

Patient Participation Group Leadership Training Day

Item	Start time	Finish time
Introductions	10:00	10:30
What does Healthwatch do? What does the Clinical Commissioning Group (CCG) do? What is the patient's role? What else should I know about?	10:30	11:30
NHS Long Term Plan: what does it mean for me?	11:30	11:55
Why the NHS needs service users, patients and carers to get involved	11:55	12:30
Lunch	12:30	13:15
Case studies – group discussions	13:15	14:15
1. “How not to run a meeting” video 2. King’s Fund “How does the NHS in England work” video	14:15	14:40
Coffee break	14:40	15:00
Question Time	15:00	15:40
How can I get involved?	15:40	15:50
Evaluation forms and thank you	15:50	16:00

What does a Clinical Commissioning Group (CCG) do?

Bethany Golding

What is a 'CCG'?

- Government (Department of Health) decides how much money NHS receives and sets top-level priorities
- Department of Health passes most of the money on to NHS England
- NHS England passes most of the money on to Clinical Commissioning Groups or CCGs
- Your 'CCG', or 'Clinical Commissioning Group', identifies local health needs then plans and buys local services on your behalf from a wide range of organisations we call 'providers' e.g. Imperial College Healthcare NHS Trust

NHS Hammersmith and Fulham CCG



Led by GPs



29 GP practices



252,357 registered patients



£314.1 million 2019-20 budget
(allowing for required savings)



Engages with local people to
ensure services meet their needs

Useful tools

- **Translating NHS jargon:** www.nhsconfed.org/acronym-buster - download as an app or access online
- **CCG's website:** www.hammersmithfulhamccg.nhs.uk & Twitter: @NHSHFCCG
- Shows all the different **community organisations** in Hammersmith and Fulham:
www.sobus.org.uk
- **Advice and resources for Patient Participation Groups:**
www.napp.org.uk

What does Healthwatch do?

Olivia Clymer (CEO)

healthwatch

Central West London

Improving Health and
Social Care



Who
are
we?

- Independent charity and membership led organisation.
- Our vision is for local health and care services to be shaped by local people through their active involvement, needs and experiences, and a community which is informed about local health and care services.
- We have statutory powers
- We are part of a national network with a local Healthwatch in every local authority area in England (152 in total)
- We cover the Boroughs of Hammersmith & Fulham, the Royal Borough of Kensington & Chelsea, and the City of Westminster.



What
do we
do?

We are:

- **Listening** to people's views and experiences of using health and social care services
- **Empowering** patients to be involved in shaping the services they receive or want to receive
- **Influencing** service design and delivery based on evidence



How do
we
work?

- Capture people's experiences of using health and care services by using different methods (surveys, group discussion, online and social media, specific project work etc)
- Promote and support involvement of local people in the commissioning, the provision and scrutiny of local services (Local Committee and representatives in different NHS Boards)
- Using statutory powers to make reports and recommendations about the standard of local services, and how these might be improved.
- Sit on or contribute to, and are heard at key health and social care boards and meetings: Health and Wellbeing Board, Primary Care , NHS Trusts (Hospitals, Community, and Mental Health services), Safeguarding Board, Scrutiny Committee

Contact Us

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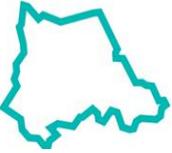
Thank
you!

What is the patient's role in PPGs?

Peter Hamm (Chair of Canberra Old Oak PPG)

Bigger picture

Deborah Parkin (Head of Primary Care, H&F CCG)



Patient Partnership Groups Leadership Course – Long Term Plan

Joe Smyth – Director of Programmes
NW London Health and Care Partnership

www.kingsfund.org.uk/publications/nhs-long-term-plan-explained

Background to the Plan

- Decade of significant slowdown in funding while demand has continued to grow
- Reductions in public health and social care added to the pressure
- Key waiting time targets are being missed
- NHS providers' finances have deteriorated – 2017-18 combined overspend of £960m
- Workforce shortages are widespread: more than 100,000 full time vacancies
- Winter crisis running into summer

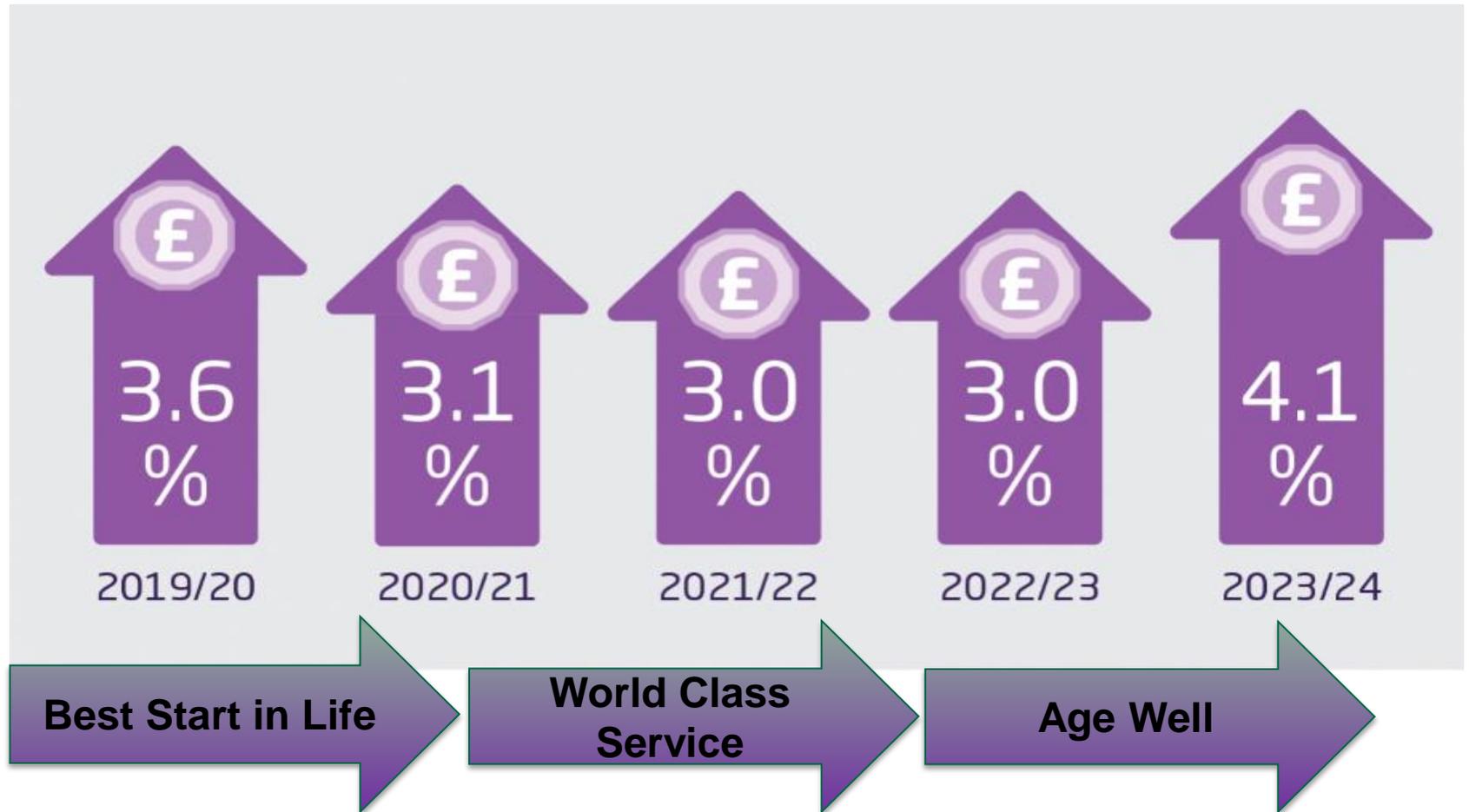


Funding a response

- June 2018 Prime Minister announced a new five year settlement for the NHS
- 3.4% real term annual increase between 2019-20 and 2023-24 (£20.5 billion increase over this period)
- To unlock these funds national NHS bodies were asked to develop a long term plan for the service
- Resulting in the NHS long term plan, published in January 2019



Funding the Principles



What will it do for you?

- A striking commitment in the plan relates to a group of clinical priorities to impact positively on population health. These priorities include:
 - Cancer, Cardiovascular Disease, Maternity, Neonatal, Mental Health, Stroke, Diabetes, Respiratory Care
- A strong focus on children and young people's health
- Fundamental shift for patients and carers
- Drive digital solutions
- Prevention and tackling health inequalities



Clinical priorities

- Cancer – boost survival, early diagnosis treating 75% at stage 1 and 2 by 2028
- Maternity / Neonatal builds on National Maternity Review – aims to halve still births, maternal and neonatal mortality
- New children and young people’s transformation programme
- Cardiovascular disease – improve stroke services – prevent 150,000 cases of heart attack and stroke over the next 10 years



Primary Care Networks (PCNs)

- Commitment in the plan to improving care outside hospitals, backed by £4.5 billion in funding
- Plan confirms GPs will join together in PCNs
- PCNs to be proactive in managing ‘population health’
- PCNs to assess needs of local population and identify people to benefit from targeted proactive support
- Incentivised shared savings through reductions in A&E attendance and admission avoidance and enhanced healthcare for care homes
- Strong emphasis on developing digital services. All patients will have right to access GP consultations via telephone or online



Integrated Community based healthcare

- Commitment to developing multidisciplinary teams: GPs, Pharmacists, District Nurses, Allied Health Professionals working across primary care and hospital sites
- Increased capacity in these teams so that crisis response can meet response time set out by National Institute for Health and Care Excellence
- Access to social prescribing to be extended: more than 1,000 trained link workers



Mental health

- Reassert commitment to improving mental health begins with funding
- Commitment to funding – ring fenced investment will outstrip total NHS funding growth £2.3 billion higher in real terms
- Comprehensive services system – supporting those seeking help in crisis
- Single point of access for adults and children with appropriate response across NHS 111, ambulance and A&E
- Strong focus on support for children and young people with autism
- Aim to reduce admissions by half by 2023/24



Other areas

- Reducing pressure on A&E – Commitment to Urgent Treatment Centres and same day emergency care
- Redesigning outpatients
- Commitment to reducing long delays but none to restoring 92%
- Reducing delayed discharges from hospital a priority
- Encourage Trusts to have hot and cold site and Green Light Mergers
- Productivity growth 1.1% a year for 5 years
- Workforce the biggest challenge



So what happens now?

The NHS will work with local partners develop and implement their own strategies

- NW London submission mid September

These strategies should set out how to translate the NHS Plan into local action to improve services, health and wellbeing

Where you come in

This means that over the next few months you will have the opportunity to help shape what the NHS Plan means for your area.

- Healthwatch have already held some public facing conversations, feeding their findings back the NHS.
- Age UK will be leading work with other charities providing extra opportunities to hear from people with specific needs or concerns.
- We are talking to public and patients across NW London with road-shows at community events and focus groups.
- Today my colleague will be collecting your feedback with some surveys for you to complete.



Table Discussion (15 minutes)

Table 1: What is most important to you to help you live a healthy life?

Table 2: What's most important to you to be able to manage and choose the support you need?

Table 3: What's most important to you to help you keep your independence and stay healthy as you get older?

Table 4: When do you use Accident & Emergency (A&E)?



Why the NHS needs service users, patients and carers to get involved

Sue Shorvon

Language: why does it matter so much?

“Why the words we use are important.” - - BLURT Foundation

How you see and introduce yourself is important. Are you a user of services? An expert by experience? A patient?

Everyone is a patient at one time or another. Anyone can become an “expert by experience” on a range of health topics throughout their lives based on their personal experiences.

Key tip: How you introduce yourself helps healthcare professionals to know how to communicate with you.

What this course is all about - and why it's great that you're here

"Always be yourself and have faith in yourself." -- Bruce Lee

It can be really intimidating making your voice heard – but if you go to something, it's usually because you have something to communicate.

I hope this training day will give you tools to improve how you communicate, and the confidence that you have as much right to be in the room as anyone else.

You may learn ways of listening and stepping back to think of a different way of saying something, rather than just saying it louder. You may learn how to question people without putting them on the defensive.

Key tip: A notepad is a useful tool, and the best way of learning is often by doing. Listen and reflect, rather than attack and confront.

Why I volunteer with the CCG



Hammersmith and Fulham
Clinical Commissioning Group

"The way to develop self-confidence is to do the thing you fear and get a record of successful experiences behind you." -- William Jennings Bryan

Your point of view is important, whether it is positive or negative, as it can help to improve services. Knowing your input matters helps you to speak out and ask questions even though you are nervous.

When I started out volunteering with the NHS, I was so nervous that a Mind worker offered to read out what I wanted to say on my behalf. Later I overheard the Ward Manager openly say she had been terrified at the meeting too. I never looked back after that.

After that, I attended my first national conference. I was scared but knew I had to try. I sat near the front row and worked up the courage to ask a question. I've been asking important questions ever since.

Key tip: If you sit in the front row at conferences and events, it can be less nerve wracking. That way, you can't see everyone else there when you ask your question.

LUNCH

Back at 13:15



Case studies

Small group discussions

1. How not to run a meeting:

<https://www.youtube.com/watch?v=ZWYnVt-umSA>

2. “How does the NHS in England work”:

<https://youtu.be/DEARD4I3xtE>

3. Small group discussions

COFFEE BREAK

Back at 15:00



Question Time

Chair:

Bethany Golding (Engagement and Communications Manager, coach)

Your panellists:

Karen Rydings (Practice Manager, K&C)

James Cavanagh (GP and Chair of H&F CCG)

Peter Hamm (Chair of Canberra Old Oak PPG and H&F resident)

Sue Shorvon (Artist, speaker and H&F resident)

Jane Wilmot (Lay Governing Body Member at H&F CCG)

How can I get involved?

Want to get more involved with H&F CCG?

- Join our Patient Reference Group which meets once every two months (more information: <http://www.hammersmithfulhamccg.nhs.uk/your-voice/get-involved/>)

- Contact our engagement lead on:



hafccg.engagement@nhs.net



0203 350 4303

with your details and let us know which areas / services interest you.

- Fill in our patient and public engagement form to become part of our official network and receive information on the types of opportunities which might interest you



Thank you so much for coming

Get in touch with us again at

hafccg.engagement@nhs.net

020 350 4303

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