



Somerset
Clinical Commissioning Group

The background of the cover features a light blue gradient with dark blue silhouettes of three people holding hands in a circle, symbolizing unity and support.

Patient and public engagement

Annual report 2018-19

Working together to improve health and wellbeing

Involving the public in our work

Our vision is simple. We want people to live healthy and independent lives, supported by thriving and connected communities with timely and easy access to high quality and efficient public services when they need them. We can only do this if we work together with our partners in the health and care system and with our patients and public.

We know that in the past we haven't been very good at listening to the people who live or work in Somerset. To help us change this we are developing new ways of working to make sure the voices of our people are heard. We are committed to making sure that the patient and public voice is at the heart of everything we do as move forward together.

We will:

- make sure that patient and public voices shape what we do
- make decisions based on people's needs
- value, support and develop our staff
- work together with our partners as one system to drive improvement
- be open, honest and transparent
- do what we say we will and explain what is and is not possible.

Our duty to involve

We have a legal obligation to involve the public both in how we plan services and in any changes to current services.

The rights of patients and individuals to be involved in the planning and development of health services are also set out in the NHS constitution.

But we want to do more than this. Involving people is not just something we have to do, it's what we want to do. We want to make sure that the patient and public voice is at the heart of everything we do.

We are using the NHS improvement framework for patient and public involvement to identify our weaknesses and establish a cohesive process to make sure our core principles and strong foundation link all the required elements.

By listening to people and talking to them about the things that are important to them, we can improve the quality of the services we commission. We want our engagement to be real and meaningful with patients and the public being empowered to really influence the outcome.

This will help us make sure that the right services are available in the right place at the right time for everyone.

Somerset people

580,000
our population

600,000
projected population by 2031

18.8%
living with a
disability or life-
limiting illness

18%
under the age
of 18

1 in 4
over the age
of 65

80 years
average life expectancy
at birth for males

84 years
average life expectancy
at birth for females

1,700
alcohol related hospital
admissions per year

1 in 8
adults diagnosed
with depression or
anxiety

12%
of the population
smoke

1 in 5
4-5 year olds classified
as overweight or obese

2 in 3
adult classified as
overweight or obese

Who we involve

We involve people in a proportionate and appropriate way

- people who use health services across Somerset
- people who use specific services or health and care services in general
- patient groups and representatives
- people who care for those using health and care services
- local voluntary and community sector organisations
- local people, as individuals or groups
- people who have an interest in health and care services
- special interest groups

How we involve

- regular meetings
- special consultation events
- social media
- lay members as patient voices
- drop in sessions
- engagement events
- patient stories
- Governing Body meetings
- GP practice patient participation groups
- engagement bulletins

Working in partnership

We want to work with our public, patients, carers, partners and staff in a collaborative and positive way

We invite our local partners to inspect, review, comment and consult on our commissioning proposals. These partners include:

- Patient Participation Groups (PPGs)
- Healthwatch (Somerset)
- Health, Overview and Scrutiny Committees in Somerset
- Patient groups
- Community and voluntary sector organisations such as Spark Somerset, the Parent Carer Forum
- Special interest groups



Our people

140

members of Somerset Engagement and Advisory Group (SEAG)

66

patient participation groups - one in each GP practice in Somerset

60

lay members providing a patient perspective

All who are:

- Representing local interests
- Acting as critical friends to our proposals, ideas and discussions
- Talking to people and helping us to hear your voices

We are also taking our conversations online to reach more of our people and give them the opportunity to have their say

5,019

Twitter followers and growing . . .

What we asked

Fit for my Future is our strategy for how we will support the health and wellbeing of all the people of Somerset by changing the way we commission and deliver health and care services. It is being delivered through a partnership between Somerset County Council and ourselves, supported by our major NHS providers.

In 2018 we published our case for change on our dedicated website: www.fitformyfuture.org.uk.

Based on the case for change, key proposals have been developed to transform services – some will require full public consultation because of their scale and others can be changed more rapidly as part of ongoing improvement and transformation.

The case for change and proposed changes for change were subject to a major public engagement exercise in 2018/19.

This included 18 specifically arranged drop-in sessions across Somerset, over 150 events and workshops, a newsletter drop to 232,000 homes. We also used digital channels to reach more and different audiences with almost 2,000 people watching our ground-breaking Facebook Live events.



What people told us

The responses show:

- the majority of proposals are supported, especially care closer to home and self-care
- concerns about centralisation of services, travel / transport, staff shortages, reduced community services
- overwhelmingly positive support for people with acute conditions to go home as soon as possible providing there is adequate care and support available
- recurring theme of early help, joined up and coordinated; people want to see person-centred approach to services across the county
- support for equal priority in service provision and for a holistic approach to treat physical and mental health illnesses/conditions together

We are using the feedback to inform the further development of our plans and also to help us involve more people in co-designing new care models and new ways of working.

Next year, 2019/20, will be a significant year for health and care partners and our populations as we progress with planning and delivering change in Somerset.



What people told us

Our patients, Patient Participation Group Chairs, members of Somerset Engagement and Advisory Group, partners and members of the public have also told us that they have concerns about the following:

- the 111 service and out of hours care
- availability of GP appointments and access to primary care
- patient transport
- access to dermatology services
- availability of rheumatology services
- recruitment and retention of GPs and nurses
- support for young carers

We awarded a five year contract to Devon Doctors Ltd to deliver a new Integrated Urgent Care Service for the county from February 2019. This provides integrated 24/7 urgent care access, clinical advice and treatment service by bringing together the NHS 111 service in Somerset and GP out-of-hours service with the introduction of a new Clinical Assessment Service.

Since Devon Doctors in partnership with Care UK took over the contract, the Somerset service has become one of the top performing 111 service provisions in the country.

How else people have helped

Our Somerset Engagement and Advisory Group (SEAG) has a membership of 140 people across the county – it includes individual patients, charities, community groups, voluntary organisations, village councils, disability groups and equality groups. Approximately a third of the membership attend quarterly meetings. Following feedback we changed how the meetings work and we are moving the meetings out to different communities across Somerset.

We have also acknowledged, following feedback from our engagement activities, that it was not the right decision to dismantle the health forums. Somerset communities are unique and health issues differ in each neighbourhood. We are exploring how we can establish effective links in communities and work more closely with existing networks

There are Patient Participation Groups (PPG) in 66 GP practices. We support PPG Chairs by facilitating quarterly network meetings. PPG Chairs discuss issues in their GP practice and report any commissioning concerns raised by patient voices. We plan to assist the network further by providing support and training on membership recruitment, meeting skills, practice liaison and being heard.

How else people have helped

We are improving our governance for recruiting and supporting lay members. We have 60 active lay members representatives involved in different commissioning work streams. We are revising our policy and matching process to include more comprehensive training for all new lay members and include a new welcome pack. We provide portable hearing loops for all meetings. We developed an NHS jargon directory to support lay members who get involved in different aspects of our work and for meetings.

Demographic monitoring has identified where we are under-represented in our involvement and engagement activities. We have reached out to seldom heard groups and sought their advice. Feedback has indicated that many are not interested in joining our established forums so we are exploring new inclusive approaches to engage in ways which meet their needs.

We have undertaken targeted outreach work with seldom heard groups; such as Maternity Voices, set up social media, parent baby/toddler groups, 2BU – transgender commissioning, CAMHs teenagers service feedback, Special Educational Needs and Disability work stream, running stalls with parent/carer forums.

What we've done

- revised our constitution to provide a detailed explanation of our principles and arrangements for public involvement
- reintroduced patient stories to our Governing Body meetings and established a patient engagement dashboard presented by the Chair as part of his report at every meeting
- trained our Governing Body on patient and public engagement
- developed our website content to improve information about engagement and how people can get involved in our work
- run our Annual General Meeting as a health marketplace - offering free health checks and promoting the work of our health partners and voluntary groups
- improved our Quality of Leadership compliance for patient and community engagement indicators
- improved the effectiveness of our SEAG meetings to make them more consultative
- put in place recruitment and governance systems for lay members
- set up a lay members forum to support and celebrate the contribution of our lay members
- held equality and health inequality monthly workshops for our staff, hospital trusts, and other organisations
- provided free training to GP practices across Somerset to raise awareness of equality and diversity issues in health.

Our plans for 2019-20

We have spent some of the last year taking stock and looking at developing a new approach to public involvement, building a stronger foundation to our work.

Next year we will:

Create

- develop our new Communications and Engagement strategy
- develop a new website which is more accessible and engaging, with clearer information and purpose
- develop a virtual focus group to support those who are unable to attend events, meetings and drop-ins to have their say and be heard
- set up a lay members forum to provide better support, project matching, coordination and governance of lay members involvement

Build

- develop our existing groups (SEAG and PPG Chairs) to support effective change
- build public engagement early into our planning cycle
- broaden our presence on social media as part of our developing social media strategy

Explore

- pursue opportunities to partner with existing neighbourhood networks
- look at new models and methods to engage with and involve patients and the public in our work

Share

- acknowledge and celebrate contributions from patient and public participation and say how involvement and engagement has influenced change
- evidence our public involvement in our annual reports
- regularly share patient and public stories with our staff at all levels to make sure that the voices of our patients and the public are at the heart of everything we do
- continue to improve the visibility of engagement at Governing Body meetings

Encourage

- promote and encourage members of the public to ask questions at Governing Body and remind them of their right to make a statement at the public part of the meetings
- provide effective support and involvement opportunities for patients and the public to hold us and our providers to account on our engagement and consultation duties
- improve the way we listen and talk with patients and the public to make sure we are coming to them, where they live and work, to have the conversations that matter to them
- hold meetings that are fully accessible and reach seldom heard groups

Train

- train the Governing Body and our leadership on engagement best practice
- provide training to our staff to make sure pathways and services are designed to include patient and public engagement from the start and that public voices are able to influence developments at meaningful stages
- improve accessibility and hold staff training on producing Easyread documents, co-produced with local people with learning disabilities.



Somerset
Clinical Commissioning Group

If you would like to find out more about our work and how you can get involved contact us:

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