



What people are telling us

Quarterly patient and public engagement report

JUNE – AUGUST 2013

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1 Feedback from individuals

Sources: CCG mailbox, patient experience stories, NHS Choices website

Mailbox

- We have received 192 contacts via the CCG mail box during the last quarter.
- Out of these the vast majority were requests for information about the organisation, structure of the Board etc.
- Concerns were raised about some of the services we commission at the RSH, University of Southampton Hospital and Mental Health services. These individual concerns are being dealt with by our Complaints Department.
- We received four enquiries about Target and requests to be included in our distribution list to receive the CCG newsletter.
- One request for information was regarding the criteria and CCG policy on IVF treatment. A copy of our policy and explanation of criteria was sent to the enquirer.

OUTCOME

The Healthcare Library contacted us and consequently attended our Target event in order to raise awareness of their service to support health professionals

ACTION

information about IVF treatment and our policy to be put on website



Positive feedback

Feedback about a patients experience at A&E

Feedback about an Out of Hours GP

2 Feedback from meetings and groups

The CCG runs, and is represented at, a number of meetings that focus on engagement and insight. This section contains the main feedback from a number of these meetings.

Southampton Health Overview and Scrutiny Panel

Items discussed at the July meeting included:

- Consultation on the way CQC regulates, inspects and monitors care.
- The CCG's report on the government's response to the Mid Staffordshire enquiry.
- Healthwatch
- GP Services in Portswood
- Patient Transport – following the Patient Transport review previously reported, we have since distributed information for patients to all our GP practices.

OUTCOME

Positive feedback from practices about the information, plus requests from other agencies e.g. Age UK for information packs

CCG Communications and Engagement Group

The group is chaired by Dr Mark Kelsey. Representation is wide and varied and includes our lay advisors, providers, PPG Chair, young people, service users, carers, people with learning disabilities, people with physical disabilities, BME communities etc. During the last three months the group have been consulted on Choice and Choose and Book and will be involved in the procurement of the new Minor Injuries Service.

Feedback – Choose and Book

- Patients with learning disabilities are unable to use C&B
- The service at GP practices is being looked at. Some GPs go through the whole process with patients, others are advised to speak to the reception team. It would be good to develop guidance for practices.
- It is unfair for patients that there is an inconsistency in services.
- Service should be personalised and based around the patient.
- Range of options should be available for everyone.
- Some GPs struggle using C&B
- GP practices have different computer systems so do providers – will this review help this?
- Providers don't always share information

ACTION

Senior Commissioning Manager to note feedback for consideration in commissioning plans

2 Feedback from meetings and groups

Southampton City Patients Forum

The Patients Forum meets monthly and is kept up to date with the developments in the CCG. The Forum is a consultative group and our senior commissioners attend to seek feedback on their various programmes of work. During the last three months the Patients Forum members have been involved in discussions and given feedback about:

- Integrated Person Centred Care Programme
- Urgent and Emergency Care Services
- Diabetes services
- MSK Pathway

Feedback on MSK Pathway

The group reviewed a hand-out which outlines the typical patient journey in the Musculoskeletal Services. It was suggested that:

- allocated staff support, such as nurses, could explain pathways and assist in guiding patients through
- a goal orientated method from physiotherapists and GPs would be helpful
- community services, such as those hosted at Pavilion in the Park, are very useful
- Consideration be given to introduce financial assistance for patients unable to afford programmes like the one hosted by Pavilion in the Park (£4 an hour)
- Generally many issues about navigating a complicated system and identifying patient-user insight
- GPs are not always open to other options and patients may not feel able to challenge their GPs decision.

All feedback has been recorded for consideration by commissioners.



Positive feedback

Feedback about physiotherapy services

Locality meetings

A meeting took place with representatives from UHS to discuss Choose and Book, including capacity and appointment availability. Each party outlined the problems they faced and the potential impacts. Assurance was given that concerns had been heard and there was a pledge to propose a compromise arrangement in writing by October. The locality agreed to share this information with ST when available.

2 Feedback from meetings and groups

Equality and Human Rights Reference Group

This group was set up at the request of the CCG Governing Body as a 'critical friend' to ensure that the CCG provides equality and fairness in access to and use of services and the impact and outcome are positive for all.

The Equality Reference Group will provide advice, support, assurance and feedback to the CCG to ensure the organisation meets its Equality Commitments.

It will also support the CCG in:

- meeting the duties, responsibilities and standards under Equality and Human Rights legislation, through integration across the organisations activities, clinical and non-clinical;
- meeting the NHS and the Dept of Health Standards and the NHS Equality Delivery System guidance and requirements;
- helping to develop a culture of Equality, Diversity and Human Rights and work towards eliminating unlawful discrimination;
- recognising, promoting and valuing the diverse nature of communities in the City of Southampton and ensuring services are fair and equal for all.

FEEDBACK

Concern about support available in the city for carers and families of people with dementia.

ACTION

A representative from the local branch of Dementia UK will be attending a group meeting to discuss further

FEEDBACK

Concerns raised about poor experience at the fracture clinic at the RSH

ACTION

The Service Manager of the Fracture clinic will be attending a group meeting to discuss further

3 Feedback from service change and procurement

What we are learning from engagement with patients and the public over service change

Minor injuries procurement

Key feedback from group:

- Marketing and promoting needs to be an area of development as a lot of patients do not know there is an MIU at RSH
- Are target audiences being reached? (eg Southampton City night-life given that currently the MIU closes at 22:00 each night.)
- Change signposting to replace 'No A&E' with something a bit more positive about minor injuries.
- Clarification as to what services the MIU can offer compared to a walk-in-centre or a Minor illness Unit would be useful, and it was suggested a link on the website could help to signpost patients to the correct place.
- Training staff about what the MIU treats would also be useful, as patients with urinary tract infections and children with ear infections have been incorrectly signposted to the MIU by the 111 service.
- Education regarding minor injuries and treatment options could be useful in school PSHE classes.
- A joint minor injuries and minor illness service in which both can be seen would be easier for the public who cannot distinguish between the two. Whilst this could lead to a more joined-up service, however the RSH estate does not allow for this.
- A smaller MIU at UHS FT would reduce any potential confusion as to where to seek treatment. It was agreed that having all minor injury, minor illness and accident and emergency treatment options in one place is simpler than current services which seem broken-up. The group were advised that particularly those with Learning Disabilities, the elderly and single parents would benefit from all services being in one place.
- The group agreed that it is important, in the development of services, that the 'what we would like to aspire to' aspect of the discussions regarding combining minor injuries and minor illnesses services, is not lost.

ACTION

Senior commissioner to take feedback to inform and develop the specification of the new service.

ACTION

The group will be involved throughout the process.

4 Feedback from social media

Website feedback and comments

We are monitoring a number of sites regularly to pick up patient feedback and comments on services:

NHS Choices

University Hospitals Trust (Southampton)

All feedback

<http://www.nhs.uk/Services/hospitals/ReviewsAndRatings/DefaultView.aspx?id=1311>

A&E

<http://www.nhs.uk/Services/hospitals/ReviewsAndRatings/DefaultView.aspx?id=1311&pageno=1&sorttype=5&subject=All%20subjects&spid=96713>

Cardiology

<http://www.nhs.uk/Services/hospitals/ReviewsAndRatings/DefaultView.aspx?id=1311&pageno=1&sorttype=5&subject=All%20subjects&spid=89330>

RSH Treatment Centre

<http://www.nhs.uk/Services/hospitals/ReviewsAndRatings/DefaultView.aspx?id=244>

The feedback from NHS Choices re Southern Health is here:

<http://www.nhs.uk/Services/Trusts/ReviewsAndRatings/DefaultView.aspx?id=3104>

FEEDBACK

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4 Feedback from social media

Twitter

The Southampton City CCG twitter account (@NHSSotonCityCCG) currently has 5,014 followers; 94% of whom are based in the UK, 61% of whom are female. Since 1st June, the CCG has sent 221 tweets, received 25 replies and been mentioned 39 times by other users. The CCGs' tweets have been retweeted 101 times, and favourited 8 times.

Over the last few months we have been regularly tweeting information about the CCG on subjects around:

- Wanting views to help with developing plans to improve services such as: diabetes services/ wheel chair services
- governing body meetings

Tweets which received the most retweets and favourites include those regarding consultations on diabetes and wheelchair services, and those mentioning the 111 service.

Interactions with followers have included feedback from local people on diabetic and 111 services, and requests from other local health organisations for a retweet of one of their messages.



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90 Likes

Over the last few months we have been regularly posting information about the CCG (just over 40 posts).

Main theme of information:

- Wanting views to help with developing plans to improve wheel chair services
- Encouraging engagement and promoting prospectus
- Governing body meeting agenda papers and headlines
- Heatwave information
- CCG Health bus promotion

5 Media and FOI

Media activity

List of proactive and reactive media releases

12/07/2013 Jack FM Cataracts
12/07/2013 Southern Daily Echo Cataracts
09/07/2013 Southern Daily Echo Follow-up to Forest Lodge query
09/07/2013 Southern Daily Echo Forest Lodge in Southampton
19/06/2013 Exior 'Ageless' mental health services
19/06/2013 British Medical Journal Changes to clinical criteria
11/06/2013 Southern Daily Echo Maypole Nursing Centre, Hedge End
11/06/2013 Wave 105.2FM Wants interview on mortality figures for 'big four' killer diseases.
10/06/2013 Southern Daily Echo Killer diseases rankings
06/06/2013 Daily Mail When did 111 go live in Hampshire?

Related Releases and statements

22/08/2013 Keep well over the weekend, says NHS
15/08/2013 City GPs trained to spot domestic abuse
02/08/2013 Successful six months for NHS111 in Hampshire
12/07/2013 Heatwave heralds health advice from NHS
02/07/2013 Minor Injury Unit takes strain off Emergency Department
28/06/2013 Ramadan health advice for Southampton's near 10,000-strong Muslim community
21/06/2013 Age no barrier to rheumatoid arthritis
13/06/2013 Letter for publication in the Daily Echo
03/06/2013 Developing a new TARGET for GP training in Southampton



FOI requests

NHS Southampton City CCG has had 47 FOI enquiries between June – August. The most requested topics include: staff contact details (including Board members), contract information and the tendering process for various services.