

## **AGENDA ITEM**

### **REPORT TO HEALTH AND WELLBEING BOARD**

**28 APRIL 2014**

#### **CHIEF OFFICER NHS HARTLEPOOL AND STOCKTON ON TEES CLINICAL COMMISSIONING GROUP**

#### **CALL TO ACTION – FEEDBACK EVENT UPDATE**

#### **SUMMARY**

The purpose of this Report is to provide members with an update regarding call to action and the Feedback Event that took place on 11<sup>th</sup> March 2014 to provide feedback to the groups who took part in the engagement undertaken in association with Catalyst.

#### **RECOMMENDATIONS**

The Stockton Health and Wellbeing Board are asked to note the update

#### **DETAIL**

1. As part of the engagement plan for call to action, the CCG commissioned Catalyst Stockton to hold 20 conversations with various groups in the Borough, due to their local links and experience in engagement, defined as 'hard to reach' or 'seldom heard'. The report has previously been presented to the Health and Well-Being Board.
2. On the 11<sup>th</sup> March an event was held jointly by the CCG and Catalyst at the George Hardwick Foundation's Conference Suite in order to feed back to the groups the output of the engagement and how this will be incorporated in the CCG plans both operationally over the next 2 years and as part of its 5 year strategic plans.
3. There were over 70 participants from the groups engaged, including Stockton United for Change, Bridges, Our place Stockton, Eastern Ravens Trust, Jamia Masjid al Bilal, Focus on Vision, Young at Heart, Thorpe Thewles Residents Group and a number of other voluntary and patient groups. There was also NHS provider and organisations including Tees Esk Wear Valleys NHS Foundation Trust, North Tees Hospital Foundation Trust and the North East Ambulance Service Foundation Trust as well as representation from Stockton Borough Council and Governing Body members from NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group including the Chair, the Stockton Locality Lead, Chief Officer, Chief Finance Officer and Lay Member (Patient and Public Involvement).
4. The format of the event consisted of an initial introduction from the Catalyst Chief Executive, Steve Rose and a presentation from the CCG from the CCG Chair. There was then a series of roundtable discussions facilitated by the CCG and the purpose of this was listened to and feedback regarding concerns raised. This information was recorded by the CCG and feedback as part of the event. Comments included:
  - "People need to be involved at every stage of the commissioning cycle"
  - "The guest speakers who came to our table were very supportive and gave us good information and answers"
  - "There needs to be more consideration given to the transition of children/adolescent to Adult mental health services"
  - "If young carer's were asked and listened to we could provide help to those receiving treatment"

- “I would like another event where information is shared in a more accessible manner for people with learning difficulties.”
5. Participants were asked to complete a feedback questionnaire, a total of 31 questionnaires were completed and returned, however not all were fully completed. Of the 31 people who completed the questionnaire, 29 stated that they thought that the Call to Action process had been meaningful and 30 would be willing to take part in future NHS consultations. We also asked for reasons why people considered the engagement meaningful and the responses were:
- hopefully to be acted upon. Really good to be listened to
  - my listener answered my questions in full
  - because it is important to understand what we would like
  - other people to listen
  - it was very useful to hear other people's opinions on NHS situations
  - it was good to speak about our worries/problems/opinions
  - has established common themes that should enable focus on service improvements that benefit maximum number. Interesting that many improvements asked for probably social services - free swimming, after school activities etc
  - follow up to consultation with our residents group by Catalyst
  - you can understand more fully other people's problems
  - great to have the opportunity to air views and be listened to
  - people are encouraged to share views and suggestions for change. It was also useful to find out about the role of the commissioning group
  - more info regarding CCG
  - it is very good to find out about other organisations and realising how many there is
  - relevant information
6. We also asked those in attendance how the event could be improved and the following comments were received:
- a microphone as I am hard of hearing
  - more young people; some more room to talk
  - to have separate rooms when speaking in groups
  - to have separate rooms as was too loud to hear each other speak while in groups
  - more focus on special needs - MH?LD -
  - better audio visual aids/computer presentation
  - better organisation of seating
  - room was ok but during table talk very echoey
  - too small
  - bigger room
  - the room was a little small for its needs
  - better advertised

As can be seen from the comments above, the biggest improvement we could make is by providing a bigger venue. This was indicative of the number of people who attended the event, which far exceeded both Catalyst and the CCG's expectations, showing both the degree of interest and also the willingness to engage of groups that are usually defined as 'Hard to Reach'. The CCG have acted on the feedback received and have attended meetings of the individual groups represented already. We have also taken on board the

specific comments made by Groups and will be ensuring that we produce all of our communications in an easy read format, other languages and braille moving forward.

7. We also asked those who attended if they had any topics that they would like including in future events and again a number of suggestions were received:

- transition period - children's to adult services
- young people with mental health/physical/learning disabilities
- young carers needing help
- talking about people with brain injuries
- review of our suggestions - have improvements been made? Problems in implementing them
- follow up of issues raised today. Also young carers issues
- promoting breastfeeding and mental health
- able to raise awareness
- more care in mental health
- more on after care in mental health

The CCG is currently considering how to best take forward these suggestions and the Health and Well-Being Board may be interested that these were the key focuses from the groups that were at the Feedback event.

#### **FINANCIAL IMPLICATIONS**

8. There are no direct financial implications of this update.

#### **LEGAL IMPLICATIONS**

9. There are no specific legal implications of this update.

#### **RISK ASSESSMENT**

10. Consideration of risk will be included in the CCG's operational and strategic plans.

#### **Contact Officer**

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