

NHS DORSET CLINICAL COMMISSIONING GROUP

PRIMARY CARE COMMISSIONING COMMITTEE

PRIMARY CARE COMMUNICATIONS AND ENGAGEMENT STRATEGY UPDATE

Date of the meeting	06/12/2017
Author	M Baker, Senior Primary Care Lead
Purpose of Report	To update the Committee on the Primary Care Commissioning Strategy Public Engagement Strategy delivery
Recommendation	The Committee is asked to note the report.
Stakeholder Engagement	N/A
Previous GB / Committee/s, Dates	N/A

Monitoring and Assurance Summary

This report links to the following Strategic Principles	<ul style="list-style-type: none"> • Services designed around people • Preventing ill health and reducing inequalities • Sustainable healthcare services • Care closer to home 		
	Yes [e.g. ✓]	Any action required?	
		Yes Detail in report	No
All three Domains of Quality (Safety, Quality, Patient Experience)	✓		✓
Board Assurance Framework Risk Register	✓		✓
Budgetary Impact	✓		✓
Legal/Regulatory	✓		✓
People/Staff	✓		✓
Financial/Value for Money/Sustainability	✓		✓
Information Management & Technology	✓		✓
Equality Impact Assessment	✓		✓
Freedom of Information	✓		✓
I confirm that I have considered the implications of this report on each of the matters above, as indicated	✓		

Initials: MB

1. Introduction

- 1.1 The Primary Care Commissioning Committee noted the Primary Care Commissioning Strategy Public Engagement Plan 2017/18 at the April 2017 meeting.
- 1.2 This paper updates the Committee on the progress on engaging local communities in delivery of the Primary Care Commissioning Strategy.

2. Report

Locality Transformation Plans

- 2.1 NHS Dorset Clinical Commissioning Group (CCG) is committed to placing the views of local people at the heart of their NHS ensuring that we take these into account when designing and changing local services.
- 2.2 The Primary Care Engagement Plan (summarised in Appendix 1) gave a clear commitment to co-producing local transformation plans to improve health in partnership with GPs, their teams, local councillors, communities and health, social and voluntary organisations.
- 2.3 Local plans differ from area to area and this involvement is essential in helping to ensure that new care models reflect local need and knowledge.
- 2.4 The CCG is working with 12 General Practice transformation areas, covering 100% of the Dorset registered population, with plans well underway with delivery of a local engagement programme with all areas at stage 3 (engagement workshops) of a 5 stage process:
 - Stage 1: Audience Analysis;
 - Stage 2: Review Existing feedback;
 - Stage 3: Current views and public engagement workshops;
 - Stage 4: Using feedback and views to inform proposals;
 - Stage 5: Further communication, engagement and/or consultation.
- 2.5 By January 2018, is it anticipated that all transformation groups will have undertaken an engagement workshop with their local population to help inform plans.
- 2.6 Planned engagement events can be found at Appendix 2.
- 2.7 It was originally anticipated that the engagement workshops would be taking place during the Summer of 2017, but due to a period of Purdah and then CSR consultation, it was agreed to withhold until Autumn and Winter.

- 2.8 To showcase the locality transformation plans, the team has recently supported the Poole and Bournemouth Health and Wellbeing Board presenting at their recent leadership development session.
- 2.9 Locality plans were also considered at the November Membership event which included representatives from Dorset Health Care University Foundation Trust and NHS England (NHSE) National team supporting work to strengthen primary care within the Accountable Care System.
- 2.10 The Primary Care engagement team continues to support the Dorset-wide Patient Participation Group (PPG) events that take place in East and West of the county. In the October 2017 round of events, there was a focus on the locality transformation work and improving access plans.
- 2.11 The team are working to ensure that any communication and engagement work undertaken links to the Public Engagement Group (PEG) as part of the System Transformation programme.
- 2.12 Primary Care continues to fund a PPG Engagement Officer, supported and hosted by the corporate Communications team.

New Models of Care

- 2.13 The team has undertaken extensive public engagement as part of the new models of care work stream.
- 2.14 In the year to-date, working closely with our CCG Communications team, the Primary Care Team has undergone statutory public consultation relating to five Practice mergers:
 - Parkstone Health Centre/Madeira Medical Centre;
 - Wyke Regis/Lanehouse Surgery;
 - Heatherview Medical Centre/Herbert Avenue Surgery;
 - Kinson Medical Centre/Durdells Avenue Surgery;
 - Orchard Surgery/Barn Surgery/Burton and Bransgore Medical Centre.
- 2.15 The Primary Care team has also undertaken robust patient engagement regarding three practice closures. This has included working with other local practices to ensure capacity to accept patients. Practices that have closed in 17/18 are:
 - Boscombe Manor Medical Centre;
 - Herbert Avenue Surgery;
 - Durdells Avenue Surgery (planned December 2017).

- 2.16 Comprehensive public engagement and consultation has also been undertaken for the re-commissioning of Primary Care Medical Services for Lyme Regis Medical Centre and Community Services for the registered population of Lyme Regis Medical Centre, Lyme Bay and Charmouth Practices. Outcomes of this consultation has contributed to the design of the future model for this community.

Infrastructure

- 2.17 Patient Participation Groups (PPGs) have been involved in contributing to the feasibility studies our estates team are co-ordinating around a number of premises options in Dorset. These include:

- Carlisle House Surgery;
- Wareham Surgery;
- Parkstone Tower Practice.

Improving Access to General Practice Care Services (IAGPS)

- 2.18 As part of the design and modelling of the Improving Access to General Practice Care Services (IAGPS) across Dorset, a patient survey has been undertaken so that the 'local need' can be better understood. Surveys were made available through a number of routes including social media Facebook and Twitter; the GP bulletin, Healthwatch, the Community and Voluntary Sector, Dorset Association of Parish and Town Councils (DAPTC), and PPGs.
- 2.19 The IAGPS survey ran for five weeks with around 2,000 responses received.
- 2.20 These responses were used to inform the specification and commissioning intentions as part of an IAGPS Proof of Concept phase across Dorset.

GP Patient Survey

- 2.21 The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHSE. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice.
- 2.22 The GP Patient Survey measures patients' experiences across a range of topics, including:
- Making appointments;
 - Waiting times;
 - Perceptions of care at appointments;
 - Practice opening hours;
 - Out-of-hours services.

- 2.23 In Dorset, 23,121 surveys were distributed with 11,152 returns, representing a response rate of 48%, well above the national average.
- 2.24 In comparing the results with the other 210 CCGs in England, NHS Dorset CCG is regarded as very good, with responses well above the national average for all areas surveyed.
- 2.25 With regards to patients' overall experience of making an appointment, Dorset CCG is in the top 8 performing CCGs in England.
- 2.26 Dorset CCG aims to make further progress in this work in order to further support patient experience, reduce variation and enable the CCG to achieve a quality premium target.

Healthwatch Dorset Mystery Shopper Report

- 2.27 Earlier this year, the five Local Healthwatch organisations within the Wessex region gathered feedback from local people regarding the process of registering with a GP practice and making appointments with GPs.
- 2.28 In Dorset, Healthwatch undertook the same piece of work, carrying out a mystery shopping exercise with every Dorset practice to understand:
- what guidance/information is provided to patients about registering;
 - how easy it is to get routine and urgent appointments;
 - whether GP opening times are equitable across the county;
 - whether information provided about NHS111 services (whether through Out of Hours phone messages or online) is correct.
- 2.29 Dorset CCG were presented with a report in July 2017 with a number of recommendations for practices.
- 2.30 The report contained a number of recommendations to address identified issues. The report was sent to all Practices at the time of publication. Forty Practices have so far contacted Healthwatch to review their own results.
- 2.31 In order to reinforce the learning and recommendations from this report a summary was placed in the GP Bulletin of general recommendations. The report formed a key part of the Autumn Practice Manager meetings where practices worked together to ascertain the best ways to implement the recommendations. Healthwatch have also supplied the raw data to the CCG so individual Practices can be supported to make the necessary changes.

3. Conclusion

- 3.1 Good progress has been made in engaging key stakeholders in the delivery of our Primary Care Commissioning Strategy and associated GP Forward View programme.

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- 3.2 Further work to progress our Engagement Strategy is planned during the Autumn and Winter period with the aim of completing stage 3 of the plan.
- 3.3 As Locality Plans are completed the Engagement Strategy will then be used to inform any proposed changes in the way care is delivered as new models of care are developed to better respond to local need.
- 3.4 The Primary Care team will undertake further work to refresh the Primary Care Commissioning Strategy Public Engagement Plan in light of the changing landscape of Primary Care and to ensure full alignment with our Commissioning intentions.
- 3.5 The Primary Care Commissioning Committee is asked to note this report.

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APPENDICES	
Appendix 1	Engagement Plan on a Page
Appendix 2	Planned Engagement Events