

**Item: 7.2**

<b>Report to:</b>	Primary Care Commissioning Committee
<b>Date of Meeting:</b>	24 August 2018
<b>Subject:</b>	Primary Care Communications and Engagement Update
<b>Presented by:</b>	Sue Lee, Associate Director of Communications and Engagement, NHS Hull CCG
<b>Author:</b>	Sue Lee, Associate Director of Communications and Engagement, NHS Hull CCG

<b>STATUS OF THE REPORT:</b>	
To approve <input type="checkbox"/>	To endorse <input type="checkbox"/>
To ratify <input type="checkbox"/>	To discuss <input type="checkbox"/>
To consider <input type="checkbox"/>	For information <input type="checkbox"/>
To note <input checked="" type="checkbox"/>	

<b>PURPOSE OF REPORT:</b>
The purpose of this report is to provide an update to the committee on the progress of the Primary Care Communications and Engagement Group
<b>RECOMMENDATIONS:</b>
It is recommended that the Primary Care Commissioning Committee note the update.

<b>REPORT EXEMPT FROM PUBLIC DISCLOSURE</b>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>
If yes, grounds for exemption (FOIA or DPA section reference)		

<b>CCG STRATEGIC OBJECTIVE</b> <i>(See guidance notes below)</i>	<b>ASSURANCE FRAMEWORK SPECIFIC OBJECTIVE</b> <i>(See guidance notes below)</i>
The report links with 21st Century Primary Care and to ensure that patients receive clinically commissioned, high quality services.	<ul style="list-style-type: none"> <li>• 21st Century Primary Care</li> <li>• Patients receive clinically commissioned, high quality services</li> <li>• GP Forward View</li> </ul>

<b>IMPLICATIONS:</b> <i>(summary of key implications, including risks, associated with the paper),</i>	
Finance	None
HR	None
Quality	None
Safety	None

<b>ENGAGEMENT:</b> <i>(Explain what engagement has taken place e.g. Partners, patients and the public prior to presenting the paper and the outcome of this)</i>
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<b>LEGAL ISSUES:</b> <i>(Summarise key legal issues / legislation relevant to the report)</i>  None.
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**EQUALITY AND DIVERSITY ISSUES:** (summary of impact, if any, of CCG's duty to promote equality and diversity based on Equality Impact Analysis (EIA). **All** reports relating to new services, changes to existing services or CCG strategies / policies **must** have a valid EIA and will not be received by the Committee if this is not appended to the report)

	<b>Tick relevant box</b>
An Equality Impact Analysis/Assessment is not required for this report.	√
An Equality Impact Analysis/Assessment has been completed and approved by the lead Director for Equality and Diversity. As a result of performing the analysis/assessment there are no actions arising from the analysis/assessment.	
An Equality Impact Analysis/Assessment has been completed and there are actions arising from the analysis/assessment and these are included in section xx in the enclosed report.	

**THE NHS CONSTITUTION:** (How the report supports the NHS Constitution)

The report supports the delivery of the NHS Constitution as the commissioning of primary care services will aid in the delivery of the following principles, rights and NHS pledges:

- 1) The NHS aspires to the highest standards of excellence and professionalism
- 2) NHS works across organisational boundaries and in partnership with other organisations in the interests of patients
- 3) Quality of care
- 4) You have the right to expect NHS organisations to monitor, and make efforts to improve, the quality of healthcare they commission or provide.

# PRIMARY CARE COMMUNICATIONS AND ENGAGEMENT UPDATE

## 1. INTRODUCTION

The purpose of this report is to provide the Primary Care Commissioning Committee with an update on communication and engagement activity undertaken since the last report in April 2018.

## 2. BACKGROUND

The Communications and Engagement objectives are outlined in the Primary Care in Hull Communications and Engagement Strategic Approach 2018 document, which was agreed by this committee in December 2017.

Those objectives are:

- To engage with our practice population to understand their needs in relation to primary care
- To engage and involve our patients, carers and the public in shaping the future of primary care in Hull
- To promote opportunities to improve access for patients through new technologies.
- To provide additional communications and engagement input and assurance for any primary care estate development in partnership with individual practices, NHS England and our development partners
- To provide the Primary Care Committee with regular updates on communications and engagement activity to support the establishment of new models of care

## 3. INFORMATION

### 3.1 Overview and Scrutiny Commission

A primary care update was given to the Hull Health and Wellbeing Overview and Scrutiny Commission at its meeting on 15<sup>th</sup> June 2018. Elected Members were particularly interested in the engagement activity that had been undertaken as part of the Extended Access procurement, the APMS procurement for Calvert and Newington GP practice and the Overseas Recruitment Programme. They have requested that a further update on these three areas be provided at their December 2018 meeting.

### 3.2 West Hull Health Hub

Since the last update, two public information events have been held on 22<sup>nd</sup> and 23<sup>rd</sup> May 2018, one in the Calvert Centre and the other in the nearby St Martin's Church Hall. All residents in the local area were invited to the drop in style events to view the plans for the building, and find out more about the flood alleviation scheme and highways proposal; two of the main issues raised in previous engagement events. As well as a number of local residents, the three elected members for the area attended the events, and were given the opportunity to speak with representatives from Citycare and the CCG as well as traffic planning and flood specialists. Briefing sessions with elected members within the area are

ongoing with regular attendance at area committee meetings to ensure they are kept up to date with the proposed development.

### **3.3 City wide event for Practice Participation Groups (PPGs)**

Healthwatch Hull facilitated this event held on 12<sup>th</sup> July, the aim of which was to bring together people currently part of a PPG, people who would like to join a PPG and GP Practice Managers.

Participants heard from key speakers about the vital role PPGs can play in shaping GP care, learned about how primary care is changing and how their practices fit into that. There was also a number of workshops and time for networking.

Whilst not all PPGs were represented, those that did attend had full and frank discussions and it is clear that there is some work to do to support the development of PPGs and a follow up event is planned on 8<sup>th</sup> November 2018. Further discussion about the findings will take place at the next meeting of the Primary Care Communications and Engagement sub group and a full report with some agreed actions will be presented to a future meeting of this committee

### **3.4 Publications**

The CCG's annual report was published in June 2018 and contains an extensive feature of the future of GP services.

The next edition of My City, My Health, My Care newsletter will be published in October 2018 and will focus of the new model for extended access to general practice and will also feature the new frailty model and the Integrated Care Centre.

## **4. RECOMMENDATIONS**

It is recommended that the Primary Care Commissioning Committee note the update.