

Summary feedback report of the Patient and Public Engagement Event relating to our Commissioning Plans held on Friday 12 February 2016 at the Core, Barnsley

Overview

On 12th February 2016, we held an event at The Core to introduce and discuss the work that we are carrying out to take forwards our commissioning plans within Barnsley for over the next year and beyond.

This event was aimed primarily at Patient Council/ Patient Reference Group (PRG)/ and OPEN members who wanted to gain a wider knowledge and understanding of our commissioning plans and to take part in workshop discussions to share their views and experiences to help us to shape this work going forwards.

Summary Feedback

Over 50 people attended the event to listen to the presentations delivered by members of the CCG team and take part in the two dedicated workshop discussions focusing on working better together and urgent and emergency care services.

The audience was mixed with people representing the following groups/ organisations/ professions in attendance;

Barnsley Patient Council
GP Patient Reference Groups
OPEN (Our Public Engagement Network)
Healthwatch Barnsley
GP Practice Managers
Yorkshire Housing
Crossroads Care
Parkinsons UK
BIADS (Barnsley Independent Alzheimer's and Dementia Support)

We would like to take this opportunity to thank all of the people, who attended this event for the levels of challenge, input, and enthusiasm that was demonstrated throughout the morning which helped to ensure this event was a success.

Below is a summary of the main themes that emerged from the different table discussions that took place regarding the two main topics highlighted.

Also included within this report is an overview of the evaluation feedback provided by attendees who completed and handed in an evaluation form on the day.

Emerging themes from the table discussions

Session 1 - Integration – Working better together

What's working?

- The concept of **Care navigation and one point of contact** works and people want to see more of it and developed into different areas. ***“Create a liaison structure for patients to bypass GPs for those with long term conditions.”*** ***“Have liaison officers that cover/work with people who have long term conditions, who can be one point of contact.”***
- **Integrated personal care**
- **General support** for more integration and overall plans for CCG to move more in this direction. However, people felt like ‘we’d been talking about this for years’ and we don’t seem to be any further.

Where do we need to focus attention?

- **Care plans** - Overwhelming support for the concept of a **care plans** but people fed back that they either didn’t have one, didn’t know how to get one and when they did exist the links between health and social care were poor.
- **Health and social care** - There are gaps between how health and social care work together around the individual.
- **People with more than one condition** – ***“Need to take a holistic view of the patient and see them as a whole.”*** ***“Pathways OK but what about people with multiple conditions?”***
- **IT** – Integrated computer systems between GP and hospital and other hospitals is a huge barrier to working together.
- **Budgets** - Joining up budgets to improve integration and make it more cost effective. ***“Budgets - pool them between council & CCG to address the gap in health and social care working together”***
- **Organisational structures** - Joining up organisations and streamlining the way they are run ***“We’ve currently got splinter services. Create an umbrella organisation with responsibility to enhance communication, not set up another steering group - rationalise from existing - slim down.”***
- **Communication** – Communication especially between health and care teams needs improving.

The issue of communication was mentioned a number of times and was broken down into the following areas;

- ❖ Communication needs improving between health and care teams.
- ❖ Patients need to part of the conversation with health and care teams.
- ❖ Relatives and carers need to be part of the conversation.
- ❖ GPs need be more empathetic.

Session 2 – Urgent and emergency care

What's working?

- The plans outlined for urgent and emergency care are moving in the right direction.

Where do we need to focus attention?

- **Hospital discharge** – Discharges from hospital take too long and there could be clearer information for people who are being discharged. Even the current robot does not seem to alleviate the pressure. An example was given of an amalgamated care planning and discharge process at Sheffield.
- ❖ ***“Discharge delays in hospital and waiting times for prescriptions. Would it be more cost effective to have more pharmacists so beds can be vacated more quickly?”***
- ❖ ***“Send prescriptions to your own pharmacy”***
- ❖ ***“Patients should have a clear package of what is happening when they are discharged - who will care for them if needed, where they are going etc. All put together at the hospital.”***
- ❖ ***“Appointment with GP/nurse booked for review as part of hospital discharge process.”***
- **GP appointments** – On the one hand people were aware of the I HEART service but weren't making the connection between that and the availability of GP appointments at their own practice. Whilst people were aware of the service, they felt others may not know about it.
- **Directory of services across Health and Social Care** – Suggestions made about making it easier to understand where to go and when by having comprehensive directory of services beyond organisational boundaries.

- **Centres of excellence** – positive support about having centres of excellence for services where you would travel there by ambulance. Not so happy to travel if it's for outpatients type appointments.

Participant Overall Event Evaluation Summary

We asked all participants to fill in an evaluation form to assist us in the planning of our future events.

We received 30 completed evaluation forms and below is the collective summary feedback we received

Q1. What information did you find most interesting/ useful?

The workshops/ table discussions

- The table discussions x 7 ***'Table discussions were interesting and useful. Our table was lively and had differing views and that was a good thing'***
- ***'That patient's want empowerment, more self- management and see the patient in a holistic way'***
- ***'Thank you for asking our opinions'***

Whole event

- All of it x 6 ***'Found all things interesting which are opening doors for me'***
- ***'With not being to a meeting/ workshop before, I found it all interesting and useful'*** x 2
- ***'All important – but we all need to be on board for the journey and all views taken seriously'***
- ***'It is all useful, knowledge is a powerful thing'***
- ***'Well organised and very well presented'***

Recent developments and future plans

- Hearing about recent developments x 2
- ***'That BCCG is looking to change'***
- ***'Good update and future plans'***
- ***'Plans afoot for Barnsley residents health care needs'***

- Urgent and emergency care / Out of Hours services x 3

Integrated working across different organisations

- *'The extensive network regarding various things which are all trying to pull together/ jigsaw'* – integration of services x 6
- *'Communication with the groups and interaction with GP Surgeries and Hospital'*
- *'Integrating community pharmacists into GP Practice'*

General information for patients

- *'What was available when you required complaining, about different problems that have recently happened at BDGH and medical info for different types of illness/ emergency'*
- *'Variety of options available to patients- most of which I was not aware of'*

Q2. What information did you find least interesting/ useful?

Presentations

- *'The presentations were full of rhetoric'*
- *'Presentations too long and too basic – please keep to time – if running over cut presentation time not discussion time'*
- *'Didn't think slides were needed- speaker going over what was given as handout'*
- *'Information needs to be in a language we all understand'*
- *'Some of the jargon used'*
- *'Widening NHS area'*

Personal issues raised

- *'Points made by other delegates involved personal issues which were not relevant to the discussions'*
- *'Some of the facilitation needed to be improved so less personal opinion was shared'*
- *'Too much personal anecdotal experience'*

Q3. Did you understand what was being asked of you at the event? (Please tick)

Yes	26
No	4

Q4. Did you feel you could contribute as much as you wanted to do? (Please tick)

I was able to fully contribute	25
I could contribute but not as much as I wanted to	5
I did not feel able to contribute	0

Q5. Do you think it would be useful for Barnsley CCG to hold similar events in future? (Please tick)

Yes	29
No	1

Q6. What could we have done differently to improve this event in your opinion?

Length of time for event/ time keeping

- *'A lot to discuss in a short space of time. Maybe one topic per event' x 2*
- *'More discussion time and a chance for self- reflection as well as table discussions'*
- *'More time to ask questions of speakers' x 4*
- *'Too long to concentrate'*
- *'Better time keeping – perhaps a full day needed' x 2*
- *'Keeping speakers to time'*

Organisation/ facilitation/ format

- *'Speakers to speak more loudly - Improve the microphone. It is always a problem'*
- *'Needs to be more focused – a narrower set of objectives/workshop questions'*
- *'Agenda in advance of event'*

- *'Invite young people and the voluntary sector to be involved'*
- *'Group introductions – who is in the room? what expertise is there in the groups?'*
- *'Fewer presentations – less top down and more of a dialogue'*
- *'Five minutes maximum for each presentation'*

Nothing

- *'I don't know of anything you can do at the moment to improve things' x 2*
- *'It was just right'*

Q7) Any Other Comments:

Positive Comments

- *'An interesting and informative 2½ hours. People were able to contribute and their views valued'*
- *'A very interesting 2½ hours and will willingly attend any more meetings.'*
- *'A pleasure to attend and see just what is available to the end user'*
- *'We all need to work together. Keep us engaged. Thank you a very interesting event'.*
- *'My first experience of such format. Enjoyed it and learned a lot. Knowledge is still limited but expanding. Hope to learn more through my local PRG'.*
- *'Event was well presented, good subject discussion'*
- *'The event was well planned. I found it very interesting and would enjoy taking part again. Hope it can make a difference!'*
- *'Everyone was allowed to pass an opinion which was good'*

Suggestions for future events/ improvements and observations

- *'Can we have another meeting in a year to see what you've done'*
- *'When you are having a workshop to hear people's views – stop talking. The workshop will not gather as much info/ ideas if the facilitator explains or answers each point as it comes up. The order should be 1) Gather ideas*

– free flow, 2) Discuss – see how many people are interested in each topic then 3) Clarify and/ or respond’

- *‘Unfortunately someone on my table tried to monopolise the discussions which affected the flow of discussion. They constantly spoke across people and started side discussions. I was sorry for the co-ordinator’*
- *‘Possible courses made available to obtain further guidance on some/ part info discussed in the workshop today. This would enable (us) to pass on valuable information to family- friends of services available’*
- *‘People should be more involved in the planning of all these developments and not just one offs. It should be a regular dialogue ‘working together’. One issue takes at least two hours for 50+ people to be involved with no speakers and presentations’.*
- *‘I came to the event with one or two specific points to make, which I was able to do. In order to do this, I sat through a lot of discussion/ presentation which was not entirely relevant to my situation’*
- *‘Would like to see more events of various topics to become workshops and ideas/ discussions held and taken forwards’.*
- *‘More frequent events please’*
- *‘Difficult to focus discussion as so many people had axes to grind – but always a problem in this sort of situation’*
- *‘Just act on our input and we look forward to action’*
- *‘Services need to work better together in Barnsley – involve the public’.*
- *‘Often feels like these types of events are a tick box exercise in terms of patient engagement and the decision making is a done deal. Involve patient and carer representatives in a planning task and finish group for these type of events to ensure the patient voice and requirements are captured and fed in to maximise what both the audience and the hosts get from holding these events’*
- Patient Council – needs to self -evaluate what is it and what it wants to achieve – *‘it often feels like we are being talked at rather than involved in the conversation...the potential is not being maximised and we need to have an aim/purpose’*

Next Steps

The information collected from this event will be fed back to the lead commissioners within the CCG and the insights and feedback gained will directly inform the following documents/plans/programmes;

- Development of a single integrated transformation plan for Barnsley Health and Social Care
- Development of a digital roadmap – how do we effectively integrate our systems and ensure that patient confidentiality is maintained but not a barrier to sharing information that is clinically appropriate.
- Development of integrated personalised commissioning

This summary report is to be circulated directly to all attendees of the event who provided their contact details, and GP Practice Managers both for their information and for distributing to their PRG members where they have a group in place. A copy will also be uploaded to the CCG website www.barnsleyccg.nhs.uk for information.

Help us plan our next event

It is our intention to hold a series of these types of event on a regular basis throughout the year. We are looking to plan the next one to take place hopefully during June.

Following on from the discussions that took place at this event, the overwhelming message that came across which was summed up perfectly by one attendee was, '**work with us, not for us!**' With this in mind we would like to pull together a small working group (4 – 5 people) to help us to plan the June event.

If you would be interested in being involved, please contact us via the details highlighted below to express your interest.

Contact us

We hope that you found this report useful. It is our aim to produce this type of report going forwards in order to provide feedback as a result of our ongoing engagement activity.

If you have any comments or feedback regarding this report, you can contact the CCG Communications and Engagement Team via the following ways:

Email: barnccg.comms@nhs.net

Telephone: 01226 433773/ 721

Thank you again for your interest and support in our work.