

Neighbourhood 1 Patient Participation Workshop Report

Wednesday 23 March 2016

Introduction

This report provides a summary of the key topics discussed by patients at the Lewisham Neighbourhood 1 Patient Participation Workshop that took place on Wednesday 23 March 2016 at the Waldron Centre. The workshop was organised in partnership with local GP Practices and Lewisham Clinical Commissioning Group (LCCG).

Background

Lewisham CCG and GP practices want to engage with patients on the work that is happening locally and to help shape future delivery of services. Lewisham CCG's Primary Care Development Strategy 2014 -16 aligns with national and regional strategies which view future collaboration as vital to ensure services are commissioned which meet the local population's needs. Lewisham GP practices have determined that they will collaborate through formal GP Federations; one in each of Lewisham's four neighbourhoods. The structures for doing so are being formalised. Individual practices will still hold their practice lists but the neighbourhood federation can identify services which they could collaborate to deliver, such as certain screening or diagnostic services.

At individual practice level it is a core contractual requirement to involve and engage with patients and have a Patient Participation Group (PPG). As practices begin to work together to deliver services at scale across neighbourhoods it will become increasingly important to capture patient views on neighbourhood working. LCCG'S Local Neighbourhood Primary Care Improvement Scheme (LNPCIS) for 2014/15 and 2015/16 reflects this and requires practices to participate at two events a year which bring PPG patient representatives together across each neighbourhood. Participation in the event provides an opportunity for members of PPGs to meet others in their neighbourhood, share views and ideas, and discuss key issues.

The Workshop

Neighbourhood 1 GP Practices	
Amersham Vale Training Practice	Mornington Surgery
Clifton Rise Medical Centre	Grove Medical Centre
Deptford Medical Centre	New Cross Health Centre
Deptford Surgery	The Queens Road Partnership
Waldron Health Centre	Vesta Road
Kingfisher Medical Centre	Lewisham GP Walk In Centre New Cross

The workshop was attended by 20 PPG representatives and five practice staff from the neighbourhood practices. Three staff from the CCG facilitated the event.

Those attending were asked on the event register if they had attended previous neighbourhood level PPG workshops. Just under 60 per cent of participants indicated this was their first experience of neighbourhood level workshops.

The aims of the workshop were:

- Increase awareness of national, London wide and local commissioning priorities
- To update and engage with PPGs on the Primary Care Review
- To share and discuss your views on how practices and PPGs will be working collaboratively
- To provide an opportunity for neighbouring PPGs to meet and share experience.

The outcomes were:

Engagement with PPG members about influences on commissioning intentions and the Primary Care Review. Comment and feedback on these intentions was provided to LCCG.

PPG members were provided with information about on line resources which may be of use in developing their on-line community. (This had been raised at the previous workshop in 2015).

Event evaluation has been used to inform adjustments to content and activities at three subsequent events.

Summary of discussions

Following a presentation on national, regional and local influences on commissioning there were questions and discussions about GP contracts.

The role of NHS England and its responsibility for the core GP contract was discussed. Lewisham CCG, along with other South East London CCGs, has opted for co-commissioning and greater influence over some services provided by GPs which are over and above the core contract. The results of the Primary Care Review to ensure high standards and equitable funding for all practices in delivery of services above the core contract were presented. It was clarified that resulting incentive schemes to improve pro-active care were open to all practices in Lewisham.

There was discussion about the Joint Strategic Needs Assessment (JSNA) for Lewisham. The JSNA outlines the current and future health and care needs of the local population and informs local authority, CCG and wider planning. Specific examples of how this information had influenced Lewisham CCG's plans for incentive schemes, such as proactive steps to reduce child obesity were discussed.

Dr Danae Politi, Medical Director of the newly form North Lewisham Health GP Federation spoke to the meeting about local neighbourhood Federations of GPs who were coming together to work at scale, to share resources and skills. Dr Politi emphasised that the Federation really wanted to work with people to shape local plans. Her brief presentation is attached at Appendix A

Group Activity

As part of the theme of understanding the context for commissioning there was discussion about developing wider care networks in neighbourhoods and what part PPGs might play. Participants at the workshop were asked to consider two scenarios of people with health, social, and housing challenges (attached at Appendix B) and to consider groups and individuals who might support them.

Challenges

It was felt that a lot of the support that people needed was to do with information and that the problem was there was no single source and sometimes people did not read messages

Some participants thought that TV screens in GP surgeries could be used for health messages – others felt that they did not work and that there was a lack of funding for this.

There were some strong views that in the face of social care and wider spending cuts, improving support for the individuals would be impossible. There was a desire for transparency about how much was available to spend.

Solutions

Groups identified issues that were much wider than health, including housing, school, social networks, church groups and transport issues and the impact these could have on positive mental health. They identified that clarity of information about how to get help was a priority and that this should not just be from a pile of leaflets but clear signposting from any health, housing or , social work contact. Again there were very strong feelings about the impact of cuts on effective joined up working.

Participants had a good level of knowledge about a range of groups in their area and some felt there was a possible role for PPGs in signposting.

Whole room activity

Participants were asked their views on how they wanted neighbourhood level PPGs to develop. They were asked about awareness or training sessions. It was felt by some that there was a need for caution about “training”, as the PPG should be about “everyday members of the public” not experts.

A flow chart was suggested to show who has responsibility for what in our local NHS to help people’s understanding.

More information was needed about basic things like how to access your patient records – the details for the patient access site were given.

The need to try to develop groups which reflected the local population was discussed. People were asked about possible Saturday meetings with potential to attract people of working age or students. A show of hands indicated that three quarters of those present would be interested and this was not a barrier to attendance for the majority. A similar number liked the idea of sharing a meeting with another neighbourhood. Quarterly meetings were suggested and it was thought that a meeting once a year with a neighbouring area could be beneficial.

The meeting was keen to have external speakers, such as Healthwatch or Public Health. CCG staff said that in future it was hoped that agendas and content would be set by the group and the new neighbourhood federations of GPs in Lewisham.

For future events some people felt a longer event with another neighbourhood would be better.

Evaluation of the event

Participants used inter active voting equipment to give real time feedback on the event, its overall usefulness, content, activities and the venue. The results were positive with over 85% of participants indicating that the event was either very helpful or slightly helpful . The most negative comments were about the venue, which was used as other venues were not available. The meeting was assured it will not be used again. Some participants said that they had not received the venue details far enough in advance and this was noted for the next meetings.

For further information contact:

Dorothy Muir - Interim Project Manager Primary Care Engagement Email: dorothymuir@nhs.net

Appendix B

Scenarios used to inform discussion on PPGs and neighbourhood care networks.

Scenario 1

Mary lives with her 12 year old son Joshua who acts as her carer. She has no other family nearby. She has multiple sclerosis and uses a manually propelled wheelchair. Access to their flat is not ideal and cars are often parked in a way that makes it impossible for Mary to cross the road safely. As a result she rarely ventures out alone. She has been to her GP suffering from mild depression and feels isolated.

In addition to day to day help, Joshua usually goes shopping with his mum and also to trips out to local cafes. He rarely gets to social with friends. He has recently been to the GP to get creams for acne which sometimes gets him down.

In an integrated neighbourhood care network who else might GPs consider could help Mary and Joshua to lead happier, healthier lives?

Scenario 2

Elva has arthritis and high blood pressure. She is 78 and lives with her husband Thomas who is 76. She suffers falls and has visited A &E a number of times. Thomas has breathing difficulties.

Their flat has become very damp and Thomas believes this is not helping his condition.

They are also becoming very anxious as they have had groups of very drunk people gathering outside their flat and banging on windows.

Elva regularly attends her GP practice to have her blood pressure monitored and Thomas also has regular check-ups.

In an integrated neighbourhood care network who could support them to lead happier healthier lives?



Lewisham

Clinical Commissioning Group

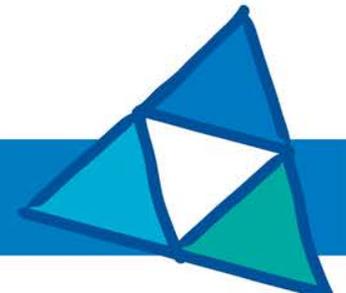
Lewisham Neighbourhood Patient Participation Event



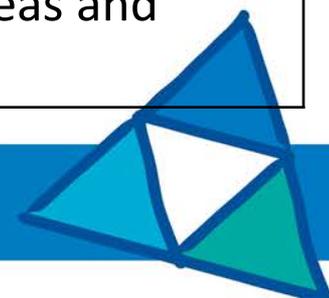
 Better health, best care
for Lewisham people

Aims for today

- Feedback from 2015 meetings
- Increase awareness of national, London wide and local commissioning priorities
- To update you on commissioning locally and neighbourhood care networks
- To support you to meet, share and discuss your views on how practices and PPGs will be working collaboratively

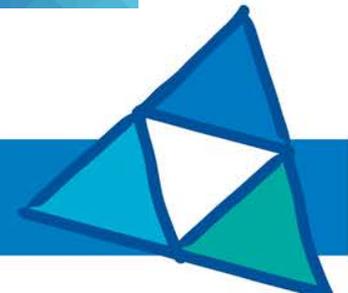
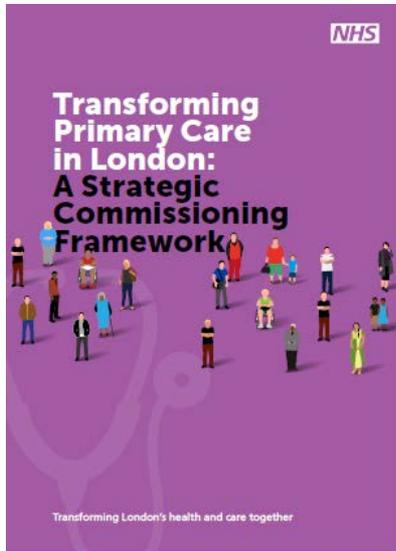


<p>Area discussed at 14/15 Neighbourhood PPGs</p>	<p>What happened with this feedback?</p>
<p>Access</p>	<p>The feedback was incorporated into the access work-stream to improve access to primary care</p>
<p>Patient Participation Groups (PPGs)</p>	<p>The feedback was shared with GP Practices to support the development of practice PPGs, including ideas on how to utilise ‘virtual memberships’ and make PPGs more representative of the patients they serve.</p>
<p>Collaboration</p>	<p>The feedback is being used to inform how practices are working together in positive ways for the benefit of patients across particular areas and services</p>



Setting the scene:

Commissioning of Primary Care services is shaped by local and national strategies & frameworks.....



.....and by what people tell us

**Patient
Participation
Groups**

**Community
meetings**

**National GP
Patient survey**

Deliberative events

JSNA*

Healthwatch

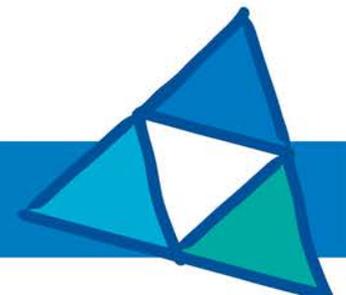
Feedback



NHS England are the core commissioners for GP services and set the specific requirements

Lewisham CCG has a responsibility to support improving quality of care

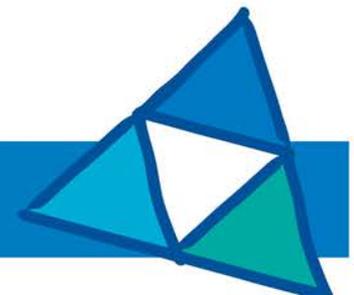
Lewisham CCG are now joint commissioners or 'co-commissioners' of GP services which allows us to have more local influence



Review of Personal Medical Services



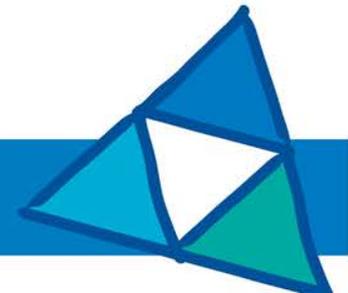
- More equitable funding
- Transparency about what is being provided over and above core services



Incentives to provide improvement and services over and above cores services.

Any savings made from the PMS review must be reinvested in GP services

To identify how to get best value from investment in quality improvement and innovation

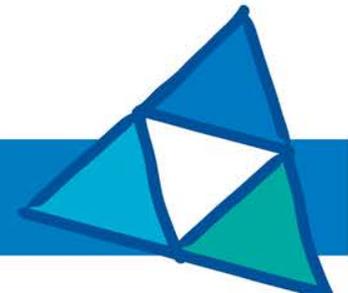


The Premium

The focus for these services is:

Proactive, Accessible and Co-ordinated Care

Lewisham CCG's focus has been influenced by information it has about its local population and from engagement



9 Mandatory Commissioning Intentions

Screening – Immunisations – Vaccinations
Patient Experience

Local Lewisham Commissioning Intentions

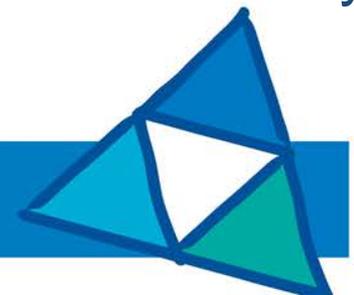
Referral Support Service - Childhood Obesity
Alcohol - Diabetes End of Life -
Multidisciplinary Working Injection therapy in
community - Home visits



In Lewisham childhood obesity rates are significantly higher than average for England and above London averages



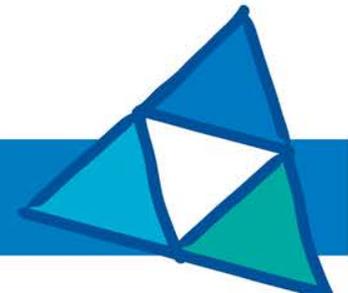
24.3% of final year primary school children are at risk of obesity



These have influenced the CCG's choice of available options for incentives

Increased cancer screening - bowel

Signposting to healthy lifestyle organisations and brief interventions for obese under 16



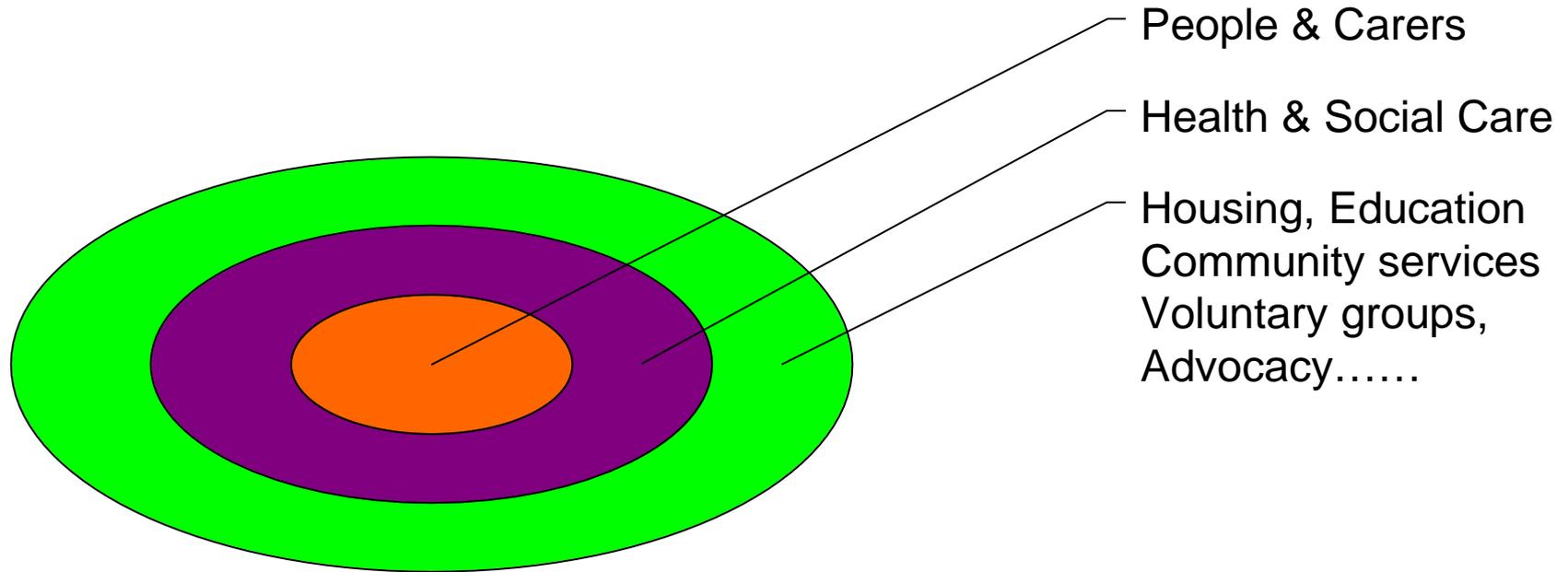
Questions so far



Neighbourhood Care Networks Activity



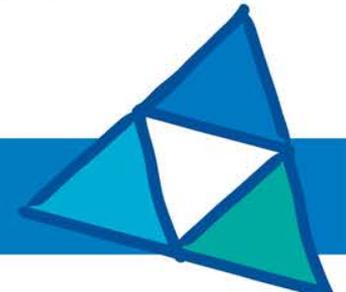
Integrated networks of health, social care, community services housing and voluntary services



Activity 1

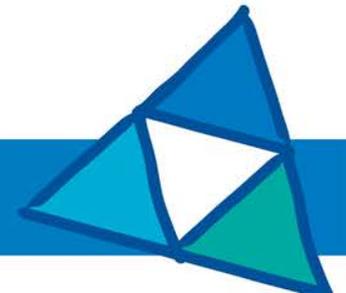
On your tables there are papers with a patient story on it. In your group consider:

1. Which individuals or organisations in neighbourhoods could support these people to live more independent, happier, healthier lives? How would they do this?
2. What role could neighbourhood level PPGs have?



Activity 2

Looking aheadwhat will help PPGs to help together at a neighbourhood level?



Training or awareness sessions?

Information on commissioning Or meeting skills?

How often should we meet ?

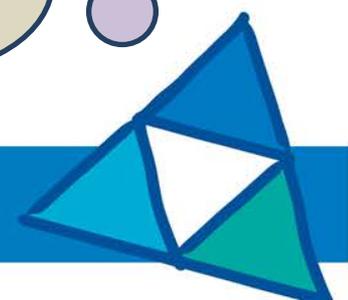
Would Saturday meetings attract more people?

Outside speakers?

Would we want to sometimes meet with another neighbourhood?

What do we want neighbourhood meetings to look like?

How can we connect on line with other PPGs or improve how we build virtual groups ?



Thank you

dorothymuir@nhs.net

07500 926 350





NORTH

LEWISHAM HEALTH

North Lewisham Health

Dr. Danae Politi

Medical Director

Our vision

- To support and provide high quality, sustainable Primary Care for the People of North Lewisham;
- To utilise innovative delivery and partnership working to improve health outcomes for all.

Our values

- Equality of provision and access to population health services;
- Innovative and efficient delivery of services;
- Engagement with the local population and organisations;
- Supporting sustainable General Practice and developing local staff.

Get involved

Over the next 24 months we will strive to improve accessibility and uptake of national immunisation programmes and outcomes in Diabetes, COPD and Hypertension. Do you have:

- Ideas about how we could do this differently?
- Links to local communities or organisations who could work with us?
- Enthusiasm to get involved?

Contact details:

admin@nlewishamhealth.co.uk

www.northlewishamhealth.co.uk

Telephone: