

Engagement Report Quarter Two 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 two of 2019/20 (July 1 to September 30, 2019).

2. Engaging with local people

2.1. During this time the CCGs have been engaging with people in the following areas:

- Your Big Health Conversation – GP services

The CCGs are currently seeking the views of local people on recently introduced GP services. This is being done through the Your Big Health Conversation – GP Services survey which closes on October 4, 2019. The survey, which is available online with CCG staff also attending local groups and venues, asks for people's views on the following services:

- Integrated Primary Care Access Service
- Same Day Access Services
- GP provided phlebotomy tests
- Online access (eConsult)
- Online appointment booking
- Online prescription requests
- Long term condition clinics.

By September 11 the survey had been completed by 286 people who live in the following areas:

- 47.9% live in Gosport
- 29.0% live in Whitehill & Bordon
- 10.6% live in Fareham
- 9.5% live in Waterlooville, Horndean, Havant, Emsworth, Hayling Island and the surrounding areas
- 3.0% live in Liphook, Haslemere, Petersfield, Liss and the surrounding areas.

The majority of respondents (30.6%) were aged 65 to 74 years with:

- 0.3% under 18 years
- 5.2% 18 to 34 years

- 11.1% 35 to 44 years
- 18.1% 45 to 54 years
- 22.2% 55 to 64 years
- 10.4% 75 years or over
- 2.1% preferred not to disclose their age
- 27.5% said their day-to-day activities were limited because of a health problem or disability
- 92.3% were white
- 56.3% described their religion as Christianity with 37.9% stating they didn't have a belief
- 72.0% were female and 24.8% were male with 3.2% preferring not to disclose
- 84.5% were heterosexual and 2.5% were gay or bisexual
- 13.7% said they are a carer.

Respondents were asked if they had heard of the services, if they had used them and if they would use them again:

Service	I've heard of the service	I have used the service	I would use it again
Integrated Primary Care Access Service	51.2%	11.1%	71.1%
Same Day Access Services	72.3%	48.3%	92.5%
GP provided phlebotomy tests	77.8%	60.1%	93.0%
Online access (eConsult)	69.7%	25.7%	74.3%
Online appointment booking	87.0%	50.2%	85.9%
Online prescription requests	84.2%	55.2%	89.8%
Long term condition clinics	38.3%	13.7%	69.9%

Those who have not used the services either didn't know about them (48.7%) or haven't needed to use them (42.9%).

Respondents were asked what information could be supplied to encourage them to use the services:

- Approximately half said a guide to the options available or a guide to how to use the services
- Just over half said a webpage with all of the details.

Respondents were also asked if they would be willing to talk to a care navigator. The vast majority (79.9%) said they would be happy to talk to a care navigator to help make sure they got the right advice/support they need.

Respondents were asked to score how important they thought each of the following factors should be considered as the Integrated Primary Care Access Service is developed. Scores are between 1 (not very important) and 5 (very important).

Factor	5	4	3	2	1
Distance/time needed to travel by car	60.4%	13.8%	13.8%	5.3%	6.7%
Distance/time needed to travel by public transport	77.1%	8.1%	6.7%	2.8%	5.3%
Being able to see the right person for your need at the right time	76.6%	15.7%	3.8%	2.1%	1.7%
Being given an increased choice of when	61.3%	24.6%	9.9%	1.1%	3.2%

you can make a routine GP/nurse appointment					
The service being located as close to where you live as possible	59.4%	19.4%	13.9%	4.2%	3.1%
The service being located where it covers a larger area to ensure it can be staffed by the right people and has consistent opening times	40.9%	30.1%	17.6%	7.8%	4.3%
Healthcare professionals being able to access your medical record	80.2%	10.2%	4.9%	1.1%	3.5%
Being able to see a GP	68.4%	17.4%	11.1%	1.7%	1.4%

Respondents were asked if the service name should be changed. A number of respondents have asked for it to be simpler and clearer with the name clearly saying what the service does. Some have suggested names and these will be collated when the survey closes.

Respondents were asked if there was anything in particular they thought needed to be considered as the IPCAS was developed in the future. 209 respondents answered with the following top five themes:

- Appointments, especially for urgent issues, need to be available and timely without long waiting times
- Public transport to the hubs needs to be available and not take too long to travel or be expensive
- Ensure the hubs are not too far from where people live and accessible
- Promote the service more effectively, especially through practices
- Increase the provision in areas where the local population is growing or has higher demand, eg Bordon

Respondents were asked how they normally travel to health appointments:

- 69.6% travel by car, including lifts from family/loved ones
- 39.5% walk
- 13.6% use public transport, including taxis
- 6.3% cycle.

Respondents were asked about their use of other online services such as banking or shopping. 92.3% said they used these types of services. 7.7% said they didn't with the vast majority (60.5%) saying they do not use these services as they do not like using them.

Respondents were invited to make any other comments they had. These will be analysed when the survey closes.

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:

- Use of Urgent Care services

Patients attending Gosport Minor Injuries Unit, Petersfield Minor Injuries Unit, St Mary's Treatment Centre or the Emergency Department at Queen Alexandra Hospital were asked.

- Have you taken any advice about your health before arriving at the Accident & Emergency department today?
- If yes, who from?
- Have you tried to get an appointment about your current health problem with your GP in the last day or two?
- If we could book you an appointment within a local GP surgery today to save you waiting in the Accident & Emergency department now would this be acceptable to you?

Over 1,000 patients took part and of these:

- 47% had taken advice prior to presenting (9% via NHS111, 11% via their GP)
- 20% had tried to get a GP appointment
- 47% would be willing to have an appointment on the day as an alternative.

This insight will be taken into account as we continue to develop and finalise our winter plans.

- 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.

- 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:

- South Eastern Hampshire Locality Patient Group held on July 4 and September 19
- South Eastern Hampshire CCG Community Engagement Committee held on July 10
- Fareham and Gosport CCG Community Engagement Committee held on July 10
- Gosport Locality Patient Group held on July 23
- Fareham Locality Patient Group held on August 8
- Fareham and Gosport Voluntary Sector Health Forum held on September 5.

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
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 is currently being undertaken to seek local people's views further	The findings from the engagement programme will be used to determine the final future model
Primary Care Networks (PCN)	Patient representatives have asked if the PCN Clinical Directors meet regularly	The PCN Clinical directors meet on a regular basis	Best practice and ideas around PCN and service development are shared and discussed
Domiciliary chiropody service	Patient representatives have raised concern that care homes do not receive a chiropody service	To receive domiciliary treatment the patient must meet the criteria for the podiatry service and : <ul style="list-style-type: none"> • Be unable to leave the house unless in an emergency • Always receive home visits from their GP when unwell as unable to leave the house • Suffer from agoraphobia or other conditions that prevent them leaving the house 	GP practices are aware of the criteria and refer patients accordingly
Adapted shoe insoles	A Councillor has raised concerns that patients cannot be referred for adapted insoles and are advised to go privately which can cost between £150 and £600	Solent NHS Trust who provides the service is commissioned to provide one pair of insoles for patients who meet the access criteria for the podiatry service	We have raised this with the Trust and asked it to ensure its staff is aware of the service provision and criteria

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 care models

5.2. We will be determining the next phase of 'Your Big Health Conversation' in light of the themes from phase two.

6. Recommendation

6.1. The Communalities Engagement Committees are asked to note this report.