

Duty to report April 2015 to March 2016

Date	Activity/topic	Details	Outcome if known
Regular – bi monthly	Mental Health Strategic Partnership Group	Patient voice on the group	Provide challenge and perspective
Regular – bi monthly	KAB POD	Self-sufficient group with representatives from majority of KAB practices who meet to discuss issues within that locality	Group forming and building relationships and offering mutual support and sharing best practice
16 th April 2015	POPs	Discussion with Malling Health – provider of care at new UCC	Agreement for Malling Health to attend future meeting to update on progress of UCC
20 th April 2015	Quarry Bank PPG	Facilitated first meeting of Quarry Bank PPG	Moss Grove PPG to buddy up at next meeting
21 st April 2015	POPs development session	Facilitated session with group to discuss the way forward and improve relationships	Some easy solutions to implement including: <ul style="list-style-type: none"> • Patient led agenda • Activity/workplan
23 rd April	3 Villages Tea Party	PPG organised a tea party for locals and used some PPG Purse funding	Over 30 people turned up – helping to reduce isolation and receiving practical advice from police
30 th April	Focus group with Dudley College Health and Social Care students	Testing out views on the Do It Right Dudley campaign	Agreement for roadshow to take place at the college Further ideas on how to make the campaign successful
12 th May 2015	Engagement event	4 rotating workshops with 40+ participants: <ul style="list-style-type: none"> • Physiotherapy • Do it Right Dudley campaign • Dementia services • Emotional health and wellbeing early access 	Feedback has fed into commissioners for ongoing service improvements
13 th May 2014	Discussion with Holly Hall Academy	In response to Young Health Champions, discussion on how the CCG can work with school better to help young people build resilience and plan engagement activities	Student leaders to possibly progress into Young Health Champions when up and running

14 th May	Feet on the Street at public board	What one thing would you change to improve health in Dudley Borough?	Aspiration for the same question in a year's time for patients to say they can get an appointment and get through on the telephone
20 th & 21 st May	Vanguard visit to Dudley	<ul style="list-style-type: none"> • Patient representative from Dudley formed part of visiting team • Patient who has seen improvements as part of Integrated plus part of the site visits • Site visit to SMW PPG to talk about integration plus, sense.ly app and PPGs 	Patient representative invited to blog on NHS England website
June	Survey at St Margaret's wells surgery	Survey on Sense.ly app with patients at the surgery	Infographic produced, 44 patients asked aged 17-70
4 th June	Moss Grove PPG	To talk about future engagement with the CCG and opportunities and vanguard status	PPG would like further development on using twitter and facebook
11 th June	POPs	Discussion around several topics including the PPG Guide	
11 th June	Lye Mosque	An opportunity to have an information/awareness session with local community at Lye mosque round diabetes	Over 50 people attended the session
18 th June	Healthcare Forum	The topic was Keeping Dudley Happy which looked at early access to primary care mental health services	Over 70 people attended
18 th June	AGM	Open meeting with questions raised	Over 20 members of the public joined us
19 th June	Do it Right Dudley campaign – Dudley college	Raising the profile of the CCG locally and how to make best use of resources by sharing information and asking people to make pledges	Rich conversations and pledges
26 th June	Do it Right Dudley campaign - Stourbridge	Raising the profile of the CCG locally and how to make best use of resources by sharing information and asking people to make pledges	As above
3 rd July	Do it Right Dudley campaign – Merry Hill	Raising the profile of the CCG locally and how to make best use of resources by sharing information and asking people to make pledges	As above

8 th July	Eve Hill PPG open day	Showed support for Eve Hill open day as organised by their PPG using the PPG purse	Lots of information available and activities for children
15 th July	Partners in Paediatrics meeting	Team invited to present on the #mefestival held last year	Invited to talk at PIP annual conference later in the year
16 th July	Age Alliance social isolation survey	Spent time at Merry Hill talking with older people about their experiences of keeping busy and social isolation	Analysis to be collated by Age Alliance and shared in October
16 th July	GP access survey	All PPGs/practices asked to help complete questionnaires re GP access to build up a picture across Dudley and understand what's important	Fed into membership team
22 nd July	KMP PPG self assessment	CCG/DCVS spent time with PPG at KMP going through self-assessment to see where the group need help or can build upon strengths	PPG identified gaps and team visiting again in October to help address
3 rd August	Long term conditions workshop	Workshop to understand how it feels to have a LTC in Dudley borough and how we can improve/build upon experiences	Over 25 people joined us to discuss what person centred care looks like from a patient perspective
6 th August	POPs	Discussion on self-care week	Supported willing PPGs with materials if required to promote
7 th August	Do it Right Dudley campaign – Asda Brierley Hill	Raising the profile of the CCG locally and how to make best use of resources by sharing information and asking people to make pledges	Rich conversations and pledges
17 th August	Meeting arranged with NSL Patient Transport Services and complainants	Several complaints raised around the service so meeting arranged to talk the issues through and to arrive at a suitable resolution by looking at the eligibility criteria (the issues had caught the attention of a few MP's)	Resolution reached by working in partnership with stakeholder and secure a satisfactory outcome for all concerned – needs to be evaluated
20 th August	Access, co ordination and continuity – new models of care/vanguard	2 focus groups facilitated externally but commissioned by CCG to gather views on different aspects of care	19 people attended and views have fed into vanguard conversations around new models of care and integration
17 th September	Healthcare Forum	Turning the NHS upside down – a bottom up approach What would a perfect NHS look and feel like?	Over 70 people attended
24 th Sept	Dudley Have your say	Public event to engage, consult and inform around	Providing a safe space to discuss

		community safety	local issues with others in the area
1 st October	Age Alliance; Older People's Conference	Public event looking at loneliness and isolation. Presentations from various professionals	Raising awareness of older people's health and social needs
7 th October	KMP workshop	Supporting the PPG to develop their own aims, objectives and terms of reference.	Supporting the PPG to look at next steps
15 th October	PIP annual conference	Presentations around engagement with young people and use of social media. Networking with other organisations	New contacts and ideas for engaging with younger generation
16 th October	Data Sharing campaign	Getting feedback from patients on our engagement database about a data sharing campaign	
17 th October	Lapal Medical Practice flu clinic	Open day is planned with refreshments provided by the PPG and donations going to Mary Stevens Hospice	Raise awareness of the PPG and a community spirit
21 st October	Alexandra Medical Centre, PPG Audit	Asking a series of standardised questions to get a view of individual PPG's	Providing a directory of all the PPG's and how they run – as requested from our audit
21 st October	Holly Hall Academy	Delivering sessions to four groups four times, 16 sessions in total, four different workshops around mental health, Do It Right Dudley campaign, social media and young people, health and wellbeing and Me Festival.	Improving the awareness of mental health, services available and health and wellbeing to students
4 th November	Carers Forum	To discuss the Long Term Conditions Framework from a carers aspect (25 people)	To improve local experiences
25 th November	Lapal Medical Practice Mental Health awareness day	Two workshops around mental health, 27 participants attended altogether. Trish Taylor (Dudley CCG) delivered the sessions along with a representative from Dudley MIND.	Positive discussion around mental health, two participants disclosed and received further support. 27 participants attended.
26 th November	Me Festival	Annual event for local students in year 8 to build skills and confidence and emotional resilience	Over 100 students attended
December	Healthcare Forum	Opportunity to look closer at New Care Models work	All fed into NCM work
December	POPs	Update from the pharmacy team	Questions raised for Board
January	Market St branch closure	Facilitated engagement with practice and population around branch closure including HWD, local MPs, LMC	Market St closed

February	Masefield Rd branch closure	Facilitated engagement with practice and population around branch closure including HWD, local MPs, LMC Meeting held in public to consider the proposal with opportunity for public input/view	Masefield Rd closed
January to March	Listening exercise for New Care Models	Over 50+ groups attended including Activate sessions	Healthwatch producing a detailed report and analysis to be considered by Partnership Board
4 th February	New Care Models – Diabetes UK	Commissioning Manager attended Diabetes UK to present the New Models of Care and in particular how this affects Diabetes model	10-15 individuals attended the group and shared this information with their networks
February	POPs	Update on the UCC and considerations for Single Patient Portal	Lead commissioner feeding views into workstream
February	Commissioning Intentions	Consultation on commissioning intentions	Views obtained and shared with CCG
February	Vanguard engagement group	Convened a new engagement group to specifically look at New Care Model work	Further meetings planned
March	Worked with market research company	To understand peoples' views and perceptions on health and social care in the borough - benchmarking	6 focus groups – all feeding into NCM work
3 rd March	Healthcare Forum	Looking at the operating plan, the vanguard journey so fare and activate sessions	Over 80 participants attended
3 rd March	Moss Grove PPG	Talking with group about general updates within CCG and new care models	
8 th March	Woodsetton PPG	Informal chat with practice manager and some PPG members	Invited to attend next PPG meeting
9 th March	3 Villages PPG workshop	Facilitated discussion around aims and objectives of the group	Group found the session useful
14 th March	Waterfront Surgery	First PPG meeting to introduce Dudley CCG and support the building of the group with the surgery	Positive meeting and future meetings arranged
16 th March	Lapal Medical Practice PPG	Fastaid Course on CPR (organised by the PPG offered to all patients in the surgery)	39 individuals trained in CPR All those who completed evaluations said they would probably or definitely attempt a resuscitation on the way home if required

March	Feet on the Street	Looking at how people can take responsibility for their own health and wellbeing and supporting the listening exercise	
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