

GN Engagement update – PPI / Patient Cabinet / PRG committees

- Treatment Centre
- Gynaecology
- MSK
- Public Event – 13th Sept (John Godber Centre, Hucknall 4pm-6.30pm)
- AGM - 26th Sept (Nottingham Conference Centre (near Theatre Royal), Burton Street, NG1 4BU. 6-8pm)

Treatment Centre

The Greater Nottingham CCGs have undertaken an engagement exercise in the form of focus groups to support the procurement process of the Centre.

The CCGs felt that it would be invaluable to seek the views and opinions of patients regarding the facility itself, what patients' value in relation to choice and location and how best the Treatment Centre can be used.

The focus groups took place across the Greater Nottingham CCG area which included: Arnold, West Bridgford, Stapleford, Nottingham City Centre, Nottingham City Council, Ruddington, and at the Nottingham Treatment Centre itself.

The focus groups were promoted through the distribution of flyers and posters through CCG networks and links with patients and members of the public. Please see details below:

- PPG groups (Patient Participation Groups, across Greater Nottingham CCGs)
- PPI Committee members (across Greater Nottingham CCGs)
- Practices (across Greater Nottingham CCGs)
- Websites (across Greater Nottingham CCGs)
- Links in the community (across Greater Nottingham CCGs)
- Health Forum members (Rushcliffe and NNE CCGs)
- Practice Managers (across Greater Nottingham CCGs)
- Practice News bulletins (across Greater Nottingham CCGs)
- Healthwatch (across Greater Nottingham CCGs)
- Council members (City and County)
- Facebook (across Greater Nottingham CCGs)
- Nottingham Treatment Centre

The key themes were identified from the feedback and comments given at the focus groups.

Building and Facilities

Patients outlined that they greatly valued the following criteria: cleanliness, ample car parking, easy access to the building, a calm atmosphere, buzzer call system, overnight facility. It is seen as a 'one stop shop' with x-rays and scans being done immediately. Patients felt that expectations could be higher for a location offering planned care only versus one that included emergency care. Emergency care impacted on the flow of patients through the facilities and the size of the Treatment Centre it felt more accessible and less pressurised.

Environment

The majority of patients in the focus groups felt that the customer service at the Treatment Centre was a unique selling point. They felt that the wider NHS could learn from their approach to customer service. It provided an environment that was efficient, personable and caring. Patients fed back a perception that clinical staff are more expert in their areas than elsewhere. However, they acknowledged that staff are not working in a high-pressured environment when compared to other parts of the NHS.

Delivery of services

There is patient support for moving appropriate services into the community and closer to home, assuming the right level of expertise and ease in travelling to locations (right care/right place). The transport links for NUH and The Treatment Centre were viewed positively in relation to accessibility. When considering choice, continuity of care in seeing the same Consultant was highlighted as being important by a number of patients and waiting time for appointments. Patients highlighted the benefits and level assurance provided by having the Treatment Centre and acute trust on the same site.

Privatisation & contracting

Some patients held strong views around privatisation in terms of profit going to stakeholders instead of the NHS. However, in a couple of groups they felt that private providers had the opportunity to offer a better service. There were a number of references to better services than the "NHS". Concerns remain around dermatology and the impact on care and capacity following the move from NUH to Circle.

Waiting times & administration

A number of patients felt that the referral to treatment time was quicker for the Treatment Centre, and that appointments and diagnostics are quicker and easier

than elsewhere. There were some issues raised around administration. Some patients had experienced lost letters and missed appointments.

The draft report is in the process of being finalised and will be shared as soon as possible.

Gynaecology

Nottingham West Clinical Commissioning Group (CCG) and Rushcliffe CCG started Community Gynaecology services in 2016. It was found that certain procedures and treatments out of scope of a General Practitioner could be done within a community clinic instead of hospital. This included:

- Menstrual disorders (excluding post-coital bleeding and post-menopausal bleeding)
- Fibroids
- Cervical polyps
- Polycystic ovarian syndrome
- Pelvic pain
- Ovarian cysts
- Prolapse
- Sterilisation requests
- Vulval disorders
- Urinary incontinence/prolapse/pessary changes currently carried out in secondary care
- Menopause problems /severe premenstrual syndrome.

Currently Nottingham North and East CCG and Nottingham City CCG patients do not have access to a Community Gynaecology Services. Patients in both CCGs requiring care above and beyond the scope of their general practitioner are referred into hospital. A key aim is to standardise pathways to achieve better value by reducing unwarranted clinical variation. Therefore it is proposed to develop a Greater Nottingham Community Gynaecology service.

The engagement completed in the focus group discussions will support the new procurement process that is to take place this autumn.

Due to the nature of the service it was felt that engagement should be in two parts, via a survey and face to face focus groups. The surveys and focus groups were shared and promoted through the distribution of electronic links posters through CCG networks and links with patients and members of the public. Please see details below:

- PPG groups (Patient Participation Groups, across Greater Nottingham CCGs)
- PPI Committee members (across Greater Nottingham CCGs)
- Practices (across Greater Nottingham CCGs)
- Links in the community (across Greater Nottingham CCGs)
- Health Forum members (Rushcliffe and NNE CCGs)
- Practice News bulletins (across Greater Nottingham CCGs)
- Healthwatch (across Greater Nottingham CCGs)
- Clinics: PICS (Nottingham West), Partners Health (Rushcliffe), Circle and NUH

The findings from the survey and focus groups will be collated and put into a report which will be shared when completed.

MSK (Musculoskeletal)

Currently in the discussions with colleagues as future engagement may be required in relation MSK services. As plans develop these will be shared.

Public Event

13th Sept (John Godber Centre, Hucknall 4pm-6.30pm)

Hospitals, GPs, councils and other health teams are working together with a shared vision for delivering services to benefit our patients and citizens.

This is part of the wider Sustainability and Transformation Partnership (STP). No one in our country has tried this on such a large scale across health and social care in one place. We need to work with everyone to shape how this happens.

Get involved...

We're holding public events for people to discuss our plans, ask questions and focus on topics to help drive the work forward. The next is on:

Date: Thursday 13 September 2018 **Time:** 3.30pm arrival for 4pm start. Finish at 6.30pm **Location:** John Godber Centre, Ogle St, Hucknall, Nottingham NG15 7FQ

To reserve a place, please contact our Transformation Team:

Email: gn.tp@nhs.net

Call: 0115 883 9325

AGM

Join us for our Annual Public Meeting (APM) on Wednesday 26 September 2018, between 6-8pm, at the Nottingham Conference Centre (near Theatre Royal), Burton Street, NG1 4BU.

This is our first meeting as the Greater Nottingham Clinical Commissioning Partnership, following the recent alignment of Nottingham City, Nottingham North and East, Nottingham West & Rushcliffe Clinical Commissioning Groups (CCGs).

There will be a small health marketplace from 6pm and the formal meeting will begin with presentations at 6.30pm. There will also be the chance for audience members to ask questions to CCG Governing Body members.

Engagement Team

As you may be aware the re-alignment for Communication and Engagement across GN has now been completed. Within the GN Engagement Team, sits an Engagement Manager and two Engagement Officers.

Nikki Biddlestone (previous Engagement Officer at NNE) is now the Engagement Manager. Helen Limb is one of the Engagement Officer (previously Engagement Officer for Rushcliffe) and we have just (last week) offered/appointed to the other Engagement Officer vacancy.

When the newly appointed Engagement Officer joins the team, we would like to come along to a future PRG/PPI Committee meeting to introduce ourselves and meet you.

Helen Limb will be taking over from Emma Watson and will be managing the West and Rushcliffe PRG so you are likely to receive communication from her shortly if you haven't already.