



We need more information and an update on the development of the Multi-Speciality Community Provider (MCP) – what is happening?

Arranged for the MCP transition team to attend our quarterly public Healthcare Forum (HCF) on 7th March meeting so you could meet key members of the team and hear from them about current and future development

Deaf people really struggle to make others understand their communication needs

Worked with Healthwatch Dudley, colleagues at Dudley Council and members of the Dudley Deaf Café to design a small card which can be shown to anyone explaining communication needs

Patient Participation Groups (PPGs) need some support and resource to help them get set up and keep going

Worked with the local voluntary sector and PPG members to design a PPG Navigation Guide

PPGs need opportunities to network and share ideas

Introduced the bi monthly Patient Opportunity Panel (POP) for PPG members to attend and organised regular PPG networking events

We need young people to be given better opportunities to be involved and have their voice heard

Jointly funded the Young Health Champions with Dudley Public Health which will build the capacity, confidence and skills of young people to become more actively involved and participate in activities around health and wellbeing

You need better links with education so we can start educating children and young people earlier

Organised an annual Me Festival for primary school children aimed at building resilience and confidence and opportunities to share the learning back at school, with their families and within their communities

We need better resources to help us to self-care and understand what it means

Worked with Healthwatch Dudley and local colleagues to develop a self-care resource park which can be used by groups to discuss what self-care means to them

We want support and development to take part in decision making – our voices need to be heard

Worked with NHS England and People Hub to develop a 2 day session on personalised care including an approach to 'strategic co-production'

We are struggling with wheelchair provision – we can't get what we need

Held a workshop to understand concerns and changed our criteria to give access to more people for wheelchairs