

Dudley Clinical Commissioning Group Duty to Report 2013

1st April 2012 - 31st March 2013

1. Introduction

The Duty to Report under Section 24A of the NHS Act 2006 requires Clinical Commissioning Groups (CCGs) to produce a report every year summarising the engagement that has taken place over the year. The report details engagement activities between April 1st 2012 through to 31st March 2013.

In addition, a refreshed Communications and Engagement Strategy has been developed with Dudley Council for Voluntary Services with a detailed action plan which supports a strengthened approach towards communications and engagement within the CCG.

2. Activities

- **Communications & Engagement Strategy – April 2012 to March 2013**

A number of activities fed into developing the strategy including:

- a task and finish group looking at meaningful engagement and how the CCG should engage
- an online survey asking for views on how a model of engagement should work
- visits to several community groups and patient participation groups to discuss engagement

A draft strategy was developed and circulated widely for feedback. A number of people gave feedback and where appropriate, the strategy was amended to reflect those conversations. The strategy has now been formally ratified by the CCG.

- **Healthcare Forum**

Several Healthcare Forums have taken place throughout the year and have been chaired by clinicians of the CCG Board. Attendance has steadily been increasing at the forums and topics covered include commissioning priorities, the green card scheme, access to primary care and vascular checks. The Healthcare Forum is an informal opportunity to find out more and meet members of the CCG.

- **Being an effective representative - March/April 2012**

A workshop was held with members of the public and representatives from the voluntary sector to help shape the qualities and the role of the Lay person on the Board Championing Patient and Public Involvement. The feedback was used in developing the role specification and job description for the post.

- **Selection process for Lay Person on Board Championing Patient & Public Involvement - April 2012**

All successful applicants for the role underwent an informal selection process. Members of the public, voluntary sector and patient participation groups interviewed and scored applicants and the scores were used as part of the final and formal interview process which also included a representative of the group.

- **Nothing About You Without You – June 2012**

Over 260 people attended a public event hosted by the CCG. The CCG wanted an opportunity to introduce themselves and explain some of the local and national changes in view of wider NHS reforms. There were a number of interactive workshops which people took part in and the views and opinions expressed in the workshops fed into a number of workstreams including diabetes and dementia.

- **The Healthy Debate –July 2012**

The Healthy Debate was a joint venture with partners to look at the Health and Wellbeing strategy and decide what the priorities should be for the area. Two sessions took place and wide range of people joined us for the sessions.

- **Walk in Centre survey – December 2012**

In December 2012, 389 people answered a questionnaire when they attended the Walk in Centre. The CCG wanted a better understanding of why people chose to attend the WIC rather than see their own GP. The results were used to help develop the primary care strategy.

- **Patient Participation Groups (PPGs) – December 2012/March 2013**

The CCG remain committed to supporting practices in setting up and developing Patient Participation Groups. 37 out of 52 practices advised they had a PPG and since working with practices, 10 more have requested help in setting up PPGs. We are also looking at providing 2 sessions for practices to help develop this further.

- **Primary Care Strategy – February 2013**

The CCG recognised there were issues relating to access to primary care. Discussions are taking place with membership practices and with the public to look at moving forward with solutions.

- **Building Healthy Partnerships – March 2013**

After a successful application from Dudley Council for Voluntary Services (DCVS), Dudley CCG were selected for the Building Health Partnerships Programme organised and facilitated by the NHS Commissioning Board and the National Association for Voluntary and Community Action (NAVCAA).

The programme includes funding for a jointly commissioned service with partners and a series of workshops will help bring ideas and solutions together.

- **Patient Opportunity Panel – November 2012 and February 2013**

As part of increasing opportunities for patients and public to get involved with health care locally, the CCG have created a new group – the Patient Opportunity Panel. Every practice who has a PPG is invited to send 1 or 2 representatives from their PPG to a meeting which is held bi- monthly and chaired by the board member for patient and public involvement. The objective of the group is to provide a patient/community voice in commissioning decisions and to influence the CCG on commissioning decisions.

- **Health and Wellbeing Strategy - November 2012**

A joint venture with partners saw CCG staff talking to members of the public across the borough to find out what they thought the priorities were for health and wellbeing. The views were then fed into the Health and Wellbeing Board strategy for the borough and will be used to help shape 'Spotlight' sessions which will focus on different themes and priorities within the Health and Wellbeing strategy.

- **Board Meetings**

In addition to other engagement activities, all board meetings are held in public in accessible locations and papers are available on the CCG website

- **Overview & Scrutiny Committee**

Overview and Scrutiny Committee meetings are held in public although organised by Dudley Metropolitan Borough Council. The CCG attends these meetings.