

Feedback Report on the Patient and Public Engagement (PPE) Event held on Wednesday 21 June 2017 9:30am-1pm at Cockfosters Centre for Spirituality

1.0 Introduction

NHS Enfield Clinical Commissioning Group (CCG) held its first patient and public engagement (PPE) event of the financial year 1 April 2017- 31 March 2018 on Wednesday 21 June 2017.

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 as described in 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 email distribution list, patient participation groups, member practices bulletins and local newspaper advertising.

Based on feedback from participants at previous events, our PPE events are led by GPs and are workshop focused.

Three people attended this event. Two were representing Action on Hearing Loss. One member of the public attended who also represents a Patient Participation Group in Enfield.

Full details of the Presentations and workshops can be found on our [website](#).

2.0 Theme of the event

The theme of this event was **“Take part in our Adherence to Evidence Based Medicine Consultation and hear about developments in mental health and primary care services in Enfield.”** This theme was selected as the Adherence to Evidence Based Medicine Consultation was launched on 1 March 2017 and was planned to close on 30 June 2017 after being extended due to requests from stakeholders and the general election period. This event was also an opportunity to update stakeholders on two areas that have been requested as topics at previous meetings.

3.0 Corporate Update

Teri Okoro, Lay Governing Body Member for Patient and Public Involvement welcomed everyone to the event and introduced Dr Mo Abedi, Chair of Enfield CCG.

Dr Mo Abedi, Chair of Enfield CCG provided a corporate update including:

- A corporate update, including North Central London (NCL) commissioning management arrangements
- An update on recovery and our current financial position
- The NCL Sustainability and Transformation Plan (STP)

4.0 Adherence to Evidence Based Medicine Consultation

Dr Jahan Mahmoodi, Medical Director, launched the CCG's Adherence to Evidence Based Medicine Consultation with a presentation outlining the draft proposals.

The consultation would be looking at the following areas:

- The thresholds and criteria associated with existing [Procedures of Limited Clinical Effectiveness Policy \(PoLCE\)](#) where the evidence has changed.
- Additional areas that others have identified as being PoLCE that are not currently in the North Central London policy and where we consider it appropriate to review.
- Procedures where the clinical evidence suggests we should make changes to thresholds to improve outcomes for patients.
- The decommissioning of homeopathic treatments at UCLH.

Dr Mahmoodi outlined the proposals for each procedure included in the consultation and explained why the CCG had selected these treatments for review.

The participants commented that:

- **One supported the NHS continuing to commission homeopathy.**
- **Two participants confirmed that Action on Hearing Loss would be submitting a formal response to the consultation.**

- **Another event will be taking place later in the month at the Ruth Winston Centre.**

5.0 Primary Care developments presentation

Enfield CCG's primary care team gave a presentation on the latest developments in primary care in Enfield.

5.1 Primary Care Access Hubs

There are three new Primary Care Access Hubs in Enfield, offering evening and weekend appointments for routine and urgent care.

The three locations are:

- Carlton House Surgery (Enfield Town)
- Woodberry Medical Practice (Winchmore Hill)
- Evergreen Primary Care Centre (Edmonton)

Access is through calling your own GP practice in hours, or calling NHS 111 or the hub directly on 03000 333 666 6:30pm-8pm weekdays, weekends and public holidays. More information on the hubs can be found on the CCG's website <http://www.enfieldccg.nhs.uk/primary-care-gp-hubs.htm> and an advertising campaign is ongoing.

Comments:

- There were some discussions around patient experience at the hubs (positive)
- There were discussions about the impact of the advertising campaign and how well the public understood how to access the service.

5.2 Primary Care workforce

Primary Care Clinical Workforce:

- 31% of Enfield GP are over 55;
- 45% of Enfield Practice Nurses are over 55;
- ✓ There are initiatives to recruit more GPs to London
- ✓ Enfield is training 10 new practices nurses

Primary Care Non-Clinical Workforce

- Enfield practices have less non-clinical staff than other NCL CCGs;
- ✓ Enfield is participating in a pilot to train non-clinical staff to support the clinical teams

There were some discussions about how to attract clinical staff to Enfield. Housing is a common issue in London and it was suggested that NCL could explore this issue collectively through the Estate Strategy.

6. Mental Health

An overview of mental health developments was given including:

- **Improving Access to Psychological therapies (IAPT) ‘Let’s talk’** – there are 36,100 people living in Enfield who are predicted to have common mental health issues and this service is commissioned to support this group (achieved 50% Recovery Rate and Access Standard for 16/17). Expanding this provision over the next 3 years through the local voluntary and community sector. This provides greater choice.
- In partnership with the Trust, Enfield CCG is developing **an inpatient rehabilitation service** on Chase Farm Hospital for people who require intensive treatment and rehabilitative support to learn new skills to live independently in the community – this is in line with NHSE standard to reduce ‘Out of Area Placements’
- **Additional psychological services** on inpatient wards to offer coping strategies and self management therapies
- **Primary Care Mental Health Link Workers** will be recruited to enable GP’s to offer brief interventions as part of the service offered at practice level
- **Additional enablement** resource for Male Psychiatric Intensive Care Unit (PICU)
- **Individual Placement Service (IPS)** supported employment support service – procurement starting and we are hoping to have this service in place by September 2017

Some suggestions were put forward for methods of future engagement with service users and residents. These include:

- Through development of our commissioning intentions and strategies
- Patient and Public Events - like this one
- Through the Enfield Mental Health Partnership Board
- Through the Health and Wellbeing Board and local joint events with Enfield Council

We want to engage more and co-produce with patients so we are reviewing how we do this with the Enfield Mental Health Partnership Board

Participants in the event broadly agreed with this approach to gathering feedback for services.

6.0 Next patient and public engagement event

The next CCG patient and public engagement event will take place on Wednesday 25 October 2017 10am-1pm, venue to be confirmed.

For more information about PPE events please contact the communications and engagement team enfccg.communications@nhs.net or call 0203 688 2840.