



Patient Engagement Network

Greenwood Park Community Centre, Chiswell Green, St Albans

Tuesday 8 October 2019



Herts Valleys
Clinical Commissioning Group

Aim of meeting:

To inform patients about local health developments, build a network of informed patients and for staff to get feedback from patients/carers to support service design and provision.

To access the slides used at this meeting, for more information or to discuss issues raised during the meeting please contact heather.aylward@nhs.net

Attendance: 40

Meeting was chaired by Alison Gardner who is a non-executive member on Herts Valleys Clinical Commissioning Group (CCG) board with responsibility for engagement.

Summary notes

The group were made aware that presentations were being filmed – any questions would be audible but there would be no filming of participants. There was agreement to this approach.

Actions from meeting

- Presentation slides to be shared with participants
- GP practice patient group incentive scheme to be amended in line with comments and distributed again as draft.
- Details of services now provided by Central London Community Healthcare Trust (CLCH) are available [here](#)
- Future agendas to include more detail on what topics are being discussed in each session
- Link with Herts Valleys' communication team re more information on CLCH
- Organise an event in west Herts as part of 'let's get connected' programme on death and dying.

Meeting Feedback

12 responses. Ten stated they would take part in a similar session, 2 said 'maybe'

	Excellent	Good	Fair	Poor
Meeting organisation	4	7		
Adult Community Services		6	4	1
STP	2	4	5	1
End of Life and the 'D' word	3	7	1	
Ear, nose and Throat services	3	7	1	
PPG Incentive Scheme	5	4	1	
Venue	2	8	1	
Meeting Times	5	6		
Total	24			

Time	Activity	Contributor
09.45 – 10.00	Refreshments available / registration	
10.00 – 10.05	Welcome Introduction, welcome and overview of the day	Alison Gardner
10.05 – 11.00	Community Adult Services Jayne Skippen, Divisional Director of Nursing and Therapy Central London Community Healthcare NHS Trust (CLCH)	Discussion
11.00 – 11.40	Hertfordshire and West Essex Sustainability and Transformation Partnership: Lorna Hamblin: Communications and Engagement Manager NHS Long Term Plan: Maria Kyriacou	Discussion
Comfort Break		
11.50 – 12.15	End of life and the 'D' word Lesley Lopez, Marianne Withers Anne Robson Trust	For early discussion – future engagement
12.15 – 12.45	Enhanced Community Ear Nose and Throat (ENT) Service Anna Bernard	Presentation
12.45 – 13.15 lunch (please advise on any dietary requirements)		
13.15 – 13.50	GP Practice Patient Group - guidelines and incentive Heather Aylward, Public Engagement Manager	Discussion
13.50 – 14.00	Closing remarks – Alison Gardner	Information

Community Adult Services

Jayne Skippen, Divisional Director of Nursing and Therapy, Central London Community Healthcare NHS Trust (CLCH)

- Confirmed that patient experience includes carer experience
- It isn't always clear where you go when you need help. Confirmed ongoing plans around development of link with care navigators and working more effectively as a care system. Have key workers across service lines for individual patients.
- Use Patient Advice and Liaison Service (PALS) to raise issues/compliment service – there has been a drop in complaints and increase in compliments
- Confirmed that CLCH is an NHS organisation with a local presence. The contract was awarded after a robust procurement process which involved patients.
- Rapid Response service which links in with social care to avoid hospital admittance and speed up discharge. Service currently operating 8am – 10pm, seven days a week. There is also overnight nursing service.
- Herts Community NHS Trust still provide some services.
- **Phlebotomy will provide domiciliary services and HCT will also provide some.**
- District nurse services will be provided in same way.
- Patients have been involved in design of services. Confirmed CLCH have linked with Healthwatch Herts to discuss how to shape engagement
- Ideas requested on how to recruit volunteers with suggestion on roles
- Suggested that clearer communication may be needed to explain who is now providing which services. Confusion on name CLCH and the services delivered – plea to get communication to public at large – detailing services. Designed an A4 book with the pathways. Feed back to communications team at Herts Valleys.
- Access of service locations may be problematic – reassurance that community bases are easy to access.
- Increase in leg ulcer clinics.

Hertfordshire and West Essex Sustainability and Transformation Partnership (STP)

Lorna Hamblin; Communications and Engagement Manager

- Discussion on the role of STP, what authority they have and whether they will take a more strategic role. Some concern that this will just bring another level of bureaucracy.

NHS Long Term Plan; Maria Kyriacou

- Confirmation of where dementia services fit into the long term plan

End of life and the 'D' word

Lesley Lopez, Marianne Withers: Anne Robson Trust

- Plans for 'let's get connected' session on death and dying

Enhanced community Ear Nose and Throat (ENT) service

Anna Bernard

- Clarification on ENT clinicians, confirmed all doctors, mostly consultants and includes GPs with specialist interest
- Clinic locations: all checked for clinical suitability, DDA compliant (hearing loops, parking lights, wheelchair access etc). Clinics are Monday – Friday and regular Saturday mornings and include extended hours – early morning with some evening appointments until 7pm. A clinic is now available in Potters Bar.
- Following patient feedback the organisation has linked in with transport providers, regarding any issues with access to sites.
- First appointments should be within 4-6 weeks
- Asked for feedback on whether to include diversity information within questionnaires / complaints – characteristic checklist. Include carers.
- Information on emergency care was discussed and highlighted as a possible issue.

GP practice patient group – guidelines and incentive

Heather Aylward, Public Engagement Manager

- Confirmed that the bronze level is within the core GP contract funding and that 5 pence (silver) and 10 pence (gold) is per weighted patient.
- Concern that the practice will still decide if any budget goes to their patient group
- Confirmed, currently recurring payment and that the scheme will be regularly reviewed
- Discussion on:
 - Why there should be an incentive scheme and whether instead funding should go to struggling practices to develop their patient groups
 - Whether the incentive amounts will make any difference
 - Need to work with practices to develop groups
 - Could this be an award system – plaques displayed in practices
 - Would be useful to get patient members as part of practice assessment
- Not aware of similar schemes across the country
- There will be a need to work with other practice patient groups as merges and primary care networks develop
- Timetable for launching the incentive scheme:
 - Amendments to be made to draft in line with discussions
 - More engagement with practice managers
 - Final to be approved by the Primary Care Commissioning Panel
 - Aim to launch in November
- Support to practices:
 - Guidelines and links to National Association for Patient Participation (NAPP)
 - One to one discussions
 - Link to network to share good practice