

Engagement and Involvement Annual Report

April 2018 – March 2019



Foreword

Ruth Austin Vincent, Lay Member – Lead for Public Engagement.

We have continued, through 2018/2019 to work with our partners to ensure the voices of people are heard in the health care services used by people who live in Halton.

This has included ongoing support for the Patient Participation Groups (PPGs) with the positive support of the chair Dianne McCormick. The PPG's have increased their scrutiny of medicines management process over the last year, and importantly influenced the delivery and agreed to provide information on the roll out of the Care Navigation services introduced in GP practices in 2018.

In addition, we have worked closely with other partners such as Healthwatch to ensure issues and concerns raised by people who use the services are heard e.g. community paediatric services review was informed by a Healthwatch report gathering the views of a wide range of parents and the young people they care for.

These meetings and reports along with Halton Peoples' Health Forum and other community meetings have been invaluable for me, and other people involved in our work, to understand and ensure the issues and concerns of people living in Halton are included in the developments taking place. More recently this has included going out through the above networks and to local community meetings to discuss the proposed changes to the Urgent Treatment Centres.

This work was also supported by an online survey if people couldn't attend these meetings.

We have committed to working with partners to review and revise the way in which we ensure that the different concerns and needs of people who live in Halton can be heard and ensure this links with partners such as the council. A workshop will take place in 2019 to support us in identifying next steps in strengthening our engagement processes. This will take account of the commitment in the NHS Long Term Plan to ensure that patients and people who use health services can create genuine partnerships with health care services in their area. This will be used to support and further develop engagement through 2019."

1. Introduction

This Engagement and Involvement Annual Report details the work NHS Halton Clinical Commissioning Group (CCG) has undertaken in terms of engagement and involvement with providers, stakeholders, communities and individuals to achieve healthy outcomes and reduce inequalities for the local people of Halton.

NHS Halton Clinical Commissioning Group (CCG) is responsible for planning NHS care in Halton, working with local health care providers to ensure that services meet the needs of the local population

The CCG is committed to engaging widely with local people to ensure that we commission services in line with the needs of the local population. Promoting opportunities, wellbeing and good health for people locally is a key target within the Health and Wellbeing Strategy has been included as an essential process within the NHS Long Term Plan. NHS England assessed and approved us as good in our statutory duty to involve the public in commissioning (section 14Z2). In addition to meeting statutory responsibilities, effective patient and public participation helps us to commission services that meet the needs of local communities and tackle health inequalities. Every CCG has to produce an annual report demonstrating how it works with patients and public will form the assurance that all consultations and engagements have been conducted in a timely manner, to the right people and that evidence is captured and transparent. We wish to share back with you some of the major work we engaged with you in 2018/2019.

Constitution

The CCG have always stated their commitment to engagement and involvement within the CCG Constitution.

This states our commitment to making arrangements to secure public involvement in the planning, development and consideration of proposals for changes and decisions affecting the operation of commissioning arrangements, working in partnership with patients and the local community to secure the best care for them and adapting engagement activities to meet the specific needs of the different patient groups and communities.

Our Vision and Values

As an organisation we recognise that it is essential that we support our Vision and Values, and share these with our key stakeholders, which include our staff, member practices and the public.

“To involve everybody in improving the health and well-being of the people of Halton”

This Vision is supported by our set of Values which are:

Partnership: We will work collaboratively with our practices, local people, and communities and with other organisations with which we share a common purpose.

Openness: We will undertake to deliver all business within the public domain unless there is a legitimate reason for us not to do so.

Caring: We will place local people, patients, carers and their families at the heart of everything we do.

Honesty: We will be clear in what we are able to do and what we are not able to do as a commissioning organisation.

Leadership: We will be role models and champions for health in the local community.

Quality: We will commission the services we ourselves would want to access.

Transformation: We will work to deliver improvement and real change in care.

The purpose of the CCG is:

To improve the health and well-being of the population of Halton by preventing ill-health, promoting self-care and independence, arranging local, community-based support whenever possible, and ensuring high quality hospital services for those who need it. In doing so, we aim to empower and support local people from the start to the end of their life.

We work in collaboration with the local council and the voluntary sectors to support people to keep well and supported in their homes, particularly avoiding crises of care that result in hospital admission. General Practices are the building blocks around which we have wrapped around health and care services to support and empower individuals and communities, promoting prevention, self-care, independence and resilience.

We work with local people and organisations, including Halton Borough Council, healthcare providers and the voluntary sector to ensure that the people of Halton experience smooth, coordinated, integrated and high quality services to improve their health and well-being.

We ensure sustainability principles are embedded across our commissioned services thus preserving resources for future generations and ensuring public money is spent in the most effective and sustainable way possible.

General Duties - in discharging its functions the CCG will make arrangements to *secure public involvement* in the planning, development and consideration of proposals for changes and decisions affecting the operation of commissioning arrangement by:

- a) securing public involvement at all stages of the commissioning cycle and in particular:
- b) strategic planning: engaging with communities to identify health needs and aspirations; and engaging the public in decisions about priorities and strategies.
- c) specifying outcomes and procuring services: Engaging patients in service design and improvement; and patient centred procurement and contracting.
- d) managing demand and performance: patient centred monitoring and performance management. establishing and approving a Communication and Engagement Strategy that details the approach to communication and engagement.

Facilitate Communication and Engagement by:

- a) Building continuous and meaningful engagement with our public, patients and carers to influence the shaping of services and improve the health and wellbeing of people in Halton.
- b) Increasing confidence, with patients, public, provider and partner organisations in the CCG as an effective and responsive commissioning organisation.
- c) Developing a culture within the CCG that promotes open communication and engagement within and outside the organisation.

2. Listening and acting on feedback

Key items from engagement and consultation events Halton People's Health Forum (HPHF), Patient Participation Group Plus (PPG Plus) and any patient experience data have been collated and reported to the Engagement and Involvement group and any further actions and updates to the Quality Committee. They scrutinise patient experience data and agree on actions to improve and steer the development of quality improvement across the health economy.

We continue to work with our providers and colleagues in the third and voluntary sector to enhance our capabilities around the collection of patient experience feedback and ensure that the data being presented for review at the Quality Committee is well rounded and from a diverse range of clinical areas.

The patient feedback received through the various channels is communicated to and with:

- Clinicians/local GPs/Practice Managers
- Commissioners: Provider contracts reports and Family and Friends feedback
- Local Councillors
- Social Media
- E&I group
- Quality Committee: Provider reports including PALS, complaints and compliments
- Public Governing Body meetings
- AGM
- GP Patient Satisfaction Survey, which also assesses the public's well being
- Measures in the IAF-Improvement and Assessment Framework supports the patient experience
- Easy Read Documents plus six health comics and animations connected to mobile apps
- You said we did and the pledge tree that was planted by primary children of St Gerrard's School Widnes
- Healthwatch chair is on the Governing Body as a critical friend.
- The CCG has signed up to the joint Loneliness Campaign

3. How we meaningfully engage.

The Consultation and Engagement report shows how we do meaningful engagement by closely communicating, co-designing, consulting, engaging, involve and listening with our stake holders, patients and public. We have met over 3500 local people via:

Continuing the success of closer engagement with our stakeholders

Our vision is to involve everybody in improving the health and wellbeing of the people of Halton. This is supported by a culture of openness and transparency that is supported by a network of engagement activities which involve stakeholders, patients and the public in a variety of ways.

Engagement and consultation is our opportunity to listen, understand and respond to people's need, perception and expectations. It has significant benefits to help us learn more about people's experience, relationships and improve health outcomes and services. We have many ways that we keep our close links with patients, the public, the voluntary sector and providers.

Stakeholders

Using stakeholder mapping, we chart and focus activity to key cohorts of the community, public and Third sector and voluntary engagement stakeholders to give us insight and understanding of their needs, the best ways to communicate and engage with them, and to identify any gaps.

Our website clearly has a "Get Involved", 'Get Informed' and 'Public Information' section which helps explains and shares our policies, strategies and commissioning plans.

4. Our Approach to Consultation and Engagement

The 2010 NHS White Paper "Liberating the NHS" signalled significant change for the NHS and detailed at the very heart of the strategy is the importance of public involvement with the emphasis being on "No decision about me without me".

The statutory guidance supports two distinct new legal duties on NHS Commissioners as defined in the Health and Social Care Act 2012. NHS Halton CCG remain committed to working with local people, finding out what the local people think and involving them in planning local health services. The duty to involve the public under section 242 of the NHS Act has emphasised the way NHS organisations are expected to consult and engage with people and respond to the feedback received. The Health and Social Care Act 2012 strengthens this expectation.

Section 242 of the National Health Service Act 2006 places a duty on NHS Trusts, CCG's and NHS England to make arrangements to involve and consult patients. This duty strengthens accountability to local communities, speeds up change and creates a more patient responsive service.

NHS Halton CCG requires evidence of “meaningful engagement with patients, carers and communities”. This means that the CCG must show how it ensures inclusion of patients, carers, public, communities of interest and geography, health and wellbeing boards and local authorities and how the views of individual patients and practice populations are translated into commissioning intelligence and shared decision-making.

5. Definition

Patient and public engagement in commissioning is about enabling people to voice their views, needs and wishes, and to contribute to plans, proposals and decisions about services. Our use of the term ‘patients and the public’ includes everyone who uses services or may do so in the future, including carers and families.

The term ‘involvement’ is used interchangeably with ‘engagement’, ‘participation’, ‘consultation’ and ‘patient or public voice’ and there are many different ways to involve patients and the public, as illustrated in the list below. Different approaches will be appropriate, depending on the nature of the commissioning activity and the needs of different groups of people.

Ways in which we have and will involve people:

- Survey
- Advocate
- Events
- Engage
- World café
- Representation
- Feedback
- Collaborate
- Connect
- e-Consultation
- Social movement
- You said, we did
- Inform
- Networks
- Facilitation
- Influence
- Community meetings
- Newsletters
- Insight
- Partnership
- Consult
- Co-produce
- Action
- Social

- Listen
 - Focus groups
 - Social media
 - Lobby
 - Participate
 - Campaign
 - Dialogue
- Power sharing
 - Conversation
 - Communities of interest
 - Citizen panels
 - Questionnaires
 - Elected Representatives
 - Patient groups

6. What is Consultation?

There is no one definition of consultation, but in essence it means the act of asking a person or group for their views on a proposal or issue before a decision is taken.

Formal consultation describes the statutory requirement of NHS bodies to consult with patients, the public and stakeholders when considering a proposal for a substantial development of a health service.

This is outlined in regulation 23 of the Local Authority (Public Health, Health and Wellbeing Boards and health Scrutiny) Regulations 2013.

Formal consultation is carried out when a change is 'significant'. This is determined where the proposal or plan is likely to have a substantial impact. Normally 12 weeks period but this can be discussed, information is shared on websites, social media and targeted to the local community and stakeholders effected.

All consultations needs to adhere to the 'Gunning Principles' to ensure the process is fair, enough information is given on the proposals and feedback is taken into consideration.

7. The Gunning Principles

The guiding principles are fairness and proportionality, taking into account the extent of the change and the number of people affected. The Gunning Principles provide a helpful overview of what constitutes a fair consultation process:

- 1) Consultation must take place when the proposal is still at a formative stage. Public bodies need to have an open mind during a consultation and not already made the decision, but have some ideas about the proposals.
- 2) Sufficient reasons must be put forward for the proposal to allow for intelligent consideration and response. People involved in the consultation need to have enough information to make an intelligent choice and input in the process. Equality Assessments should take place at the beginning of the consultation and published alongside the document, particularly for protected characteristics.
- 3) Adequate time must be given for consideration and response. Timing is important – is it an appropriate time and environment, was enough time given for people to make an informed decision and then provide that feedback, and is there enough time to analyse those results and make the final decision
- 4) The product of consultation must be conscientiously taken into account. Think about how to prove decision-makers have taken consultation responses into account.

The risk of not following these principles could result in a Judicial Review. A number of public bodies across the UK have been taken to Judicial Review and deemed to have acted unlawfully in their Public Sector Equality Duty – usually linked to the four Gunning Principles.

As commissioners we want to ensure that patients feel that they are included in their care. We know that our providers are committed to providing excellent quality services and look to continuously improve the quality of their services, with the development and implementation of a patient experience matrix

We will show how, where, when, what and whom we have engaged with. A range of inclusive approaches and methods of engagement and involvement are used to meet the needs of the community (including those protected by a characteristic under the Equalities Act 2010 and those affected by health and social inequalities) and are promoted through diverse community channels.

Events: Key meetings attended

- Youth Parliament health meetings and debates
- LGBT
- Third sector and voluntary engagement Engagement

- Loneliness task and finish group: working with HBC and partners
- Riverside College
- Umbrella health meetings and AGM (BME issues)
- Consultations with stakeholders, public and patients
- Partners in Prevention
- Well Halton
- One Halton
- Health and Wellbeing Board
- Health Policy and Performance Board

1. **Halton Peoples' Health Forum (HPHF)** are regular free public events mirrored in Widnes and Runcorn where wider collective views are shared and solutions explored. It offers opportunities for public and health professionals to engage, gain information and feedback. We also have an Executive at every HPHF to introduce, engage and answer all questions. The patients, public and staff attending have got involved in shaping the future of health services and pathways, for example Care Navigation, development of Urgent Treatment Centres, Young People services, Mental Health, Sexual Health, Self-Care, GP Federations and Cardiac Rehabilitation.

At our HPHF events the public have many opportunities to question and engage with the presenters on the topics as well as being able to raise any issues they may have with the topics being discussed in order to facilitate the engagement part of the commissioning process. We leave questions boards for people to put memo stickers up with their questions, question cards on the tables and to speak to any member of staff or advocate to pass the questions if they don't feel able to.

We are going to reintroduce the "you asked we did" process at these events to ensure that the public know that any issues raised are being addressed and not just answered at the event.

The feedback and questions are fed back to the CCG via the presenters. Summary of each event is discussed by the HPHF to check that events and topics are made understandable, relevant and open for all. An engagement log is kept to keep the key highlights to capture topics, themes and activities. This is shared with NHS-England, Merseyside Internal Audit Agency, Quality Committees and Engagement and Involvement Group.

The Halton Peoples' Health Forum Steering Group is formed of local volunteers as well as members of our staff. They meet to discuss topics and support presenters in future public Health Forums.

Diane McCormick - Chair HPHF Steering Group

“During the Spring of 2019 our events concentrated on the consultation with residents on the transformation of the Urgent Care Centres to Urgent Treatment Centres these took place within the heart of the communities at Grangeway Community Centre in Runcorn and Halton Stadium in Widnes. At my invitation our MP Derek Twigg attended the Widnes event and was very supportive of the transformation. These events are supported by the CCG executive team which was much appreciated. Also we were supported by the present and ex-Mayor of Halton. We are fortunate that our local mayors have always supported our events”

2. **Patient Participation Group (PPG)** is a unique and key way of engaging with patients and residents at a GP practice level. This model of engagement provides us with regular feedback through individual PPGs at each GP Practice to clearly understand local issues. Each PPG varies in size, how it functions and what activity it undertakes.

There are quarterly PPG Plus meetings chaired by the chairperson of Appleton PPG and planned by PPG members. It invites each PPG to send representatives to share best practice and networking opportunities. Past topics have included the introduction of Care Navigation in GP practices ensuring that patients are aware of this new service and how it will not impact on them requesting to see a GP, improvements in patient experiences in the practice, consultations, your health policies, GP relocations and NHS primary care health services such as diabetes.

Diane McCormick Chair Halton PPG Plus

“Commissioners as well as other members of the CCG are invited to attend to give presentations to the group so that national and local health initiatives can be shared with Halton GP patients at individual practice meetings. At these meetings there is the opportunity for networking between the PPGs to ensure best practice. As Chair of this group I am pleased that more individual PPGs are becoming members and hope by 2020/2021 we will have every GP practice PPG in Halton involved. This group encourages engagement between the practice PPGs and as result engages with the patients at events in each individual practice.”

3. **Engagement and Involvement Group (E&I)** is a monthly meeting with a wide representation of CCG staff, third sector and voluntary engagement colleagues and lay people. This multi-partnership group creates a network of networks to support CCG and commissioners in considering the range of stakeholders who need to be included in consultation and engagement, and work in partnership to reach out and work with “seldom heard” groups/individuals. The membership will be as inclusive and as representative as possible. We had a relaunch with new terms of reference, aims and objectives, HPHF planning group and wider membership to reflect the local population.

The E&I are responsible for the reasons and decisions on what is communication, engagement and consultation or all three which directs the action plans. It is the view that the group will have a more proactive approach to offer advice and support as opposed to reactive engagement during or following commissioning activities.

The main purpose is to act as the main ‘Sounding Board’ of the CCG:

Gain patient and public feedback on CCG work areas and priorities – feeding this insight into commissioning programmes. To ensure that there is an inclusive, integrated and consistent approach to engagement and involvement of the people of Halton in all CCG commissioning decision making.

Act in an advisory capacity to the CCG and make recommendations and feedback issues, concerns and best practice regarding healthcare services in Halton.

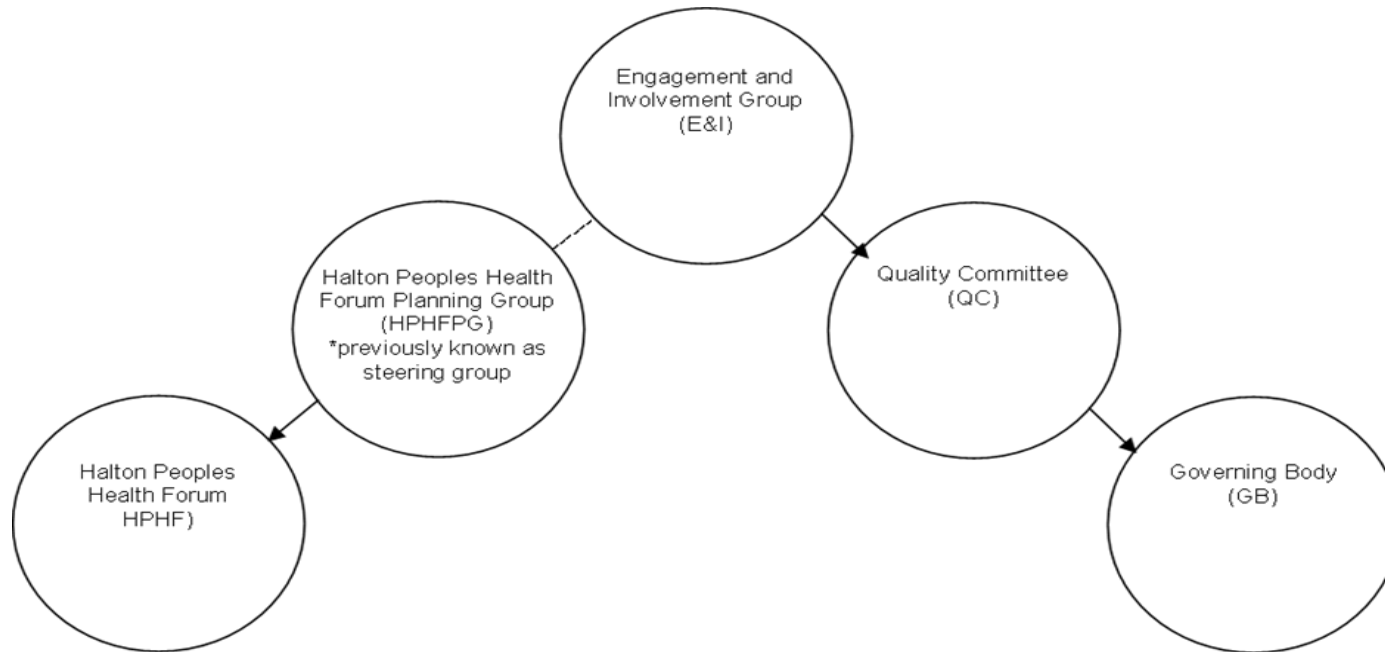
Planning Engagement and Patient Experience:

Taking a proactive approach to planned commissioning processes (e.g. service changes, new service proposals, reviews) by developing a forward plan where information is available in advance.

Discuss and share any issues or opportunities from E&I Group Members and their networks and if appropriate report to the CCG Quality Committee who can agree appropriate action and use data to inform commissioning decisions.

The group help identify effective ways to enhance relationships between health organisations, the public and the Third sector and voluntary engagement. This has led to a relaunch of group’s terms of reference and increase in a wider membership to reflect the community.

Governance structure and the patient voice



Each group has a role to make sure the patient and public voice is heard and taken into account.

The top circle shows the E&I where commissioners discuss their work with multiple stakeholders and providers. The E&I forward plan includes future works and plans so we can integrate and engage with the commissioning cycle.

E&I Group Members discuss and share any issues or opportunities from and their networks and if appropriate report to the CCG Quality Committee who can agree appropriate action and use data to inform commissioning decisions

The Quality Committee checks and gives reassurance. This is finally fed into the Governing body that those checks and reassurance have been made.

The HPHF planning group has a small number of E&I members who help steers and plans the HPHF events.

The HPHF public events helps us gain patient and public feedback on CCG work areas and priorities – feeding this insight into commissioning programmes. This ensures that there is an inclusive, integrated and consistent approach to engagement and involvement of the people of Halton in all CCG commissioning decision making.

Equality, Diversity and Inclusion

Promoting equality is at the heart of our core values, ensuring that we commission services fairly and that no community or group is not involved and engaged in the changes that will be made to health services to meet the unprecedented challenges the NHS faces, as outlined in the Five Year Forward View and long term plan.

We will continue to work internally, and in partnership with our providers, community and voluntary sector and other key organisations to ensure that we advance equality of opportunity and meet the exacting requirements of the Equality Act 2010.

The CCG facilitates an Engagement and Involvement Group and has representation from the community to discuss a range of CCG initiatives. This group strengthens our model for engagement, involvement and consultation, and provides a more robust scrutiny of our work and management of risks.

‘Due regard’ to the Equality Act 2010

The CCG is required to pay due regard to the Public Sector Equality Duty (PSED) as defined by the Equality Act 2010. Failure to comply has legal, financial and reputational risks.

The key functions that enable NHS Halton CCG to make commissioning decisions, and monitor the performance of their providers, have to demonstrate (in an auditable manner) that the needs of protected groups have been considered in:

- Commissioning processes
- Consultation and engagement
- Procurement functions
- Contract specifications
- Quality contract and performance schedules
- Governance systems

The Equality Act requires us to meet our Public Sector Equality Duty across a range of protected characteristics, including age, gender, race, sexual orientation, religion/belief, marital/civil partnership status and pregnancy/maternity status.

“Due regard” is a legal requirement and means that the decision makers of the CCG has to give *advanced* consideration (consider the equality implications of a proposal before a decision has been made) to issues of ‘equality and discrimination’ before making any commissioning decision or policy that may affect or impact on people who share protected characteristics. It is vitally important to consider equality implications as an integral part of the work and activities that the CCG does, particularly during these difficult and challenging times.

The CCG continues to carry out a number Equality Analysis reports – commonly known as Equality Impact Assessments (EIAs). These reports test the proposal and say whether it meets PSED and ultimately complies with the Equality Act 2010. Failure to carry out EIAs would be grounds for Judicial Review and may widen health inequalities.

Halton CCG is becoming stronger at developing and delivering Equality Analysis reports and linking them to the current change programmes.

The CCG has undertaken a range of EIA’s over the last year and these include the following:

April 2018 to March 2019

- Additional GP Service
- Appleton GP Surgery
- Beeches Medical Centre
- CAMHS THRIVE
- Dermatology Community Triage
- Gastroscopy – direct access pathway
- Hale Village
- Health Engagement Officers
- Mental Health Review

- Over the Counter Medicines and Minor Ailments
- Outpatient Parental Antimicrobial Therapy
- Podiatry
- Walk in Centre Hours Reduction
- Urgent Care Review
- Widnes Vikings
- Car Park UCC Runcorn

April 2019 onwards

- Head and Neck SALT
- NHS Long Term Plan Chapter 2
- Wheelchair Services

Equality Delivery Systems 2

The CCG adopted the Equality Delivery System (EDS2) toolkit as its performance toolkit to support the NHS England Assurance process on equality and diversity. The CCGs performance and grades have progressed incrementally over the last six years to 'achieving' status across twelve outcome areas and 'developing' status across all other outcomes. Caution should always be applied to performance managing equality performance as health inequalities across the north of England are poor and PSED is an anticipatory duty and always applies to HCCG as and when it makes commissioning decisions that impact on patients.

The CCG has led on implementing EDS 2 across Merseyside. All Merseyside Clinical Commissioning Groups and all the main NHS providers who operate within the sub region have worked collaboratively to implement the toolkit in an innovative and integrated way across the area. Over the last 17 months all partners have worked closely with a range of stakeholders who represent the interests of people who share protected characteristics at a national, regional and local level to ensure that Merseyside identifies 'barriers' that impact on access and unequal outcomes and is able to address and mitigate these collectively across the area via the development of revised and integrated equality objectives.

Equality objectives

As a direct result of the EDS2 collaborative and engagement outlined above, HCCG has significantly revised their equality Objectives plan 2019 to 2023. This was approved by the quality committee and the Governing Body.

Our equality objectives are to:

- Make fair and transparent commissioning decisions.
- Improve access and outcomes for patients and communities who experience disadvantage.
- Improve the equality performance of our providers through robust monitoring and collaboration.
- Empower and engage our workforce.

Key progress and highlights against our Equality Objectives over the past year, which have been developed via stakeholder engagement have included the following areas:

- Continuing to monitor Equality and Diversity compliance across all key NHS providers through the quality contract schedule and working with Healthwatch and other Voluntary Community and Faith (VSF) groups to identify equality issues with our providers.
- The duty to carry out Reasonable Adjustments (Equality Act 2010) to support better access and outcomes for disabled people and frail elderly is often misunderstood and is also being addressed via contract monitoring and collaborative work between providers of secondary and community services and primary care. A task and finish group across the collaborative is developing a Merseyside wide action plan for implementation. This has involved working with a number of organisations who represent and support people with disabilities and impairments.
- The development of local Translation and Interpretation Quality Standards to remove variation and poor outcomes for people whose first language is not English or people who communicate via British Sign Language etc. These standards will be incorporated into NHS secondary and community care provider contracts during 2019. The standards are currently being consulted on by key community stakeholders and other key parties including NHSE.
- An equality information and communication strategy has been drafted to specifically support Halton GPs to implement Translation and Interpretation best practice standards, Accessible Information Standards and Reasonable Adjustments. The strategy has been welcomed and agreed in Primary Care Committee and welcomed in the Practice Managers forum.

- Merseyside CCGs are working closely with NHS providers on improving transparency and decision-making during the unprecedented financial and demographic challenges faced by the NHS. There has never been more pressure on the system to change and adapt and it's important that 'due regard' is given to the Public Sector Equality Duty (PSED) and the duty to reduce health inequalities is met;
- The development of a Transgender pathway via the Cheshire Merseyside Gender Identify Collaborative (CMAGIC). CMAGIC is a multifaceted collaboration between clinicians and patients involved in the support and care of Transgender individuals within the Cheshire and Mersey area, established by South Sefton CCG and Southport and Formby CCG. The pathway is currently being considered as a national pilot by NHS England and a bid to extend the pathway across the Cheshire & Merseyside Health and Care Partnership is supported by Chief Executive Officers from all Merseyside CCGs and from Mersey Care NHS Foundation Trust and Wirral University Teaching Hospital NHS Foundation Trust. The bid is due to be considered by the Cheshire and Merseyside Health and Care Partnership in the summer of 2019.
- A Deaf (hearing Impaired) access engagement event organised by the Liverpool CCG engagement team highlighted a range of issues and poor outcomes for people not being able to move smoothly from one service to another across physical health and mental health services. Halton CCG has adopted a Merseyside wide strategic plan to improve access to health services for D/deaf people across Merseyside and all CCGs and providers are reporting progress regularly.
- The link between the lack of cultural sensitivity/understanding diversity and the impact this has on patient safety and experience has been explored over the year and a range of work streams have been developed to improve outcomes.
- The CCG's Equality and Inclusion specialist continues to work closely with Black Asian and Minority Ethnic (BAME) communities via the Merseyside wide meeting to ensure the service is supporting access and outcomes for the BAME population.

Activities we have undertaken in 2018/2019

Halton Community Radio 92.3 FM

On the last Thursday of the month, we produce a two-hour show on Halton Community Radio 92.3 FM providing a platform for local people to listen to important health messages, health professional's advice for patients. Each show features guests from partner agencies, providers and third sector and voluntary engagement and enables members of the public to phone in and ask questions.

Over the last year, we heard from the Deafness Resource Centre with an interpreter, the Red Cross, a mindfulness coach, information about Health Checks, Self-Care, Halton Carers Centre and updates from Well Halton.

Consultations

As with all NHS bodies we have a legal duty to involve and consult the public about the running of local health services. Patients are listened to and actions taken to meet their concerns. All consultations need to adhere to the 'Gunning Principles' to ensure the process is fair, enough time and information is given on the proposals and feedback to/from the consultation is taken into consideration

Upton Rocks Practice - Hale Village Branch Surgery

- Upton Rocks GP practice notified the CCG that due to operational and financial reasons, the branch surgery at Hale village was no longer viable. A formal consultation was undertaken in partnership with the GP practice to seek the views of the practice's patients and the wider community over six weeks from 25th June 2018 to 6th August 2018.
- Two drop-in events were arranged to capture the views of the community and to support them to complete the survey. The Engagement Manager also visited high footfall areas in the Hale Village area to promote the consultation, including shops, a pharmacy, the village hall, the youth centre, nursery and primary school.
- The communications promoting the consultation were far reaching and varied. The summary documents were electronically sent and displayed at various venues, these included at Runcorn Town Hall, Healthwatch Halton, partners and providers websites, provider members, GP practices, school newsletters for parents and teachers, community centres and community newsletters, third sector and voluntary engagement newsletter and e-news, children's centres, residents' groups, pharmacies and care homes.
Information was also sent to key stakeholders including MPs and councillors and discussed at the Health Policy and Performance Board. Social media was used throughout the consultation and the consultation was advertised in the media, specifically the Runcorn and Widnes Weekly News and the Runcorn and Widnes World.
- For the full consultation report and outcomes [please click here](#)

The Beeches Medical Centre – relocation

- The CCG were informed by the Beeches Medical Centre of their intention to relocate to a new site. The decision to relocate was based on issues regarding capacity and maintenance of the current site and the opportunity to move to a state-of-the-art facility.
- A formal consultation programme was launched on 2nd July 2018. During the consultation period information came to light which needed further consideration. On 5th September 2018, the consultation was ended to provide the commissioners and the practice to consider the information and any additional options.

Urgent Treatment Centres

- The National Urgent and Emergency Care Review led by Professor Sir Bruce Keogh and Professor Keith Willet commenced in 2013 and called for emergency and urgent care services to be more responsive and personalised for patients and deliver even better clinical outcomes. The review undertook patient and public consultation and engagement. Where patients and public informed the national review, it was found that there is a confusing mix of Walk-In Centres, Minor Injuries Units and Urgent Care Centres.
- To end this confusion and to support the national future model of urgent care, the full range of out of hospital urgent care services (i.e. Walk in Centres, Minor Injuries Units and Urgent Care Centres) will be rebranded to Urgent Treatment Centres (UTC) which will follow the new national standards.

Locally, we undertook a period of pre-engagement and consultation on the model for Urgent Treatment Centres.

We undertook a seven-week pre-consultation from Wednesday 24th October 2018 to 12th December 2018. The aims of the pre-consultation were to ensure the local population were aware of the new model of urgent care, to ensure the local population were able to be involved in the development of the localised model, to give an opportunity for the public to share their initial views of the proposals to reduce the opening hours to feed into the formal consultation process and to provide sufficient evidence and information for us to ensure the new model will meet the needs of the population. Healthwatch Halton's previous engagement and gathering of patient experiences when accessing the UCCs was invaluable at this stage.

For the full pre-consultation report [please click here.](#)

Following this, a formal consultation to seek views and experiences on the proposal to reduce and standardised the opening hours of the new Urgent Treatment Centre was undertaken from Monday 7th January 2019 – Sunday 3rd March 2019. The timings and co-ordination of the procurement process ensured the outcomes of the consultations could be conscientiously considered.

The consultation took place over eight weeks. The methods of engagement and communications for the consultation were varied as was the target audience. The activity also focused in on Warrington's patients and stakeholders as the UCCs are heavily utilised by Warrington patients

- Our staff spent time at public venues to capture views and experiences. Time was spent at Widnes Market and Runcorn Shopping City. Commissioners spent time at the UCCs at the proposed time of reducing the hours (7am – 8am and 9pm – 10pm) to understand any potential impact for patients who use the services at these times.
- The communications were far reaching and varied. The summary documents were electronically sent and displayed at various venues across Halton, these included at both UCC sites, Runcorn Town Hall, Healthwatch Halton, partners and providers websites, information sent to provider members, GP Practices, community centres, community newsletters, third sector and voluntary engagement newsletter and e-news, children's centres, pharmacies, and care homes, NHS Warrington Clinical Commissioning Group's public newsletter.
- Stakeholder briefings were sent to both Halton and Warrington MPs, Councillors, Health and Wellbeing Boards, provider organisations and overview and scrutiny committees.
- Social media was used throughout the consultation and it was advertised in the media, specifically the Runcorn World.
- For the full report and outcomes of the consultation please [click here](#)

The procurement concluded on 17th June 2019, following which we entered into the 'stand still' period. The purpose of the 'stand still' period is to provide all bidders with an opportunity to consider the outcome and if felt appropriate put forward a challenge. During the 'standstill' period we were asked to consider a number of points by the unsuccessful bidders.

We are confident that the outcome was correct, however considering the technicalities raised within the unsuccessful bidders letter and the impact of a legal process, in terms of cost to the NHS and more importantly the delay in implementing a new service model

to improve patient care, the CCG Governing Body took the decision to abandon the current procurement whilst future options are being considered.

Making sure that local people receive the best possible care remains to be paramount, and when considering next steps this will remain at the heart of our decision making. In the interim, we will continue to work with the current providers of the Urgent Care Centres to ensure that services are provided in line with the needs of local people.

Pre-consultation: Eastern Cancer Sector Hub

- We have been working with neighbouring CCGs, local people and professionals to transform cancer care in Halton, Knowsley, St Helens and Warrington. We have great specialist cancer care across Cheshire and Merseyside. Our local specialist centre, the Clatterbridge Cancer Centre, ranks as one of the best in the country. This means that currently local people in the Halton, Knowsley, St Helens and Warrington areas can access these specialist services.
- We have looked at the future of these services and are working with clinical experts to make sure they remain the best possible. To enable this to happen a proposal to develop local cancer hubs was developed. A Case for Change document set out what needed to change in the future to make sure local people still benefit from these high-quality cancer care services.
- From September 2018, there was focused engagement activity as pre-consultation engagement to feed into the consultation planned for Autumn 2019. The pre-consultation engagement included three stakeholder panels for key stakeholders, which included patients and carer representatives, Third sector and voluntary engagement organisations and healthcare staff across the four areas. The panels were to help shape and develop the draft proposal of the new hub. Alongside the panel sessions were one to one interview with staff, focus groups and attendance at Third sector and voluntary engagement organisations, specifically focusing on those most relevant to cancer care.
- Following the pre-consultation stage of engagement, a full report was produced, and a fourth stakeholder panel was facilitated to thank those involved, inform them of the main findings and help to shape and design the formal consultation.
- This will be dependent on external factors but the full consultation is now being planned for the winter 2019/2020 via the Communications and Engagement Subgroup which covers the four CCGs and Healthwatch organisations.

Reviewing Local Health Policies

From April 2018, together with Halton, Knowsley, Liverpool, Southport & Formby, South Sefton and St Helens NHS Clinical Commissioning Groups, NHS Warrington CCG started the process to review 100 treatment policies to ensure that the latest medical guidance and techniques were being used, and so the best treatment being provided, to each patient, that NHS resources were being used in the best possible way for all patients and to provide equal access to healthcare and treatments, where possible, across the Mid Mersey area.

In this first phase a number of treatments policies were reviewed. For each of these an Equality Impact Assessment (EIA) was carried out which assessed any potential impact to the protected characteristics under the Equality Act and vulnerable communities. The EIA also set out the approach for the engagement plans, providing a clear understanding of the change to each policy and what would be proportionate and fit for purpose engagement, considering the level of change. For the review, a 12 week engagement was undertaken from June to September; the following tools were implemented to enable as many people as possible have their say on the impact of any changes brought about by this review of policies:

- ✓ Posted a survey online (and available offline in paper format), targeting specific cohorts of people through social media and support groups/charities
- ✓ Website hub on the CCG's website with accompanying frequently asked question
- ✓ For each policy, a plain English document was provided which summarised the policy and provided the rationale for the proposed change to allow participants to make an informed decision
- ✓ Paid for social media advertising
- ✓ Engagement events and local media support

To read the full review of the engagement, [please click here.](#)

Community photographs from Riverside College health event, 70 birthday NHS and Game Changer



Calendar list of Events, Meetings and Campaigns supported in 2018/2019

- Apr 13 E&I Group meeting
- Apr 16 Involve- Parent meeting
- Apr 19 Riverside College preparation for student health event
- Apr 23 0-19 Universal Launch at Halton Stadium
- Apr 24 Speech and Language service launch; Third sector and voluntary engagement Partnership
- Apr 25 Mental Health Carers Support Group
- Apr 26 Halton Radio Show 70 NHS

- May 10 Riverside College meeting with students and tutors
- May 14 Mental Health Awareness Week
- May 17 Quality Committee meeting
- May 18 E&I Group meeting
- May 22 Centre Stage Riverside College – topics sexual and mental health, anti-bullying
- May 23 Halton against Hate event
- May 24 HPHF event at Halton Hospital- Urgent care centres, cardiac rehabilitation service - outdoor spaces, plan for mental health services, GP Extra & GP Federations
- May 31 Halton Radio Show

- Jun 7 Loneliness Strategy
- Jun 8 E&I Group Meeting
- Jun 11 Halton Treatment Rooms Patient Experience and Engagement Sub Group
- Jun 13 Care Navigation Meeting
- Jun 20 Upton Rocks community meeting about GP services
- Jun 21 Quality Committee
- Jun 22 Healthwatch meeting to discuss NHS services
- Jun 26 Posters and engage at Hale Village
- Jun 27 Hale Village Community group visits- school, parents and toddlers, youth centre
- Jun 28 Halton Radio Show
- Jun 29 UTC Urgent Treatment Centre discussions

- Jul 4 Hale Village Community group visits- post office, neighbourhood and parish; Warrington and Halton Hospitals 70 NHS Tea Party event
- Jul 5 Halton urgent care centres 70 NHS Party with staff, patients and public.
- Jul 6 Hale Village GP practice to meet public and patients; HPHF steering group
- Jul 10 Dr Pitalia and CCG public event to meet public at Hale Village Hall
- Jul 11 Upton Rocks Practice meeting practice manager
- Jul 13 Hale Village GP practice to meet public and patients
- Jul 15 Disability Awareness Day
- Jul 18 Primary Care Access
- Jul 19 Quality Committee
- Jul 26 Beeches Practice- Drop in event to meet public and patient; Halton Radio Show

- Aug 1 Evening meeting Dr Pitalia and CCG public event to meet public at Hale Village Hall
- Aug 3 Hale Village GP practice to meet public and patients
- Aug 22 Quality Committee
- Aug 29 Eastern Sector Cancer Communications & Engagement Group Meeting
- Aug 30 Halton Radio Show Carers, Health Improvement Team, GP Extra

- Sep 6 HPHF Halton stadium Over the Counter Medicine/Care Navigator/GP Extra AGM
- Sep 11 HPHF Runcorn Town Hall Over the Counter Medicine/Care Navigator/GP Extra and reflection of AGM from Sept 6
- Sep 12 Drop in at Beeches Practice about possible relocation
- Sep 13 Third sector and voluntary engagement Partnership – working closer with the Third sector and voluntary engagement and procurement issues
Warrington and Halton Hospitals AGM
- Sep 18 Eastern Sector Cancer Hub- Pre Consultation Halton Stadium
- Sep 19 Age UK public event Widnes market
- Sep 20 Quality Committee
- Sep 24 Halton and St Helens VCA AGM “Social innovation – Doing things differently in Halton & St Helens” on 24 September at Totally Wicked Stadium in St Helens
- Sep 26 Practice Manager meeting – PPGs and PPG Plus
- Sep 27 Halton Borough Council - Loneliness Strategy Task and Finish Group

- Oct 1 Beeches GP practice – relocation meeting with patients at Ditton Community Centre

- Oct 2 HPHF Steering Group
- Oct 3 Community visits to prepare about UTC
- Oct 5 Healthwatch to discuss UTC

- Oct 9 Participate UK & four CCGs in the Eastern Sector at Halton Stadium events are designed to gather the views of our stakeholders who use or support our local cancer services. Part of our pre-consultation engagement around a proposal to create an outpatient cancer hub in partnership with the Clatterbridge Cancer Centre.
- Oct 10 PLCP meeting to engage well
- Oct 12 E&I Group meeting
- Oct 18 Quality Committee
- Oct 23 Eastern Sector Cancer Hub- Pre Consultation Halton Stadium
- Oct 31 UTC drop in Urgent Care waiting room

- Nov 1 Loneliness Strategy Task and Finish Group
- Nov 2 UTC meeting patients and public in waiting rooms
- Nov 5 A better tomorrow BME launch at Halton Stadium
- Nov 13 Asylum Link Merseyside: Tuesday 13th November, LACE Conference Centre Liverpool.
- Nov 14 Quality Committee
- Nov 15 Runcorn Carers Coffee morning group; Older People Engagement Network Churchill Hall
- Nov 23 Riverside College World Health Innovation Day for students
- Nov 26 HPHF health event at Farnworth Methodist Church, Widnes
- Nov 27 AGE UK AGM
- Nov 29 HPHF Grangeway Community Centre. Engaging the public on UTC, Self-care & Podiatry

- Dec 3 Third sector and voluntary engagement Engagement event, St Maries
- Dec 14 E&I group meeting
- Dec 20 Quality Committee

- Jan 17 Quality Committee
- Jan 23 Cheshire and Mersey - Children and Young Persons Expert Reference Group
- Jan 31 Quality Accounts Engagement Event 2019, Hollins Park

- Feb 8 E&I group meeting
- Feb 14 Health Education England- 10 Steps to Even Better Public Engagement

- Feb 21 Quality Committee
- Feb 25 HPHF

- Mar 14 CDW Steering Group Meeting Merton House Sefton
- Mar 21 Learning Disability Health Checks meeting
- Mar 26 Healthwatch and Woodview parents event at Kingsway
- Mar 28 Halton Carers Group to feedback on NHS services; Halton Radio Show- Age UK & Blue Room, Norton Priory

Media Activities

The increased activities in social media show how important it is to communicate with patients, public and stakeholders. This has helped us all to communicate on our engagement journey. As more of our population turn to digital means and ways, as a CCG we need to capitalise on this and evolve to meet current trends within digital media.

Communication is a vital tool that helps inform part the public of the work we are undertaking in Halton, this includes our quarterly Health Forums, or information surrounding current or planned consultations. For a CCG of our size we have an over 5% reach via our social networks (6662 – 128,432*) in comparison Liverpool CCG have a 1.2% reach*.

*figures from most recent census

Social media gives us a means to provide an immediate or enhanced response to any users who communicate this way. We have received excellent feedback form the public in regards to our communication.

Media

6,500 followers on Twitter
in year increase of 6.5%



250+ likers on Facebook
Over 200 followers and a 100% response rate

10 positive press releases issued to local media.



Headlines include:

- Prescribing for wellbeing
- Free NHS lung checks
- Diabetes prevention programme



Looking forward to engaging with stakeholders, patients and public in 2019/2020

- NHS Long Term Plan - Looking at two big debates events about the NHS and our long term health The NHS has produced a ten-year plan, setting out all of the things it wants health services to do better for people across the country. The NHS needs to hear from patients, staff and public about what those changes should look like in the community.
- Self-Care- To make the public aware of the importance of self-care
- Improving access through IT- Continuously scoping new and innovative ways of communicating, making best use of new technologies and digital consultation
- Disability Awareness Day – to meet and share easy read documents on cancer, annual health checks and other health issues
- Evolving staff with public about new services and roles – empowering staff to enlighten their patients about the use of NHS
- Let's do it together- initiative aimed at everyone in Halton, St Helens, Knowsley and Warrington and is asking them to get involved and help our doctors and nurses help the sickest patients by choosing the most appropriate service when they feel unwell
- Winter messages – 3Fs. Campaign to support Flu, Falls and Frailty. Working in partnership with neighbouring CCG's to communicate consistent winter messages.
- Learning Disability annual health checks – working closely with patients and carers to understand the need for a health check
- Eastern Cancer Sector Hub – A consultation will take place in Autumn 2019 across four CCGS- Halton , Knowsley, St Helens and Warrington on transforming cancer services. This consultation follows on the previous pre consultation engagement which took place 2018/19. For more information on the findings of this please <http://www.haltonccg.nhs.uk/get-involved/transforming-cancer-care>

Communications & Engagement Team

We want to take this opportunity to thank all of our volunteers, PPGs, HPHF, Third and Voluntary Sector colleagues who work with us and those who have been involved in any of any engagement and consultation activities throughout the past year.

We really value all the work you do for us, whether that has been completing a survey, attending one of our focus groups, giving us feedback on local health service, attending our Halton People's Health Forum, PPG Plus meeting or being involved in your own GP Practices PPGs. We also couldn't do our job without the volunteers and staff within the Third and Voluntary Sector that support us.

The past 12 months have been a great year for patient involvement within the CCG, we have engaged widely with the support of volunteers and Third sector and voluntary engagement to encourage more patient involvement and feedback within our commissioning, governance and on committees.

We also have great staff who are dedicated to involving patients, carers, the public, Third sector and voluntary engagement organisations in our work so we can only improve this partnership in the coming year and will have even more examples next year to celebrate.

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