

# Annual review of patient and community engagement 2018/19



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Each year we produce an annual report, together with some short films to highlight the work of the CCG. You can read the full report and watch the films on the CCG website [barnsleyccg.nhs.uk/annualreport](http://barnsleyccg.nhs.uk/annualreport)

## Summary

This is a summary of the conversations we have had this year with patients, members of the public and with local communities – all of which have helped inform the decisions and plans we have made as a CCG.

Lots of these conversations are ongoing. Some people come up with new ideas, some people help design services and plans, some people may comment on those plans. Others take part in assessing potential providers of services and some are involved on a regular basis through forums and groups. All of these things help us ensure we buy and plan services that meet the needs of local communities and tackle the differences in health across the borough.

Further details about how we engage with our local communities can be found in our Patient and Public Involvement Strategy which can be accessed via our website on our [Strategies, Policies and Plans page](#) or can be requested via the contact details provided at the end of this summary.

## Keeping updated

All of the information in this summary is in the Get Involved section on the CCG website [barnsleyccg.nhs.uk/haveyoursay](http://barnsleyccg.nhs.uk/haveyoursay). The website will always have the latest updates on all the engagement work we are involved in. You can see what's happened in response to all the types of engagement activity we are involved in.

Updates are also provided at the CCG [governing body meetings in public](#), which take place across the borough and are open to everyone.

Thank you to everyone who got involved in 2018/19.

We are always looking for ways to improve how we have conversations, listen and feedback. Ways to get in touch are listed at the end of this summary.

# Putting mental and physical health on an equal footing

## What have we been working on this year?

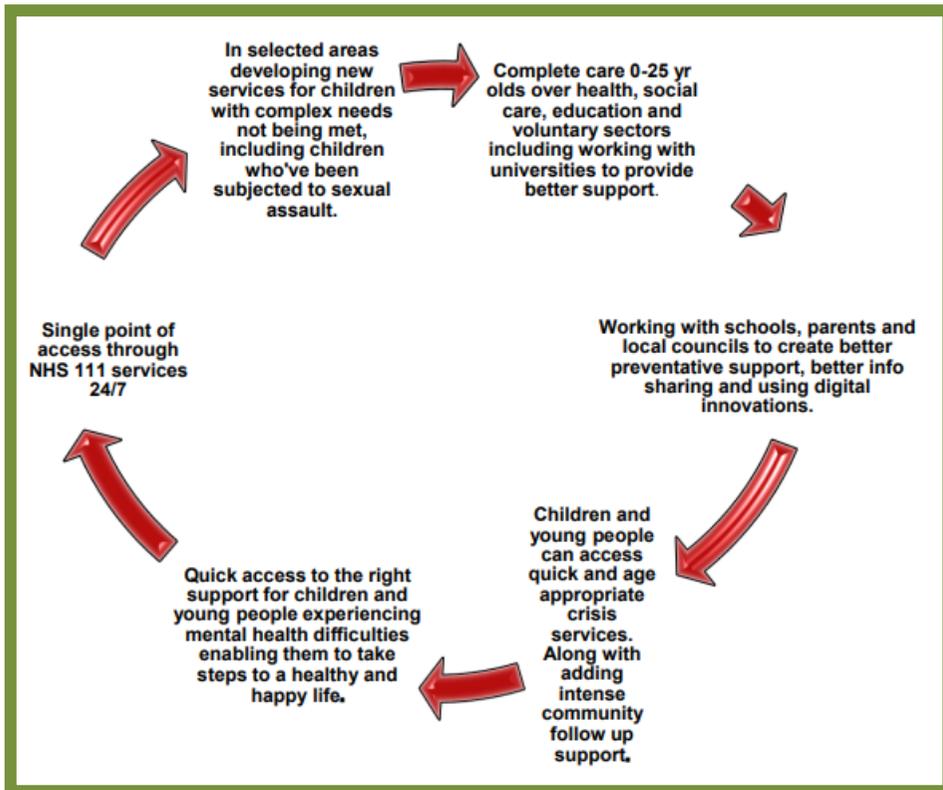
Young people across Barnsley are coming together to help shape and influence local mental health and wellbeing services. The CCG commissions Chilypep (The Children and Young People's Empowerment Project) to support young people to influence services. They have worked with local young people to develop a group of 'young commissioners' known as OASIS which stands for Opening up Awareness & Support and Influencing Services.

## What have people told us?

The group developed [Our Voice Matters, Innit](#) a manifesto which sets out eight recommendations. The OASIS group also went on to use this feedback at the Youth Voice Summit in London to influence the NHS Long Term Plan, which you can see in our [annual report film](#).

## How has this influenced services?

As we near the end of our five-year-Future in Mind plan, we have now established young commissioners, a thriving early help offer, commenced whole school resilience training in primary schools, 4: Thought is now operational in secondary schools - all of which is focused on generating a legacy of emotional wellbeing and resilience in the next generation.



# Home visits from your GP practice

## What have we been working on this year?

The majority of people's contact with the NHS is through their GP practice. This year we did a review of how GP practices across Barnsley carry out home visiting. We wanted to see how this service could work better. These were some of the issues we identified:

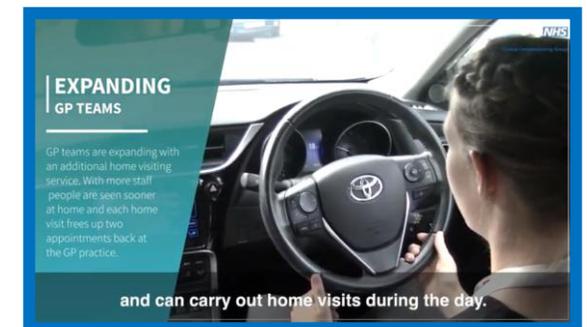
- GP visits might be later in the day which leads to later admissions to hospitals – patients miss diagnostic timeframes and are kept in a bed overnight, i.e. investigations can't be carried out or results processed by the laboratory until the next day. Treatment may have been able to be started at home rather than in hospital if patient had been seen earlier in the day.
- Patients seeing the right person – some health checks and monitoring could be carried out by someone other than a GP
- Not reducing access – instead ensuring patients are seen by the most appropriate person in the preferred location.

**What have people told us?** As well as talking to healthcare teams we ran a series of workshops as well as asking people what they wanted from a service.

## How has this influenced services?

A new home visiting service was developed using the feedback. Some people then went on to take part in the procurement process and assessed the bids to provide this service.

[Read the full report online here.](#)



# Health assessments when you go into care – what to expect

## What have we been working on this year?

The CCG's safeguarding children's nurse got in touch to ask for some advice and support on a project with young people in Barnsley. The aim of the project was to develop something for children and young people who were entering care and would need a health assessment with a doctor.

## What have people told us?

The feedback was that this is often a very upsetting time. Everything is done by the different agencies involved to help make this journey as smooth as possible but a health assessment by a doctor can seem very daunting.

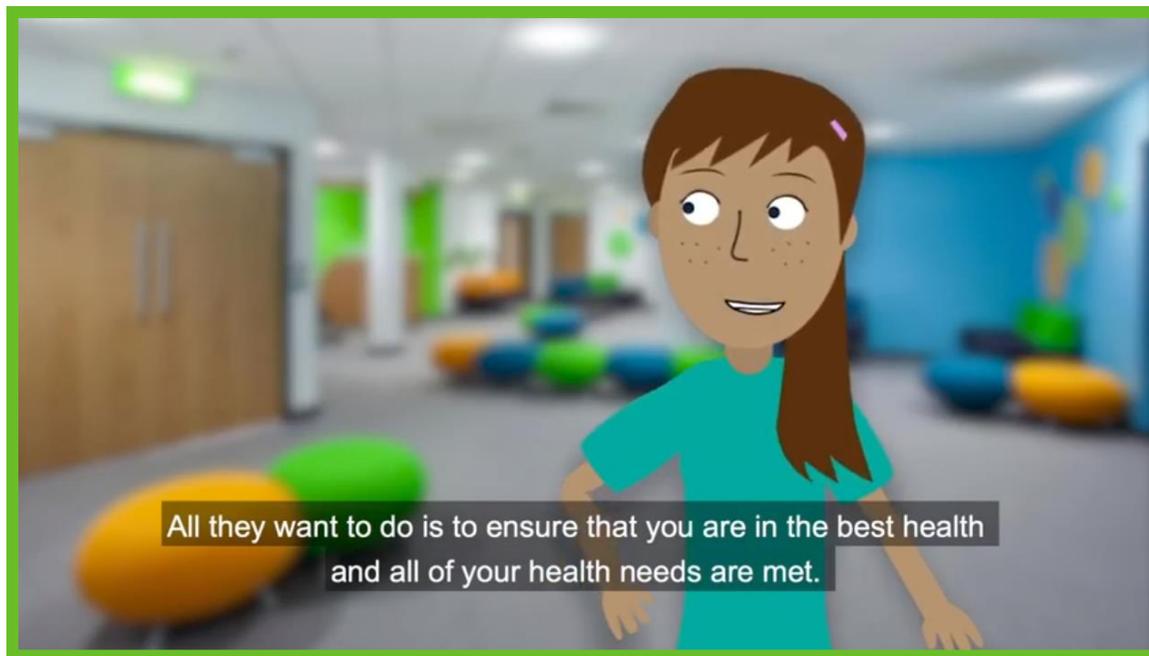
## How has this influenced services?

We worked with a group of around ten young people in Barnsley who had lived in care and who had completed their health assessments.

Together we wrote the script, recorded the voice overs and produce a short film, which could be played to anyone needing an assessment in the future.

You can watch the film that was produced by clicking on the image or visiting the CCG website Get Involved section.

A big thank you to everyone who took part in writing, designing and featuring in this film.



# Rapid access clinic review

## What have we been working on this year?

We reviewed the way in which a local service, known as the Rapid Access Clinic, is provided within the community and a key part of this work was for us to gain feedback from patients, staff and clinicians of their experiences of accessing, using and referring into the service, as well as views and comments on our proposals for the future of the service.

The Rapid Access Clinic was provided at The Cudworth Centre, Barnsley, by South West Yorkshire Partnership NHS Foundation Trust (SWYPFT) and consisted of a number of services for mainly frail, elderly adults. The aim of the Rapid Access Clinic was to enable adults living within Barnsley to be seen by a consultant in elderly medicine for tests and treatment. Patients were seen to diagnose a new illness or for support with a long term condition. The service also saw patients who have had a suspected transient ischaemic attack (TIA) or "mini stroke" which is caused by a temporary disruption in the blood supply to part of the brain. Patients are referred to attend the Rapid Access Clinic by a GP, a community nurse, a hospital consultant or another healthcare professional. You may have been referred to the clinic because:

- You have a long term medical condition(s) i.e. a condition without a cure. Examples of long term conditions are diabetes, asthma, stroke, coronary heart disease, high blood pressure and heart failure; or
- You have experienced a history of falls or be at a high risk of falls; or
- You are at a high risk of fracture to your bones; or
- You have osteoporosis which is a condition that weakens bones and makes them more likely to break; or
- You have experienced a minor TIA (transient ischaemic attack) often referred to as a 'mini-stroke'.



# Rapid access clinic review

## What have people told us?

We worked with the service to write to and gain views and feedback from patients who have used the services within the previous six months and also visited clinics to talk to current patients and gain their views in relation to our proposal and to help shape We collated and analysed all of the feedback received and detailed what people have told us in this summary feedback report.

We have compiled a ['You said -Our response' report](#) which explains how feedback from patients, carers and clinicians has been used to inform decision making for future plans for these services.

## How has this influenced services?

The engagement exercise, alongside the discussions with and additional information received from the provider has fed into the future of the service. Following discussion and deliberation, the CCG has taken the decision to ultimately decommission the Rapid Access Clinic held at Cudworth. The decision was approved by the CCG Governing Body at their meeting held in public on 8 November 2018 and the contract to provide the service will terminate on 31 March 2019. In making this decision the following aspects of the review were noted:

- Service offer- The clinic does not provide a 'one stop shop' which means that patients can only access certain tests there. Some patients have to also attend the hospital too where they can receive additional tests.
- Duplication - There is overlap between the services offered by the clinic and other existing services that are already delivered in Barnsley. 98% of patients surveyed during the engagement exercise were also referred to other services.
- Under-utilisation - The number of people accessing the clinic is lower than expected. Whilst all GPs can refer into the service, last year only 7 practices out of the 33 in Barnsley referred more than 10 patients to the clinic.
- Expensive - The CCG currently spends £580,000 a year out of our overall budget to provide the clinic for Barnsley residents. The service is part of a larger contract and costs the same amount of money regardless of the number of people who attend (this is known as a block



contract). At the Rapid Access Clinic, the average consultation costs £900. For an equivalent outpatient appointment for a TIA or for geriatric medicine, the average cost on tariff is £230: the Rapid Access Clinic costs almost three times more. Additionally, the desktop review established the clinic is commissioned to run five sessions per week, Monday to Friday.

The engagement exercise established there are three sessions per week which run for approximately three hours per session.

- Patient voice. The three week patient and public engagement exercise included surveying patients at the clinic and health care professionals. Patients gave positive feedback in relation to the care they received at the clinic. When asked about proposals, participants responding to the engagement demonstrated an understanding of the need for change. The findings matched those in the desktop review. The engagement also found that the clinic is not solely for elderly patients: over 60% of patients attend for suspected TIA of which the majority are aged between 45 and 54 years old.
- Impact - Patients will be able to access the same level of care and treatment as previously offered by alternative local teams, both community and hospital.
- Future arrangements - As the service does not provide ongoing care, there will be no impact on existing patients. Future patients' needs will be met by existing services which have been identified with providers during the engagement phase.
- Patients with a suspected TIA will be seen as part of an integrated Stroke pathway.
- 60% of the patients who would have previously been referred to the Rapid Access Clinic would be referred to another service provided by the hospital and SWYPFT as part of the integrated pathways. Work has already commenced on a new stroke pathway for Barnsley which will be in place by 1 April 2019.
- Care for patients with long term conditions or for those who are frail/elderly would be managed in the community by existing services.
- These services include specialist long term condition nurses, neighbourhood nursing service, specialist community falls service and community physio. There is evidence that this already takes place: 98% of patients surveyed were referred to other existing services.

The CCG is continuing to develop the offer to patients who are frail/elderly.



## Comments and feedback

Please send any comments and feedback to us via the following ways:



**Via email:** [barnccg.comms@nhs.net](mailto:barnccg.comms@nhs.net)



**Write to:** Communications and Engagement Team, NHS  
Barnsley CCG, FREEPOST RTCH-GAZH-TZJH, Hilder  
House, 49-51 Gawber Road, Barnsley, South Yorkshire,  
S75 2PY



**Call us:** 01226 433773

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact us on 01226 433773 or email [barnccg.comms@nhs.net](mailto:barnccg.comms@nhs.net)