

Engagement Report Quarter One 2019/20

1. Purpose

1.1. The purpose of this paper is to provide members of the CCGs' Community Engagement Committees with information on engagement activities with the public and patients that have taken place in the CCGs during quarter one of 2019/20 (April 1 to June 30, 2019).

2. Engaging with local people

2.1. During this time the CCGs have been engaging with people on the following area:

- NHS111

South Central Ambulance NHS Foundation Trust (SCAS), North Hampshire Urgent Care (NHUC) and Partnering Health Ltd (PHL) together with the eight clinical commissioning groups in Hampshire and Surrey Heath and NHS England South Wessex Dental, are working together to deliver better outcomes for local people through the development and implementation of an effective integrated urgent care service (IUC).

This includes designing, piloting and delivering the new national service specification for integrated urgent care which sets out the requirements for 24-hour, seven days a week urgent care access, incorporating NHS111 call handling and out of hours services plus the addition of new service requirements such as a clinical assessment service and NHS 111 online.

The key developments that are being tested in some areas are:

- Clinicians reviewing NHS111 requests for a 999 ambulance, Emergency Department attendance or GP appointment to ensure these are clinically appropriate
- Mental healthcare professionals working in the service to provide support and advice to patients with mental health needs
- Pharmacists working in the service to provide support and advice about medication requirements
- NHS111 being able to directly book emergency dental appointments for patients with an urgent dental issue and are not registered with a dentist
- Direct appointment booking by NHS 111 into out of hours GP services.

An engagement programme has been undertaken to seek views on the current pilots and future developments so these can be taken into account as the plans develop.

A survey was developed which asked people about their experience of NHS 111 and for their views on:

- Speaking to a clinician before being sent an ambulance
- Access to medical records
- NHS111 direct booking for GP appointments
- NHS111 online awareness.

The survey was tested with patients before being published and promoted. We promoted it widely across all of the CCGs through social media, CCG websites, patient groups and the voluntary sector. Provider trusts promoted the service to their members and through their engagement/communication routes.

The key themes from the survey, which was completed by 464 people, were:

- Value receiving advice from a clinician, especially one who can provide the specialist advice they need
- Think it is helpful to speak to a clinician before an ambulance is sent to them or they are advised to go to A&E, though a number of respondents raised concerns about this potentially delaying how quickly someone receives the care they need
- The majority of respondents think it is important that NHS111 staff, with their consent, are able to access and update their medical records
- The vast majority also think it is important that NHS111 can directly book an appointment with their GP or another NHS service
- Just over half of respondents were aware of NHS111 with just over half also saying they would use it in the future.

2.2. The CCGs are/have also been leading/supporting communication and engagement programmes to seek the views of local people on the following potential changes:

- Integrated Primary Care Access Service

The Integrated Primary Care Access Service (IPCAS) is provided by the Southern Hampshire Primary Care Alliance across Fareham, Gosport and south east Hampshire.

The service was developed to bring together two services: the GP extended access service and the GP out of hours service, which were previously provided by two separate providers with differing access points for local people.

The CCGs commissioned the Alliance to pilot the GP extended access service which offers patients greater access to, as well as a choice of, an appointment at their usual GP practice or a hub location. Both routine and same day appointments are available from 6.30pm to 8pm on weekdays and on Saturdays from 8am to 4.30pm and Sundays from 8am to 1pm. When choosing to go to a hub location; patients can choose which hub they attend rather than only being offered an appointment at the one closest to them. The Alliance ran the pilot from seven hub locations across both CCGs.

The pilot highlighted:

- Patients rate the service highly, but usage differs across the areas
- People were choosing to travel to hubs outside of their area for appointments

- Operationally, seven sites proved extremely difficult to run with issues around healthcare professionals working in isolation (and lone working) and difficulty filling rotas. This meant some clinics did not run as planned and had to be cancelled at short notice
- Gosport and Petersfield sites were well staffed and utilised at weekends but rota-fill was poor during the week.

Following the pilot period the CCGs commissioned the Alliance to provide the local GP out of hours service which needs to be available to patients from 6.30pm to 10.30pm on weekdays, and from 8am to 10.30pm during weekends and bank holidays.

This provided the Alliance with an opportunity to bring these services together rather than them being provided by two different providers with differing access routes for patients.

The Alliance used the findings from the GP extended access pilot evaluation to develop the future service which:

- Consolidates the GP extended access and GP out of hours service
- Simplifies the access routes for patients which are consistent across the area – through their practice and NHS111 when their practice is closed – which can be promoted clearly to local people
- Ensures appointments are fully utilised
- Ensures healthcare professionals work as part of a larger team rather than on their own
- Supports each shift to be staffed, avoiding clinics being cancelled, which helps to promote the service clearly
- Offers longer opening hours (until 10.30pm)
- Increases the range of healthcare professionals so patients see the most appropriate one for their clinical need – GPs, advance practitioners, practice nurses and healthcare support workers.

The Alliance wrote to stakeholders across the CCG to seek their views on the service models which included reducing the number of hubs from seven to five. The feedback received included support for the service model but some stakeholders raised concerns about the hubs in Whitehill & Bordon and Gosport no longer running with patients from these areas needing to travel to other hub locations.

The Alliance has changed the service model in light of this feedback with a hub now located at Forton Medical Centre, Gosport, and the Whitehill & Bordon service reinstated while a period of further engagement is undertaken which will be supported by both CCGs.

- Emsworth Surgery

South Eastern Hampshire CCG is supporting the practice to develop plans for its potential relocation in the future.

The practice, local community representatives and CCG continue to work together to develop the hospital into a viable and sustainable site to ensure the practice continues to provide high quality services. This work has included developing an outline business case which has been approved by NHS England.

Key stakeholders and the practice have now formed the Emsworth Stakeholder Group to support the project and ensure the views of patients and local people continue to be taken into account.

- New care models

The CCGs continue to support all of the neighbourhoods as they start to develop their new care models. This includes supporting them to engage with people and stakeholders.

3. Ongoing engagement routes

3.1. In addition to the engagement activities we have carried out, the CCGs have received feedback through a number of other routes including:

- Fareham and Gosport CCG Community Engagement Committee held on April 2
- South Eastern Hampshire CCG Community Engagement Committee held on April 10
- Gosport Locality Patient Group held on April 23
- South Eastern Hampshire Locality Patient Group held on May 9
- Fareham and Gosport Voluntary Sector Health Forum held on May 14
- Fareham Locality Patient Group held on May 16
- Gosport MP Health Forum on May 17
- Fareham MP Health Summit on June 7.

4. Feedback received and action taken

4.1. The following table sets out the issues raised and the action taken/being taken by the CCGs.

| Theme | Feedback received | Actions planned or taken | Outcome |
|---|--|---|---|
| Primary care services | Some people have raised concerns about changes in local services such as phlebotomy, long-term conditions hub in Gosport and awareness of e-consult and online prescription requests | An engagement programme is being planned to have further discussions with people to see what the concerns are and identify if and how they can be addressed | The findings from the engagement programme will be used to determine future plans, including communications, for these services |
| Integrated Primary Care Service | Some concerns have been raised about the changes to the hub sites following the pilot | Changes have been made in light of the feedback received and an engagement programme will be undertaken to seek local people's views further | The findings from the engagement programme will be used to determine the final future model |
| Home dialysis service at Fareham Community Hospital | Patient representatives would like to know if this service will be implemented | Portsmouth Hospitals NHS Trust is going ahead with the service and working with the hospital to do the work necessary on the site to | The service will be started as soon as possible |

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| | | accommodate it | |
| Audiology waiting times | Concern has been raised about the waiting times for audiology | A number of actions are being taken to address the issue with the provision of audiology being reviewed in the near future | The review will determine how audiology services are provided effectively in the future |

5. Future planned engagement activities

- 5.1. We will continue developing how we support and work with all of the neighbourhoods across both CCGs as they develop new care models
- 5.2. We will be determining the next phase of 'Your Big Health Conversation' in light of the themes from phase two.
- 5.3. We will be developing and implementing plans to seek the views of people on primary care services, including the Integrated Primary Care Access Service.

6. Recommendation

- 6.1. The Community Engagement Committees are asked to note this report.