

Duty to report April 2017 to March 2018

Date	Activity/topic	Details	Outcome if known
Regular engagement activities			
Regular - quarterly	HCF- Healthcare Forum	A public meeting, chaired by a local GP to find out current information about the CCG, as well as an opportunity to share views, opinions and experiences on what it is like to be a patient, carer or part of the community in Dudley borough.	Usually held at Brierley Hill Civic Hall and advertised locally to invite all members of the public
Regular – bi monthly	KAB PPG locality network meeting	Self-sufficient group with representatives from PPG's in the majority of KAB practices who meet to discuss issues within KAB locality	Group forming and building relationships and offering mutual support and sharing best practice
Regular – bi monthly	POP's – Patient Opportunity Panel	Representatives from each PPG across the borough are invited to join with other PPG's to receive presentations, share good news stories and network.	Venue location and time differs for each meeting, supporting all PPG's to attend. All speakers are requested or agreed with members in advance.
Regular - monthly	Newsletter to POP's and Engagement mailing list	Updates regarding public meetings, POP's, NHS England engagement and other items which may be of interest	Ensuring regular communication path between CCG and mailing list, sharing information from partner agencies/services
Ongoing	PPG blog	PPG's have the opportunity to share their events or activities with other PPG's to share learning	Several PPG's sharing their experiences and events with others
Ongoing till 23 rd November	Me Festival Project Team meeting	Monthly meetings with a group of professionals from various agencies with an interest in attending/supporting Me Festival	Support network to ensure smooth delivery of this annual event for young people across the Dudley borough
Engagement activities			
3 rd April 2017	YHC's Enrichment day at High Arcal School	6 YHC's produced lesson plans for the schools enrichment day, focusing on mental health, gender differences in mental health and smoking	Every year group had the opportunity to explore the issue of mental health inequalities and stereotypes. Students shared their views on smoking
4 th April 2017	FGM Task group	This is a task group which meets to discuss the Dudley FGM strategy	YHC project will provide opportunities to develop a YHC with an FGM specialism. Plus YHC can be part of the education strategy directed at young people.
5 th April 2017	Retired staff from the Dudley Group NHSFT, Central Methodist Church,	Neill Bucktin, Director of Commissioning Presentation on the MCP including question time	Attended by 25 people now informed on the MCP

	Cross Dudley.		
5 th April 2017	Drop in session Bilston St Surgery (2 of 2)	Second session held at surgery for patients to seek advice and information prior to the GP retiring and the practice closing	15 people dropped in, information provided for local GP surgeries they can sign up with
6 th April 2017	POP's meeting	Update on mental health strategy- Trish Taylor (Senior Commissioning Manager – Mental Health) as well as extended hours access to practices and the Friends and Family Test	16 attendee's representing 13 PPG's
11 th April 2017	PPG meeting	Health Coach at Lion Health meeting PPG to discuss patient information and literature for the Patient Activation Measure (PAM) pilot	Opportunity to meet the Health Coach and for patients to support the design of the leaflet for patients
13/04/2017	Smoking and the arts	A creative project that combined young people from CHADD Dudley YHC project and Creative Health to explore the issue of smoking in public buildings and doorways. The young people worked with a community artist and film makers. 6 young people were involved.	A short film was produced that highlighted the slogan 'Take it away from the Door' The video was shared via email and social media (Twitter/Facebook) and was very well received and widely retweeted. The project also contributed to building young people's confidence and skills.
20 th April 2017	Pensioners Convention	Andrew Hindle attended the Halesowen Pensioners Convention to provide an update on MCP as well as covering work with the elderly and frail and dementia strategy	Approx. 40 members attended
26 th April 2017	Prescribing consultation	Last day of prescribing consultation which has ran for 12 weeks	332 responses on survey to feed into the proposed changes in the Prescribing policy
24 th April 2017	AW surgeries	Opening of AW surgeries Wellness Centre as part of their Enabling Practices to Improve and Change (EPIC) programme	Promotion of a new venue for patients of AW and support groups to use in the future
27 th April 2017	Carers Alliance	Andrew Hindle attended to discuss the Dementia Strategy and request for feedback	32 attended and feedback included support for working age and also BME communities particularly around reducing stigma (South Asian communities can see it a form of madness rather than a long term condition)
28 th April 2017	Project development workshop with LBGT group at the What Centre	A group of 5 LGBT young people participated in a workshop looking at what kind of projects they can get involved in as part of the YHC project	The group of young people are looking at writing to their MP and CAMHS. They have connected with Tavistock hospital to

			look at challenging the lack of services for LGBT young people. A further training session is taking place on June 9 th 2017
End of April 2017	Completion of service evaluation of patient and clinician perspectives on CCG Practice Based Pharmacists	To determine patient and clinician satisfaction on PBPs in the Dudley CCG. The service evaluation began in January 2017 and ended in April 2017. Patient questionnaires were distributed in each practice with a PBP across Dudley.	Patient response rate was 42.3%, and 17 out of 42 practices returned questionnaires. Patient data showed 71% of patients rated the quality of their review with their PBP as excellent. 83.1% of patients strongly agreed that they would recommend others to see a PBP or attend a PBP led clinic. 70.9% of patients strongly agreed that after their consultation with the PBP, they felt they had a better understanding of their conditions and medications
May 2017	Mental Health Needs Assessment	Launch of the survey sent out to all CCG mailing lists and forwarded to partners for forwarding on to their networks	38 responses to the online survey to feed into the Mental Health Needs Assessment to help inform a borough-wide mental health strategy
2 nd May 2017	Vanguard Engagement Group	To discuss VEG involvement in the procurement process of the MCP with Richard Ward. Confidentiality and conflict of interest forms signed.	10 VEG members attended the meeting at BHCH bar area
3 rd May 2017	Access into primary care discussion	Lead invited members of PPG's to discuss further the questions that could be asked about access and thoughts on what access should look and feel like particularly 7 day access	Members put their names forward to attend and 2 PPG's attended
4 th May 2017	Presentation on Smoking video and YHC to Dudley College student Union	A YHC who was involved in the smoking project came and presented the short film and information on the YHC project with the Project Coordinator – presented to 9 students	Dudley college retweeted the video and the Coordinator has been invited to come and meet with them again in September to recruit YHC's from the new intake.
5 th May 2017	Health Minds / Healthy Lives Group	This is a group of YHC's that advise and guide the YHC project. They also act as a consultative forum if the project is approached to get young people's views.	The group devised a new name and logo suggestions for the initiative 'Park Vibe' which provides activities for young people across the holiday period. The group also came up with logo suggestions for the

			YHC project.
15 th May 2017	Foster Carers Day at Saltwells	Networking vent to promote YHC in the Looked-After / Foster Care sector.	3 meetings have been arranged with Lead Persons in LA / Leaving Care team to explore YHC.
16 th May 2017	KAB Locality Network	Jan Beddows provided an update from the MDT's and the group discussed supporting each other and activities happening within their own PPG's	7 members attended from 4 PPG's
18 th May 2017	Healthcare Forum	Focus on Mental Health Needs Assessment – presentations and workshop activities led by Emily Smith (Public Health) Dr Mona Mahfouz and Trish Taylor (Dudley CCG)	78 attendees and feedback shared on the website
24 th May 2017	AW PPG	Navigation guide and self assessment	10 PPG members attended and agreed a way forward and to explore different ways of working as a PPG
7 th June 2017	Vanguard Engagement Group	Members attended to hear an update from the Director of Commissioning about the MCP developments	10 members attended and over 40 questions were asked
7 th June 2017	Eve Hill PPG	Pharmacy team talking with PPG about the outcomes of the prescribing consultation and how we approach the wider public with a campaign detailing the changes	Further discussion with patients to feed into the Prescribing Policy
12 th June 2017	Decommissioning policy draft	Draft policy developed for consideration. Taken to POPs meeting and made available online and publicised at HCF and mailing lists and through social media	Consultation ended 14 th July and feedback is being considered
June 2017	Birch Day Unit	Formal consultation 19 th June to 22 nd July on proposed redesign of mental health services and closure of Birch Day Unit. Survey available and drop in sessions and one to ones held with affected patients and carers and wider public	Comments from consultation fed into proposal to close to be taken to further meetings
15 th June 2017	POP's meeting	Urgent Care Centre update from Jason Evans (Commissioning Manager for Urgent Care) Draft decommissioning policy discussed by Duncan Jenkins (Specialist in Pharmaceutical, Public Health) Long Term conditions – further engagement (Primary Care Commissioning Manager)	20 people attended from various PPGs

27 th June 2017	Mental Health support group for Parents and carers of young people in Dudley borough (led by Young Health Champion Co-ordinator)	A new informal group to get information, share experiences and help shape the future for young people's services in Dudley borough	Opportunity to influence local decision makers to improve services, get peer support and get lots of information and find out about local services
6 th July 2017	Healthcare Forum	Connecting Communities - workshop aimed at developing the approach towards self-care and self-help and taking responsibility. Partners from Healthwatch, Public Health and the Mental Health Trust helped to facilitate	Over 60 people attended and information/feedback from session shared with wider networks
6 th July 2017	AGM	Statutory meeting which outlined finances and achievements over the last year with the opportunity to ask questions	30 people attended
11 th July 2017	KAB Locality Network Meeting	Regular meeting for networking and sharing ideas and problems	7 attendees from KAB locality to network
11 th July 2017	Birch Day Hospital	Drop in session at Dell Stadium for anyone concerned with proposal	1 attendee (several already seen that morning at the site)
11 th July 2017	Rangeways Road PPG	Invited to talk about PPG purse funding and developments locally	Lively discussion on how to spend the funding and isolation. Approximately 15 members present
13 th July 2017	Feet on the Street - pharmacy	Asking local people their views on paying for prescriptions and whether they had heard of the minor ailment scheme	Shown at board on 13 th July 2018
14 th July 2017	Re:think mental health forum	Trish Taylor mental health commissioner invited to attend forum with a view to answering questions about commissioning of mental health services.	25 individuals attended all affected by Mental Health Trish asked to return to a future Mental Health Forum to discuss Mental Health strategy further
17 th July 2017	Pedmore Road PPG	First meeting for the new PPG, supported by CCG. Discussion around recruiting members, time of meetings and communication methods	Attended by PM and two patients
20 th July 2017	Practitioner: Perinatal Mental Health Workshop (Part of the Black Country Perinatal Mental health	The workshop was held to develop a comprehensive pathway of local services for women with perinatal mental health problems in Dudley, from preconception through to the	To engage service users in the development of the pathway through conducting a market research.

	STP)	postnatal period. 17 Practitioners attended the workshop. All agreed that the perinatal mental health services in Dudley were fragmented and there was lack of awareness of these services by practitioners. Through the workshop local services offering perinatal support were identified and it was possible to identify gaps within the service also. It was agreed that a patient pathway was to be developed from the information gathered during the workshop.	To hold another event in which providers for perinatal mental health services are invited to showcase their services. Draw up all information gathered for the final development of patient pathway.
25th July 2017	Mental Health support group for Parents and carers of young people in Dudley borough (led by Young Health Champion Co-ordinator)	a new informal group to get information, share your experiences and help shape the future for young people's services in Dudley borough.	Meet friendly people who may have similar experiences to you Influence local decision makers to improve services Get mutual support and find practical solutions Get lots of information and find out about local services
31 st July 2017	VEG meeting	Workshops session to develop questions and issues around MCP and patient engagement	11 VEG members attended and discussed key ingredients to successful and meaningful engagement for an MCP
10 th August 2017	POPs meeting	Pharmacy update from Jag Sangha from the Pharmacy team including the changes in the prescribing policy. Jess Perkins attended to advise the group in the change to the patient experience app (Mi experience)	10 PPG's were in attendance
15 th August 2017	PPG network event	PPG network event to share, grow and develop with practical bitesize ideas on how to take things forward including Activate!, Information Champion training and the 5 ways to wellbeing	60 people attended and representatives from 19 surgeries across the Dudley borough. Positive feedback has been received and people have advised they welcomed the opportunity to share, listen and network.
15 th August 2017	Re:think mental health forum	Trish Taylor (commissioner for Mental Health) invited back to focus on Mental Health strategy and discussing how forum might inform commissioning of mental health services	10 people attended affected by Mental Health in attendance
17 th August	Woodside Day care centre	Trish Taylor, Mental Health Commissioner	Attended by small group who are affected

2017	user Forum meeting	attended the forum to update on the Mental Health model	by mental health issues.
6 th September 2017	The People's Network – Pharmacy and Me	Update on a new Dudley policy which includes changes to prescriptions and medicines, information about what is still available on prescription, what isn't and why. Dispel some myths about why the changes are happening and tell us about Pharmacy First - a minor ailments scheme available in local chemists. Also, to introduce POD the new Prescription Ordering Direct scheme for Dudley borough	Discussion about how chemists are used, what works well for us and what improvements we would like to see in the future. Conversations will contribute to a review of pharmacy services in Dudley borough.
12 th September 2017	Feet on Street	Talking to members of the public about suicide	Video presented to Board on 12 th September
21 st September 2017	Healthcare Forum	The Year Ahead - an update on our journey with the procurement of the Multi-Speciality Community Provider (MCP), commissioning intentions and to hear about plans for recognising and preventing suicide. Workshop discussing the commissioning intentions, what works and what doesn't.	Attended by over 60 people and feedback shared on the website
22 nd September 2017	Healthwatch visit to new UCC premises development	To review the plans, aspirations and progress of the work at the new UCC. Request for Healthwatch scrutiny and opinion of the temporary arrangements the Trust has put in place to enable the contractors to have full access to the site.	Two members of patient group had the opportunity to attend and feedback to others on the plans
28 th September 2017	Age Alliance – Older People's Celebration	Engagement attended to promote flu jabs and supporting people to get theirs booked in. Discussions about patient online, and asking those in attendance 'what can we do to stop loneliness and isolation?'	Busy day with stands and workshops being held for those attending.
3 rd October 2017	Suicide Prevention Strategy Workshop	The active discussions around the table formed part of the process to establish a community wide strategy for Dudley to aim towards a zero suicide ambition.	The event was attended by 87 people to include a wide range of external partners to include the West Midlands Police, West Midlands Fire Service, Public Health

		<p>During the day a number of workshops were run interspersed with speakers who served to inspire and support the need to make a difference for the 'at risk and vulnerable groups' in Dudley. Keynote speakers included Jane Boland who represented Merseyside, Suicide Prevention Clinical Lead Centre, Perfect Care, Paul Sanderson, Health & Wellbeing Programme Lead, Public Health England and Superintendent Sean Russell, Director of Implementation for West Midlands Mental Health Commission.</p>	<p>England, Local Authority colleagues, The Samaritans and a number of Voluntary and Statutory organisations. We now have a wealth of information to review which has been shared to support the development of the strategy.</p>
4 th October 2017	Friends of Ridgeway Surgery – health event	<p>PPG organised a health event at the local church (St Andrews) to promote the 'keep safe and well' message. Using the purse fund they provided an awareness event which</p>	<p>The event was visited by a large number of people and many received some 'good help' from the various agencies in attendance. All the agencies had referrals and all seemed very happy with the day and the outcomes and felt it had been worth doing.</p>
5 th October 2017	POPs Meeting	<p>Sue Day from Alzheimer's Society attended to speak to the group about the services and groups offered in Dudley.</p>	<p>Alzheimer's Society really well received by the group. 10 PPG's were in attendance.</p>
16 th October 2017	Heartstart day	<p>Staff from Dudley CCG supported the event by attending a number of different schools in the borough and supporting them to take part by delivering life saving skills across the country</p>	<p>11 Dudley schools took part in the day with all their students trained by a group of volunteers and 6 CCG staff supported</p>
27 th October 2017	St James Medical Practice PPG	<p>Attended PPG meeting to introduce the support they can access through the CCG</p>	<p>Member of PPG to attend a PPG locality network meeting</p>
October/November	Proposed merger of Norton Medical Practice and Lion Health	<p>Drop in sessions for patients at both Norton Medical Practice and Lion Health re the proposed merger. An opportunity for people to find out more and raise any questions or concerns</p>	<p>Over 100 people attended the drop in sessions. Decision made at PCCC in public to accept the proposal to merge</p>
October/November 2017	Thrive workshops	<p>Attending training around the term 'thrive' introducing the topic and preparing attendee's to openly talk about 'neglect' and identify how we can support people to 'thrive' in Dudley</p>	<p>Supporting Dudley professionals to have more informal conversations with people about neglect and thrive and establishing what people's definition is</p>
7 th November 2017	St Margarets Well Surgery PPG	<p>PPG received a session facilitated by the CCG and Dudley CVS to assess how the PPG rates</p>	<p>Health Check completed with the group and positive discussions to developing the</p>

		themselves on the Health Check as part of the Navigation Guide.	PPG into a smooth direction of travel for the future
8 th November 2017	People's Network	Let's Talk about Dementia – Andrew Hindle presented the dementia strategy on a page	Well attended and personal stories shared by attendees which opened up positive discussions about support needed
9 th November 2017	Feet on the Street	Talking to members of public about the flu jab and self care	Video presented to Board on 9 th November
16 th November 2017	KAB PPG Network meeting	Presentation around winter warmth and home adaptations. Discussion for joint message in the locality from all the PPG's focusing on Winter Warmth and Falls prevention	Attended by 13 individuals and a joint message established over the KAB locality
23 rd November 2017	Me Festival	Festive themed day for young people across the Dudley borough. All primary schools invited to take part in a day dedicated to emotional health and wellbeing with an opportunity to take part in workshops and short interactive activities in the 'VIP tent', active sessions and a scavenger activity around the grounds of Himley Hall.	27 primary schools in total attended Me Festival at Himley Hall, made up of 138 students and 37 teachers. Dudley CCG along with partners and specific services dedicated to young people supported the day's activities. Fantastic feedback has been received.
6 th December 2017	AW Wellness Centre	AW PPG arranged for a drop in session to open conversation with patients about Winter Warmth and Falls prevention	Potential for future monthly drop ins to focus on different topics –to be discussed with PPG members
6 th December 2017	Bath Street PPG	Attended PPG meeting to discuss opportunities for PPGs and update on CCG/MCP generally	Introduction for members to Dudley CCG
7 th December 2017	POPs	Presentation received by Specsavers Audiology department. Looking at the NHS referral process, testing and fitting of hearing aids and some background information around hearing loss.	Presentation well received with Three Villages booking them to attend a Tea Party in the New Year. 17 attendees covering 13 PPG's attended.
11 th December 2017	Consultation on Stourside – 6 weeks	Formal consultation on proposal to close branch surgeries at Tenlands rd and Coombswood and merge into Stourside	Ongoing consultation on proposal
14 th December 2017	Healthcare Forum	Investing in the future – we need to make some decisions on how we invest the health budget to improve the health and wellbeing of local people. We're all heard how tight money is getting and it's no different in Dudley. Workshop focusing on questions within a presentation by Neill Bucktin. Including where we	33 in total attended (bad weather affected the attendance)

		should be spending more or less, restricting access to services and exploring views on the QIPP 'quality, innovation, productivity and prevention' plans	
10 th January 2018	Stepping Stones PPG	Practice invited CCG to attend to discuss potential to start up a network in the Dudley and Netherton area.	Keren attended and advised the group of the meetings and engagement offer within Dudley CCG
11 th January 2018	Feet on the Street	Talking to young people who attended Me Festival 2017 about exam stress and Young Health Champions involved in the delivery of 'helping hands' workshop	Video presented to Board on 11 th January 2018
11 th January 2018	We Love Carers meeting	Mark Curran, Commissioning Manager for planned care attended a follow up session with a group of carers regarding the wheelchair service change	Request for clarity of the recommendations to ensure clear to both service users and service providers
22 nd January 2018	Stourside proposal	CCG led public consultation on proposal by Halesowen Medical Practice to close their 2 branch surgeries. Drop in sessions, public meetings and representation at other local forums and groups. Consultation ended 5 th March	Full details on website. 153 survey responses, 30 submitted emails/written letters, 46 people at public meetings, 47 people at drop in sessions. Decision on application made at PCCC on 16 th March
21 st February 2018	Invite to Improving Access to General Practice with NHS England in Birmingham	Invite sent out to all POPs and VEG mailing list to gain insight into patients and lay member's experience of access to general practice	Several members from groups in Dudley attended along with Julie Jasper, lay member of Dudley CCG Board
31 st January 2018	Deaf Sign Café	Met with group and discussed developing information cards for group to show to staff when attending healthcare appointments in conjunction with DMBC, DGFT and Healthwatch	30 people in attendance
February 2018	Dudley CCG Infertility Policy Review	Opportunity for staff and public to input into the review of CCG infertility policy. Review information was displayed on the website and out to the engagement and POP's mailing list. There is no specific change so this is a desk review of existing feedback on policy.	Although no feedback was received, the policy is being reviewed on the basis of complaints received, review of other CCG policies and feedback from GP members, clinicians and the pharmaceutical team.
15 th February 2018	POP's meeting	MCP development presentation with Steph Cartwright, Dr Steve Pritchard and Mick Griffith. Updating the POP's group on the development of	Attended by 20 individuals representing 14 PPG's

		the MCP as well as an update on	
February 2018 to March 2018	MCP Involvement	Continuation of MCP journey, updating members and input into the development of the MCP with the following groups; Vanguard Engagement Group Staff People's Network Locality staff meetings	Over 100 staff, members of the public and staff have been involved in these meetings
March 2018	End of Life Strategy – identification of palliative needs	First recommendation and the definitions/terminology to ensure everyone is using the same in all documentation and communications around this subject.	Patient panel used for consultation on some of the terms already as well as service user supporters of the End of Life workstream.
6 th March 2018	Suicide Prevention workshop	Friends of Ridgeway surgery and Northway PPG came together to offer a session on suicide prevention with James Cole, Specialist Placement and Recovery Manager presenting.	20 individuals attended with a mixture of staff and PPG members from both surgeries and
6 th March 2018	Yemeni Ladies Group	Spent time with group exploring perceptions around access and primary care and using pharmacy	7 people attended. Information provided on pharmacy first and accessible information standard and connections made for further meetings
14 th March 2018	Norton	Team attended a meeting with small group of volunteers and Healthwatch and DCVS to explore the feasibility of organising community transport for patients who need to get from Norton to Lion Health	Over 100 attended the drop ins and sessions and over 30 written submissions received all fed into the consultation process.
16 th March 2018	PCCC – Stourside proposal	Final meeting to decide on the proposal to close the branch surgeries attached to Halesowen Medical Practice	Decision made at PCCC to merge the two branch surgeries into Halesowen Medical Practice
22 nd March 2018	Healthcare Forum	MCP Engagement presentation	30 people attended
27 th March 2018	Whose Shoes Event	Held at Dudley Canal Trust but for all women (and men) who have used maternity services across the Black Country. An interactive session to address gaps and issues in the service.	Communication to improve attendance on Twitter and mailing lists. Well attended with women attending with recent experience of maternity services.

Glossary of Terms

CCG	-	Clinical Commissioning Group
CQC	-	Care Quality Commission
CSU	-	Commissioning Support Unit
DCVS	-	Dudley Community Voluntary Service
D&N	-	Dudley and Netherton
DMBC	-	Dudley Metropolitan Borough Council
DNA	-	Did Not Attend
DPMA	-	Dudley Practice Managers Alliance
ED	-	Emergency Department
EPIC	-	Enabling practices to improve and change
GPFV	-	General Practice Forward View
HCF	-	Healthcare Forum
H&WBB	-	Health & Wellbeing Board
HQB	-	Halesowen & Quarry Bank
KAB	-	Kingswinford, Amblecote and Brierley Hill
LA	-	Local Authority
MCP	-	Multi-speciality Community Provider
MDT	-	Multi-Disciplinary Team
OSC	-	Overview and scrutiny committee
PCCC	-	Primary Care Commissioning Committee
PALS	-	Patient Advice and Liaison Service
POD	-	Patient Ordering Direct
POP	-	Patient Opportunities Panel
PPG	-	Patient Participation Group
QIPP	-	Quality, Innovation, productivity and prevention
RHH	-	Russells Hall Hospital
SCG	-	Sedgley, Coseley and Gornal
STP	-	Sustainability and Transformation Plan
SWL	-	Stourbridge, Woolescote & Lye
UCC	-	Urgent Care Centre
WiC	-	Walk in Centre
WMAS	-	West Midlands Ambulance Service