

North East Hants and Farnham Patient The meeting covered a number of issues including: Participation Group Meeting - 4 September 2013

- CCG's new website
- Overview of CCG's 5 year strategy
- Report from the Patient and Public Engagement Sub-Committee of CCG
- Draft letter to Jeremy Hunt – Secretary of State for Health

CCG Website

We received a presentation on ideas for the style, format and intended usability of the new CCG website which is still very much in development and invited to make comment on the approach they are intending to take. They want to inform the final design with public and patient feedback and this is on-going. The purpose of the site is for users to gain health information rapidly and quickly, to elicit on-going feedback from patients and to inform patients of what the CCG is doing. A mobile and tablet version will be available also as will full links to a range of social media. As it's in development there is no link and we received only screenshots of other sites showing the style they'll take.

If anyone would like to contact the lead person at the CCG on this he is Robin Washington

Robin.washington@nhs.net

A number of issues were raised in relation to:

Access – some people are still not online – what other forms of communication will the CCG be providing for those that aren't or prefer not to go online? Also how is it going to engage members of the ethnic communities in the area eg, Nepalese

Content – how will this be updated and geared to appropriate audiences? The CCG need to be more explicit about who they are? Many members of the public are still quite ignorant about what a CCG is and does.

Overview of CCG's 5 year strategy

As we all know there is not enough money to satisfy emerging demand so a large degree of boldness and radical change is required. The strategy is focusing on a number of key themes:

- Prevention, early intervention and responsibility for own care
- Building more effective integrated primary and community care

- Developing more community based services – offering credible alternatives to hospital care
- Driving further excellence in hospital care

Key driver is to involve patients and carers in the design of their care, partnership working and joint commissioning of health and social care. The CCG is holding engagement sessions with patients and public in October and we will get further detail on this in terms of how we can input. The group were asked to comment on the strategy, but an overriding view was that in its current form it's very difficult to really engage in what some of these key themes are actually going to mean for you and I the patient? Some of this needs fleshing out around specific action plans before some felt able to comment fully. Some views on the standard of community services currently are not meeting need – some services such as Virgin Care who provide community nurses in some areas are not meeting the standards and quality of care expected. If greater emphasis on community services ensure the specification of what you need is absolutely clear at the outset so commissioning is properly informed.

The CCG have subsequently put together a survey which will be distributed through survey monkey to gather views. Any comments on it should be given to me so I can pass back. Access to it at:
<https://www.surveymonkey.com/s/NEHFhealth>

We discussed the option of using the virtual groups in each surgery to elicit views but some of these forums aren't fully fledged enough to ensure a wide enough participation rate.

Patient and Public Engagement Committee

This is sub-committee of the CCG board and focuses on patient and public engagement. A short update was received which highlighted current engagement activity with the voluntary sector and also currently working out a system of how the public/patient can get involved in commissioning cycle eg, the Respiratory Tender involved one of the Patient participation Group members who was involved in a panel to select bidders to run this service. They want to encourage more of this type of approach.

Draft letter to Jeremy Hunt

There isn't current statutory underpinning of PPG groups as key decision makers in the NHS and this letter to Jeremy Hunt is requesting a change to this. A draft letter was passed and there was agreement that this should go.