
- Choosing the right service (including 'NHS 111 First' if Doncaster is selected)
- Supporting and looking out for vulnerable people

- Flu vaccinations
- Stay mentally well
- Ongoing coronavirus messaging and guidance

During the winter period, we will host weeks of action where winter communications and engagement activities are tailored to key audiences, by theme.

Urgent & Emergency Care Services review

As the review has only recently reached its conclusion, no further engagement has yet been planned.

However, this review was carried out following the piece of work undertaken in 2019 as the procurement of UEC services was underway. We are now in the mobilisation stages of this procurement, with the new contract due to go live 1 October 2020. It may be that as part of the implementation, future engagement about these services is discussed and planned for a later date, as a further follow-up.

It is the intention that engagement of patient experience within ED at DRI will be picked up at a later date.

Do you have any further comments regarding your approach to engagement and involvement or how this can be improved?

Flu Vaccination survey

The engagement and involvement approach undertaken this year was impacted by the current COVID-19 restrictions. We acknowledge that on-line surveys and social media do not always reach all of our population, particularly hard to reach groups and communities that face health inequalities and this is an area we would like to improve and welcome any suggestions.

Urgent & Emergency Care Services review

This way of engagement worked well for Healthwatch Doncaster. Whilst they are used to speaking to people in person whilst carrying out engagement activities, Covid-19 measures meant that this was not at all possible and they adapted well to remote engagement.

Equality and Diversity

Which of the nine protected characteristics have you engaged with:

Age	<input checked="" type="checkbox"/>	Religion or Belief	<input checked="" type="checkbox"/>	Sexual Orientation	<input checked="" type="checkbox"/>
Race	<input checked="" type="checkbox"/>	Disability	<input checked="" type="checkbox"/>	Pregnancy and maternity	<input checked="" type="checkbox"/>
Sex	<input checked="" type="checkbox"/>	Gender Reassignment	<input checked="" type="checkbox"/>	Marriage and Civil Partnership	<input checked="" type="checkbox"/>

What type of engagement will you undertake to ensure protected characteristics are engaged with:-

Our engagement on Urgent Care services is always across all of the Doncaster population to ensure protected characteristics are engaged with. As previously mentioned, current restrictions have only allowed for on-line engagement.

Health Inequalities

Have you utilised any intelligence on health inequalities? If yes please state:-

No, as the engagement was across all of our population there was no requirement to utilise this intelligence

Illustrate your benchmarking against the Heat Map and NHS RightCare Pack.

These pieces of engagement have been on two specific areas of Urgent Care that were identified as being required due to the COVID-19 pandemic and in preparation of Winter Planning therefore do not benchmark against the Heat Map and NHS Rightcare Pack. All engagement was across the Doncaster population

What type of engagement involved members of the communities that face health inequalities?

The engagement was open to all of our population however as previously mentioned, under the current COVID-19 restrictions our engagement was limited to on-line/social media & phone consultation which we acknowledge isn't always the most appropriate form of engaging and involving communities that face health inequalities.

What is the outcome of this engagement and what improvements have been made to reduce health inequalities?

We are constantly looking for new ways to engage with hard to reach groups however this has been extremely difficult this year within the constraints of lockdown and social distancing therefore current plans are to continue with on-line/social media & phone communications and engagement.

Has complaints / experience data been used in this commissioning?

Yes

No

If Yes please provide a reference number