

Feedback Report on the Patient and Public Engagement Event held on 23 March in the Executive Suite, Dugdale Centre, Enfield

Introduction

NHS Enfield Clinical Commissioning Group (CCG) held its final patient and public engagement (PPE) event of 2015/16 on 23 March 2016. We hold three PPE events a year which are planned around our commissioning cycle and support the CCG's delivery of both the collective and individual participation duties from the Health and Social Care Act 2012.

Our PPE events help the organisation to update the public on local and national priority areas of work as well as enabling participants to get involved in shaping the development of our current services and our future commissioning plans. The events are always aimed at improving the quality of local health services and understanding how we can best shape services around the needs of our patients.

PPE events are widely advertised using our website; Twitter @EnfieldCCG, stakeholder list, patient participation groups, member practices bulletins and local newspaper advertising.

Over 40 people attended this event and we had a mixture of members of the public, members of Patient Participation Groups (PPGs), Healthwatch Enfield and representatives from the local voluntary sector groups including Enfield Lesbian, Gay, Bisexual, Transsexual (LGBT) forum and the Enfield Deaf Image Forum.

Based on feedback from participants at previous events, our PPE events are led by GPs and workshop focused. The presentations from this event are available on our website: <http://www.enfieldccg.nhs.uk/patient-and-public-engagement-events.htm>

Theme of the event

The theme of this event was a reflection on our challenges and achievements in 2015/16 and to discuss plans for future service developments in 2016/17.

This theme was selected as it fits with the 'deliver and improve' stage of the commissioning cycle, when we review how we are working to deliver services and

Clinical Commissioning Group

invite patient feedback before we start planning services for the start of the new financial year.

Setting the scene

Teri Okoro, Governing Body Lay Member for PPE hosted the event and welcomed everyone to the afternoon's presentation and workshops. She introduced Dr Alpesh Patel who opened the event with a presentation on our achievements in 2015/16 and our plans for 2016/17.

The main challenges Enfield CCG faced in 2015/16 were:

- We began the financial year as a financially challenged CCG with a brought forward deficit of £18.9m
- Even after the introduction of a new funding formula, we were still 4.34% below our target allocation
- Our population has increased by 14.2% in the last decade. It is an increasingly diverse and growing population. Over the next decade, this figure is expected to steadily increase, reaching around 330,000 people by 2018, and 340,000 by 2023. Between 2015 and 2023, the population of Enfield is projected to rise by 5% and by over 10% between 2015 and 2032.
- Growing demand for NHS services, especially urgent and emergency care services
- Changing health needs – more older residents, more people with multiple long-term health conditions
- Ensuring equitable access to services for all patients and focusing on interventions with the best clinical effectiveness
- To continuously improve quality: safety, effectiveness & experience of local health services throughout the commissioning cycle
- Enfield CCG placed under legal directions by NHS England

How we addressed those challenges:

- The CCG has developed a 5-year financial recovery plan with a planned in year 2015/16 deficit of £14.4m which we are on target to achieve
- We are working with strategic partners such as Enfield Council to ensure future changes and developments in local services meet the needs of our changing and growing diverse population
- We are currently reviewing Urgent Care Services
- We continued to commissioned two additional hours per day at the Chase Farm Urgent Care centre
- We commissioned extra urgent access appointments in primary care and put GPs ro 'see and direct' at the front door of A&E dept. at North Middlesex Hospital

Clinical Commissioning Group

- We welcomed new members to our Governing Body in 2015/16 including new elected GP members, a new Chief Officer and deputy Chief Officer and an elected Patient Participation Group representative Litsa Worrall
- We are reviewing all commissioned services against: quality and outcomes, value for money and equity of access. This work is part of a wider Transformation Programme, which is focused on redesigning local health services.
- We engaged on our commissioning intentions for 2016/17 in September 2015: the document is available on our [website](#)

Some of our key achievements in 2015/16 were:

- Leading the integrated GP out-of-hours/111 services procurement across North Central London
- Launch of Urgent Care Review (19 February 2016– 3 April 2016)
- Improved urgent access for primary care
- Additional GP capacity at North Middlesex Hospital
- Improving and strengthening local services such as ophthalmology, OPAU.
- Recruitment of a new neuro-navigator post
- Better Care Fund supporting the integration of health and social care
- Elected PPG representative now on Governing Body
- Set-up of voluntary and community stakeholder reference group
- Achieved assurance of our participation duties which were rated as good by NHS England

Dr Patel also talked about the work that is ongoing across north central London CCG's (Barnet, Camden, Enfield, Haringey and Islington) who are working together on local health issues.

Also discussed was how we were beginning to work as a geographical planning block in partnership with health providers and local councils to develop a strategic transformation plan (STP) that describes our collective commissioning intentions. This work is evolving alongside the health and social care devolution work that is going ahead across London, with North Central London (Barnet, Camden, Enfield, Haringey, Islington) leading on an estates pilot to test new approaches to collaboration on asset use.

Workshops

Teri Okoro introduced the four workshops, which were timed to give each table the opportunity to talk about each topic. The workshops were:

- Teledermatology
- Urgent Care Review

- Mental Health
- Values and Priorities 2016/17

Summary of workshop feedback

A summary of the themes from the workshop are as follows:

Teledermatology

This workshop was about a new teledermatology service that was being commissioned from the Royal Free London, starting in late Spring 2016. Instead of patients being referred to a consultant if they have a skin lesion, a medical photographer will take photographs and a consultant will review the images and patient history.

This does not include referrals for suspected cancer lesions which will still be made directly to hospital. The new teledermatology service should reduce waiting times for non-cancer referrals and GPs will receive a diagnosis from the hospital within two weeks.

This workshop provided the opportunity to comment on this new pathway and also on a patient leaflet.

Comments received on the new pathway were:

- Patients need to be better educated about identifying changes in their skin and spotting lesions. This information should be online as well as in leaflet form.
- GPs still need to examine and counsel patients on the potential diagnosis and management of skin lesions
- What about choice?
- What information will GPs send over with the photograph? Can they comment on how the lesion appears and feels to give the consultant more information?
- What happens if a patient doesn't consent to have pictures taken?

Comments on leaflet design were:

- Teledermatology needs to be explained better or another word should be used.
- It needs more information on the pathway but should also mention patient choice.
- More information is needed on the type of patients that this service is aimed at (non-cancer referrals) and the types of skin conditions so that it's not as scary.
- Information is needed on the location of the service and better directions.
- Risks and side effects should be dropped.
- The leaflet needs to be more positive and focus on the benefits.
- More information should be given on the specialist equipment used
- Information about different languages or translation support needed

Clinical Commissioning Group

- Explain how the images are sent securely to the skin specialist and how the GP receives the feedback as well as how the patient is communicated with.

Urgent Care review

This workshop was aimed at discussing the Urgent Care review. Enfield CCG was undertaking a review of local urgent care services to make sure that they are meeting the needs of our local population. Part of this review is analysing at the services we currently commission and the demand for them. There was two parts to the review:

- *A desktop exercise using data that we receive as part of the contract process.*
- *Asking patients how they use urgent care services and their experience of them.*

In this workshop the groups were asked:

Which urgent care services have you used in the past year?

- *How many times?*
- *Why did you choose this service?*
- *What was your experience?*
- *Was your issue resolved or did you need to access another service following this?*

Comments received from workshops were:

- A definition of urgent care is needed and an understanding that this might mean different things in other cultures/languages
- People need more information on the types of urgent care services available
- Urgent care services need to be more widely promoted.
- There are too many choices for urgent care and people need to understand the differences in each of the services
- Some people have language and communication barriers when accessing urgent care services.
- People don't understand what urgent is and many people choose the wrong service
- It would be good to have the option of face to face consultations or telephone calls depending on the condition
- People are anxious about calling NHS111 as you don't speak to a clinician at first
- There is a perception that NHS 111 doesn't provide a good service
- There are many people looking up illnesses online and lots of worried well

Mental Health

This workshop was aimed at discussing Improving Access to Psychological Therapies (IAPT) and mental health crisis care. IAPT has an access target and crisis care has a response target. Participants were asked about their perception or experience of these services and how we could improve them.

Feedback on IAPT services

- All groups recognised how important IAPT services were to meet the needs of people with depression and anxiety as a first line treatment instead of medication.
- Some groups seem to be experiencing increasing mental health problems such as young people, people with long –term conditions or those who are isolated and struggle to communicate.
- Access to online support was mentioned.

Mental Health Crisis Care

- The importance of having a single point of access/crisis number was mentioned
- Communications barriers were mentioned
- Helping people to understand how to access crisis care – possibly wider adverts
- Ensuring that GPs receive a fast response time when they contact the crisis care number

Values and priorities 2016/17

This workshop discussed the draft values and priorities (strategic objectives) for 2016/17. It asked participants what they thought of our priorities and to discuss the wider values that underpinned them.

Feedback on values and priorities

There was a debate on all three tables about the draft *values and priorities*. Participants asked for these to be reworded so that they were not in “management language” and could be more accessible for the local population.

In terms of the values, it was clear also that the values would need to be carefully considered and communicated in a meaningful way to the local population.

Next steps

Teledermatology

- Comments received will be used to update the patient leaflet and support communications with GP member practices.

Urgent Care

- Feedback from the group sessions will be considered as part of the urgent care review.

Mental Health

- Feedback will be used to help think about how we continue to promote the IAPT and crisis mental health services.

Values and Priorities

- The comments received will be used to re-draft the priorities (corporate objectives) and to think about how we can develop meaningful values.

Next patient and public engagement event

The next CCG patient and public engagement event will take place in 20 July 2016 – date, time and venue to be confirmed.

For more information about PPE events please contact the communications and engagement team via email at communications@enfieldccg.nhs.uk.

Appendix 1

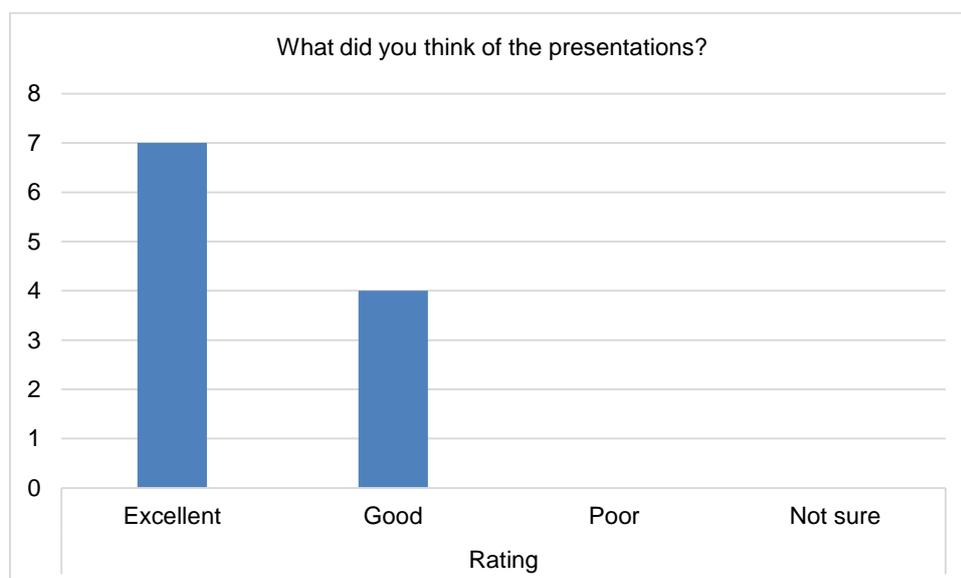
Patient and Public Engagement Event feedback -23 March 2016

A total of 11 people completed feedback forms.

1. What was your reason for taking part in today's event?

- "Learn more."
- "Improving service for deaf people."
- "Aim to deaf life feedback to learn more."
- "Our aim for better service and accessible for deaf people locally."
- "Aim for better service in future."
- "Interest mental health workshop."
- "To update our PPG Group."
- "Member of PPG Group."
- "I attend a PPG."
- "Learning and influence future engagement."

2. What did you think of the presentation?



3. Did you have any feedback on today's presentations and workshops?

- "Deaf awake."
- "Deaf awareness."
- "Deaf awareness."
- "Provide deaf awareness."
- "Very interesting."
- "Mental health workshop very engaging, excellent."
- "Very well."

4. How could we have improved today's event?

- "Better community for deaf."
- "Interesting information."
- "Communication for deaf."
- "Drank wine to make mind more feedback lol!"
- "More improving in the future. Need to provide a break during the agenda."
- "Seeing topics of discussion in advance – and for PPG views."

5. Please let us know if you have any ideas for future events.

- "Need spirits."
- "Need more – deaf world."
- "Old people assessment unit. Euthanasia."
- "I would like to see film of NHS with interpreter."
- "To have a copy posted to PP Groups regarding today's workshop."
- "Will do."

6. Any other comments?

- "Need more about deaf."
- "Healthy snack!"
- "Need learn more about deaf awareness."
- "Doctor need sign language course at the same time as medicine course."
- "Thank you."
- "Improve communications on website."