

<b>GOVERNING BOARD</b>			
<b>Date of Meeting</b>	19 September 2018	<b>Agenda Item No</b>	8
<b>Title</b>	<b>Listening to our patients 2017 - 2018 report</b>		
<b>Purpose of Paper</b>	This is NHS Portsmouth CCG's annual report focused on 'Listening to our patients', which outlines the patient experience, engagement and consultation work undertaken during the year.		
<b>Recommendations/ Actions requested</b>	The Governing Board is asked to note the report and approve it for publication on the CCG website.		
<b>Engagement Activities – Clinical, Stakeholder and Public/Patient</b>	As noted in report		
<b>Item previously considered at</b>	Not applicable		
<b>Potential Conflicts of Interests for Board Members</b>	None		
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<b>Date of Paper</b>	September 2018		

# Listening to our patients

2017 – 2018 report

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## 1. Introduction

NHS Portsmouth Clinical Commissioning Group (CCG) is the NHS organisation responsible for commissioning (planning, buying, and ensuring the quality of) healthcare services in Portsmouth, including hospital care, urgent and emergency care, rehabilitation and most community health services including mental health and learning disabilities. Some of these services we commission jointly with Portsmouth City Council using the title Health and Care Portsmouth. NHS Portsmouth CCG has delegated responsibility for commissioning primary care services.

We are a membership organisation, led by five local GPs elected to represent all the GP practices in the city. We commission for a population of over 200,000 people with an annual budget of about £314.8 million. Our responsibility is to ensure that Portsmouth residents have access to the best possible NHS services, as and when they need them.

Patient experiences and feedback are very important to us in commissioning services suited to patient needs. This report contains a summary of some of the ways we have listened to our patients during 2017-18.

## 2. CCG consultation and engagement activities during 2017-18

### 2.1 Your Big Health Conversation

The first phase of the “Your Big Health Conversation” process took place during 2017 - 18, and the second phase began towards the end of this period.

After phase one, which used a largely quantitative approach (i.e. surveying as many people as possible), the latest phase has been mainly qualitative whereby members of the Communications and Engagement Team led on holding discussions with groups of patients and carers. The conversations have focused on four areas: same-day care;



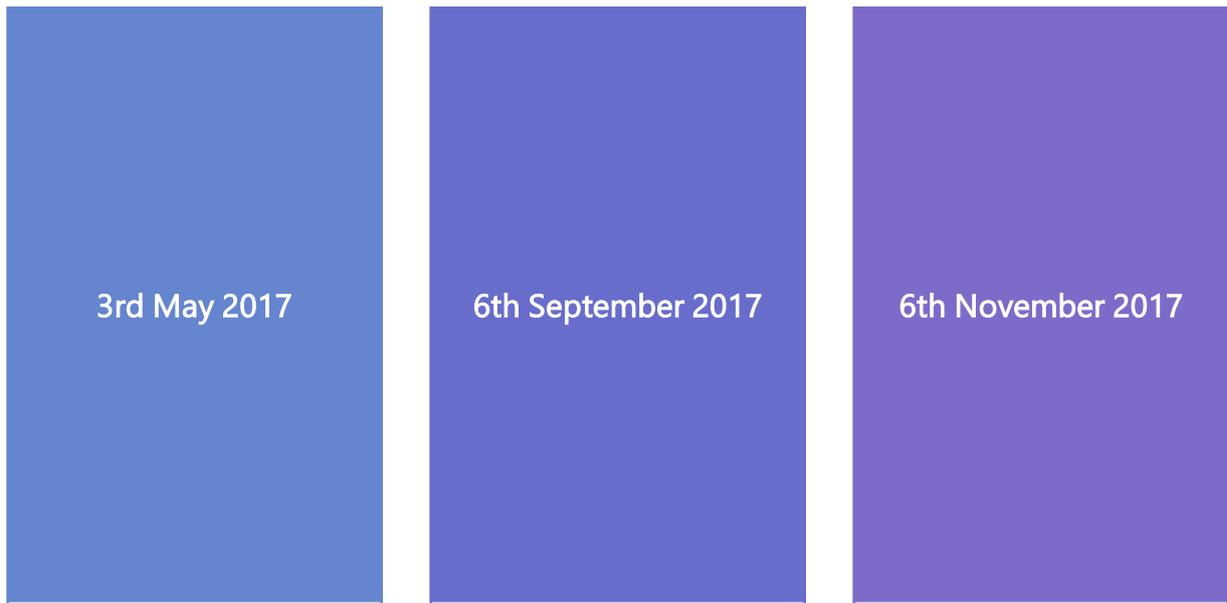
frailty; mental health care and supporting people with long-term conditions.

The intention has been to set out a general picture of how the NHS needs to change in future with a greater focus on community-based services, closer working between teams and organisations – and to ask participants to talk about both what is most important to them when considering how changes should be made, and what most concerns them. The findings will significantly influence the emerging thinking around further development of new models of care in the city. The process was ongoing at the end of March 2018 and updates on phase one and phase two can be found on the CCG's website or Health and Care Portsmouth newsletter (see also section 3.1).

## 2.2 Patient Participation Group city wide forum

Most GP surgeries in Portsmouth have a Patient Participation Group (PPG) where patients discuss health and health care issues, either at meetings or online. If you would like to join your practice's group please do contact your GP surgery direct.

Patient representatives from all the individual practice PPGs are invited to attend city-wide forums hosted by the CCG. Topics are suggested by the patient representatives and each forum includes presentations and discussions about these subject areas as well as the opportunity to ask questions. The meetings are chaired by our lay member for patient engagement, who is then able to link with the Governing Board. In addition city-wide PPG members are able to give direct feedback to the representatives of the CCG or presenters of the topics discussed, their contributions are much valued. The meeting notes are available on our [website](#) and circulated to practices and individual city-wide PPG members.



At the November 2016 Portsmouth veterans' healthcare event it was suggested that the new Veteran PPG should be combined in some way with this already well-established city-wide forum. The invitation to the May 2017 city-wide PPG forum was therefore extended to those signed up to the Veteran PPG to trial the joint format - 25 people attended, including 6 veteran representatives. Veterans continue to be invited to city-wide PPG meetings and make valuable contributions.

### 2.3 Acute Visiting Service

The Acute Visiting Service (AVS) provides GP home visits on behalf of practices to registered patients requiring an urgent visit in a patient's own home, nursing or residential home. It is delivered by the Portsmouth Primary Care Alliance - a group of GP practices working together in and around the city. The primary aims of the initial pilot were to increase capacity within general practice; improve system flow through Queen Alexandra (QA) Hospital; and reduce the number of patients requiring acute admission to hospital.

A 2017 telephone survey was undertaken with patients who had received care from the AVS. Out of 57 respondents 93% rated the service as either 'Excellent' (58%) or 'Good' (35%); 74% of respondents indicated that the AVS was an improvement to the usual arrangements of their own GP visiting later in the day, and 98% said they would be happy to use the service again. 100% of patients felt that the doctor understood

their problem with 93% stating they would recommend the service to a friend. Comments from patients largely highlight positives in the swiftness of the visit and the extra time and attention afforded by the GP when visiting.

## 2.4 Public meetings

Our Governing Board and Primary Care Commissioning Committee both meet regularly in public and forthcoming meeting dates are published on our [website](#). Meeting papers are generally available on the website a week before each meeting.

Following each public Board meeting members of the public have the opportunity to talk informally with Board members. In addition to GP, Clinical and CCG representatives the Governing Board membership includes lay members with responsibility for different areas, one of which is patient engagement. On occasion, patient stories have been presented and these have effectively engaged Board members and the public in open and honest discussions about health services and have enabled the CCG to focus on what it needs to do to improve people's experience of health care.

Patient stories presented during 2017-18 have been from:

- Pompey in the Community – Life and Chimes group for local people with dementia or who are lonely, isolated or vulnerable
- Southern Domestic Abuse Service – support for victims of domestic abuse, including the Freedom Programme; and female genital mutilation (FGM)
- Wessex Cancer Trust – the Cosham cancer support centre manager and a client talked about the services it provides to patients and families, including befriending, counselling, massage and information services
- Community Connectors - short term support to empower and help individuals take the first steps to getting out and about in their community.

## 2.5 Weight management consultation

The UK cost of obesity-related illness is likely to rise to £24bn per year by 2025. In Portsmouth, almost a quarter of infant school children start school overweight or obese with this number rising to over a third by the time they start secondary school. This trend continues into adulthood where nearly two thirds of Portsmouth residents 16 years plus are above a healthy weight.

In February 2018, Portsmouth City Council, in partnership with the CCG, ran a consultation to understand what methods could best support residents to achieve and maintain a healthy weight. Findings will be used to inform the future of weight management services and are expected to be published shortly.

## 2.6 Children and young people's mental health

### Government green paper on children and young people's mental health

We held a joint stakeholder event between Health and the Local Authority, at the Guildhall, on the Government's green paper on children and young people's mental Health. The event centred on the core proposals put forward by government which includes the proposal for a designated senior lead for mental health; mental health support teams and piloting reduced waiting times for NHS services.

The event was attended by 80 delegates with an equal representation of young people and professionals. Delegates included schools, colleges, Child and Adolescent Mental Health Services (CAMHS), the youth services, Local Authority commissioning and parent partnership.

There was extensive feedback given that was sent to government for consideration as part of their consultation process and the feedback has also been used locally to consider how services and support could be improved.

### Wessex Healthier Together focus groups

We have held a number of sessions with parents and professionals, where we have co-produced information and guidance on children and young people's mental

health related matters. We have produced 8 guides that will be uploaded to the regional Wessex Healthier Together website that give guidance and advice on a range of issues such as anxiety, autism and behaviour management.

### **Children and young people's mental health guides for professionals, parents and young people**

We have co-produced a number of guides on what services and support are available locally for children and young people's mental health. There are three guides which include one for professionals that was produced alongside professionals, one for young people that was produced alongside young people and one for parents which was produced alongside parents.

All guides are available across the city and are being used by the community to navigate to the right service that meets their needs.

## **2.7 Mental health**

The CCG has a work stream dedicated to the transformation of mental health services for the city. This includes meeting and regularly talking to SHIFT - the service user group which meets every week in Portsmouth's Central library. Together we talked through some of their concerns and hopes for the future mental health services to be offered. Alongside this we have been meeting with Solent Mind, the local mental health charity that runs the Wellbeing centre in Southsea, and working with the Carers Centre and Portsmouth City Council Community Connectors.

SHIFT helped to shape the questions for a survey monkey questionnaire. Whilst the number of survey responses was lower than expected, the feedback has provided valuable insights into issues around accessing the Crisis services:

- It was felt by those both in the group and those who responded online that access to the Crisis team is difficult for both service users and carers;

- The ability to get advice and help is perceived as challenging at best;
- People wish to be treated with dignity and respect;
- Respondents would like to have a peer led element to the service - to know they can talk to someone who understands how they feel and has 'walked the same path' is important;
- Carer feedback was that they felt let down, and that obtaining advice and access is challenging and not what they would expect from a frontline service.

Commissioners also met with 'Mind the Gap' group, shared the questionnaires with them and listened to their issues and concerns, which again centred on access and advice and feelings that people fall through the gaps in service provision.

Solent Mind has set up a service user forum as a direct request for a more independent service user led group. Commissioners attended the first group to support and to emphasise the need for the independent voice, for example, how does it feel to be receiving care and support from mental health services in general? A further meeting is planned in the next few months. However, commissioners will only attend when invited by the group, so it remains independent and led by service users, for service users.

Commissioners have visited a Solent Mind support group in the Wellbeing centre to meet some of the service users and gain a clear sense of what is on offer to help people struggling with anxiety and depression. The group was extremely positive and was very well attended, with the group facilitator being a peer support practitioner.

Engagement has also included a "speed dating" style event with GPs – what do people think of the mental health Wellbeing house as a concept? The outputs from these engagements will help shape mental health services offered in the city with the CCG feeding back the developments as they emerge.

We also sought views from patients on Oakdene rehabilitation unit as part of the review of the inpatient rehabilitation unit (mental health). This was in the format of

face to face conversations with those patients who wanted to take part and were inpatients at the time (September 2017). Broad themes from the feedback have been shared with the service as part of a short report which is the basis of the next stage of the work.

## 2.8 Autism

A range of service user engagement and consultation on autism has taken place during 2017-18 and is ongoing. This includes:

- Visits to community groups including Pirates are Cooler than Ninjas to discuss priority areas for improvement and experiences in receiving an autism diagnosis.
- A workshop at the Frank Sorrell Centre on 20<sup>th</sup> September 2017 where people with autism, their families and carers were given a presentation on the draft strategy and asked to prioritise areas for improvement and give their feedback.
- Portsmouth Autism Community Forum meetings (October 2017, May 2018).
- A workshop on 8<sup>th</sup> February 2018 to look at low level support for adults - what is available and what is missing? People with autism, their carers and family gave their input into what services would help them to remain independent and prevent crises/need for more intensive statutory support.

This engagement has informed:

- Development of the autism strategy.
- Development of the Portsmouth Autism Community Forum - an independent group replacing the Autism Board. It will oversee the strategy and provide a place for ongoing consultation, engagement and development around autism. This is now up and running, with Learning Links facilitating it, and in 2018-19 will be co-producing autism training, informing some more of the work specifically around children's support.
- A business case to increase funding for the autism diagnostic pathway and non-recurrent funding to address a lengthy waiting list for diagnosis.
- Ongoing procurement of the diagnostic pathway.

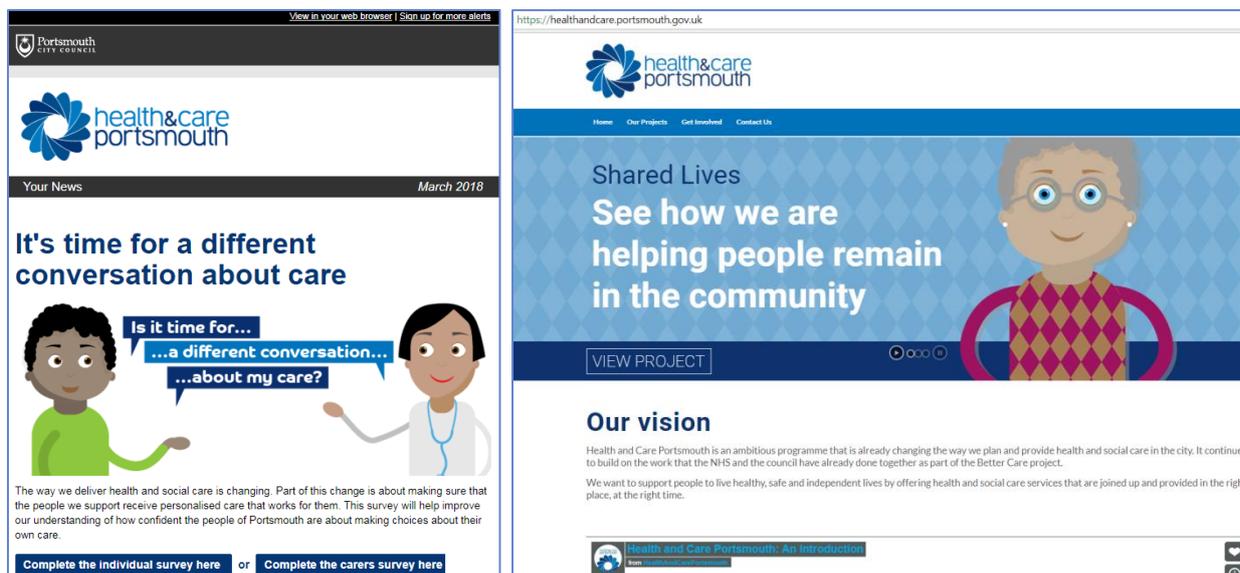
## 3. Working with our partners

## 3.1 Health and Care Portsmouth

Health and Care Portsmouth is an ambitious programme that is already changing the way we plan and provide health and social care in the city. It continues to build on the work that the NHS and the City Council have already done together as part of the Better Care project. We want to support people to live healthy, safe and independent lives by offering health and social care services that are joined up and provided in the right place, at the right time.

To support the transformation programme, a single, shared communications and engagement work stream has been established with representation from all partners who meet together on a weekly basis to enable closer joint working. A new website has been developed which will provide a central point from which to communicate the changes happening to health and social care services across Portsmouth.

The first newsletter was circulated in March 2018 and there are now 1,200 subscribers



to the newsletter, which goes out monthly.

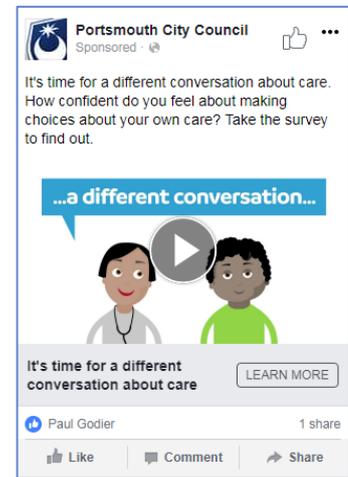
### Population level Patient Activation Measure survey

The Patient Activation Survey (PAM), using the 'Different Conversations' brand extension, was launched on 3 March 2018. This survey is intended to establish how well equipped a person or group of people are to manage their own health - for

example, how often do they exercise, do people know how to eat well, what kind of conversations do they have with their GP. The workforce survey is intended to gain insight into how patient-centred our workforce is.

The results from the survey will be used to identify areas in the city and the workforce where we are doing well and where we need further effort to create the change needed to make patient-centred and empowering care sustainable.

The survey will run at the same time each year in order to monitor population-level changes in the ability of people to manage their own care.



The survey was promoted through email newsletters, social media advertising and partner communications channels. There were 208 completions in total - 140 from individuals, 24 from carers and 44 from practitioners. The results are being analysed and will be published in late 2018.

### 3.2 Multi-specialty Community Provider outcomes - patient expectations

Working with Healthwatch Portsmouth and our local Patient Participation Groups (PPGs) we conducted a short survey in February and March 2018. People were asked what things were most important to them regarding the health and care services they received, and what they thought was most important in terms of how they might be able to better manage any health condition they have.

We did this by testing a list of patient expectations with them that had previously been drawn up with patients in Gosport and which we adapted with input from Healthwatch members.

The purpose of these expectations is to support the development of our contracting arrangements in the city, particularly as we further move towards new models of care

and greater provision of services out of hospital. We want to ensure that we build into contracts what patients see as the most important issues for them, and that we can measure these in a meaningful way, rather than just rely on counting activity.

The list contained around 20 expectations in all, in four categories:



Examples of expectations include:

- About the service I receive ~ I only have to tell my story once, no matter which staff member I am talking to.
- About the support I need ~ The NHS makes it easy for me to find the right service, including non-medical, and peer support.

We asked people whether they thought that the list of expectations was right, whether they thought anything had not been considered which should be included, and vice versa and whether there were any expectations that were more important than others. 25 responses were received and we had some really helpful feedback. Most were supportive of the approach but several people thought that there may be too many expectations which led to concerns about how achievable they might be in reality.

Among the issues identified were:

- The need to include an expectation that relates to waiting times for appointments.
- The need for a greater consideration of mental health issues within the expectations.
- An expectation around convenient access to services, including at weekends and out of hours.

We want to make sure what's important to patients is represented fully in any discussions about the way services for the future are developed. Feedback from this initial piece of work suggests that we have not yet quite got this right. Our plan therefore is to further refine the list of expectations based on the comments we have received and then test with Healthwatch again.

### 3.3 Voluntary, Community and Social Enterprise - Project Bridge

Project Bridge is an independently facilitated project that brings together different voluntary, community and social enterprises (VCSE) in the city, together with Portsmouth City Council, Public Health and the CCG, to collaborate on more effective use of resources to provide support to our communities.

An early emerging priority for the group has been to consider how the VCSE may collaborate and come together with other agencies to provide a sitting service, driven by the need to support carers. Interviews with existing clients are underway to inform service development.

### 3.4 Pharmaceutical Needs Assessment

The statutory Pharmaceutical Needs Assessment (PNA) is a statement of current pharmaceutical services provided in the local area, assesses whether or not the pharmaceutical services provision is satisfactory for the local provision and identifies any perceived gaps in provision.<sup>1</sup> Public Health Portsmouth hosted a joint steering group to oversee the development of PNAs for Portsmouth and Southampton, with key stakeholders including the CCG, NHS England Wessex Area Team, Healthwatch Portsmouth and the Local Pharmaceutical Committee.

Each existing community pharmacy in Portsmouth was invited to complete a detailed questionnaire about their services. A public survey to gather views about pharmaceutical services in Portsmouth ran during June to July 2017 and received 224 responses from residents across all areas of the city. Questions included reasons and

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<sup>1</sup> Portsmouth Pharmaceutical Needs Assessment 2018

frequency for using a pharmacy and times reported as being convenient to see a community pharmacy.

Information collated, including the Joint Strategic Needs Assessment, was analysed to inform the draft PNA which was published for formal consultation from October 2017, until 27th December 2017. The process included consultation with all professional stakeholders and public consultation supported by Portsmouth City Council, Healthwatch Portsmouth and the CCG. There were 8 responses from professional stakeholders and 62 from members of the public. Findings showed satisfaction with the PNA and minor amendments were made in light of the consultation. The PNA was approved by the Health and Wellbeing Board in February 2018 for formal publication on 1<sup>st</sup> April 2018:

<https://www.portsmouth.gov.uk/ext/the-council/transparency/the-pharmaceutical-needs-assessment>

### 3.5 Health and Wellbeing Strategy

Health and Wellbeing Boards have a statutory duty to produce a health and wellbeing strategy for their local population. The strategy identifies priorities for health and wellbeing for the city, the approaches that will be taken to bring about improvements in these areas, and informs the CCG and City Council's commissioning decisions. The [previous strategy](#) covered 2014-2017, and a draft strategy for 2018-2021 was published for consultation that ran until 31<sup>st</sup> January 2018.

The [2018-2021 draft strategy](#) identified the following priorities:

- Supporting physical good health, focusing on reducing the harms from tobacco and physical inactivity
- Supporting social, emotional and mental health, focusing on reducing the harms from alcohol and other substance misuse, reducing the causes of isolation and exclusion, and promoting positive mental wellbeing

- Making improvements for marginalised groups fastest, including people with complex needs, in the armed forces community, with special educational needs or disabilities, and looked after children and care leavers
- Improving access to health and social care support in the community.

Over 80 responses were received in response to the consultation. Responses indicated agreement that the four priorities felt correct for Portsmouth. In light of the feedback, some amendments were made to the draft strategy including:

- Reference to children's physical health
- More emphasis on homelessness
- More consideration of diet and healthy weight
- Importance of the environment

The revised draft strategy was presented to the February 2018 Health and Wellbeing Board meeting and was approved.

### 3.6 Healthcare professional feedback - Quasar

Quasar is a web-based system which allows Portsmouth GP member practices and CCG staff to give their feedback about healthcare services we commission. In the last year (1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018) we received a total of 181 items of feedback which we have analysed to identify themes, trends and issues. 70% of the feedback related to Portsmouth Hospitals NHS Trust (PHT), the majority of which involved communication failures or administrative issues. Trends and issues are discussed with providers and any necessary actions are recommended and agreed, and reported to our Quality and Safeguarding Executive Group.

### 3.7 GP patient survey

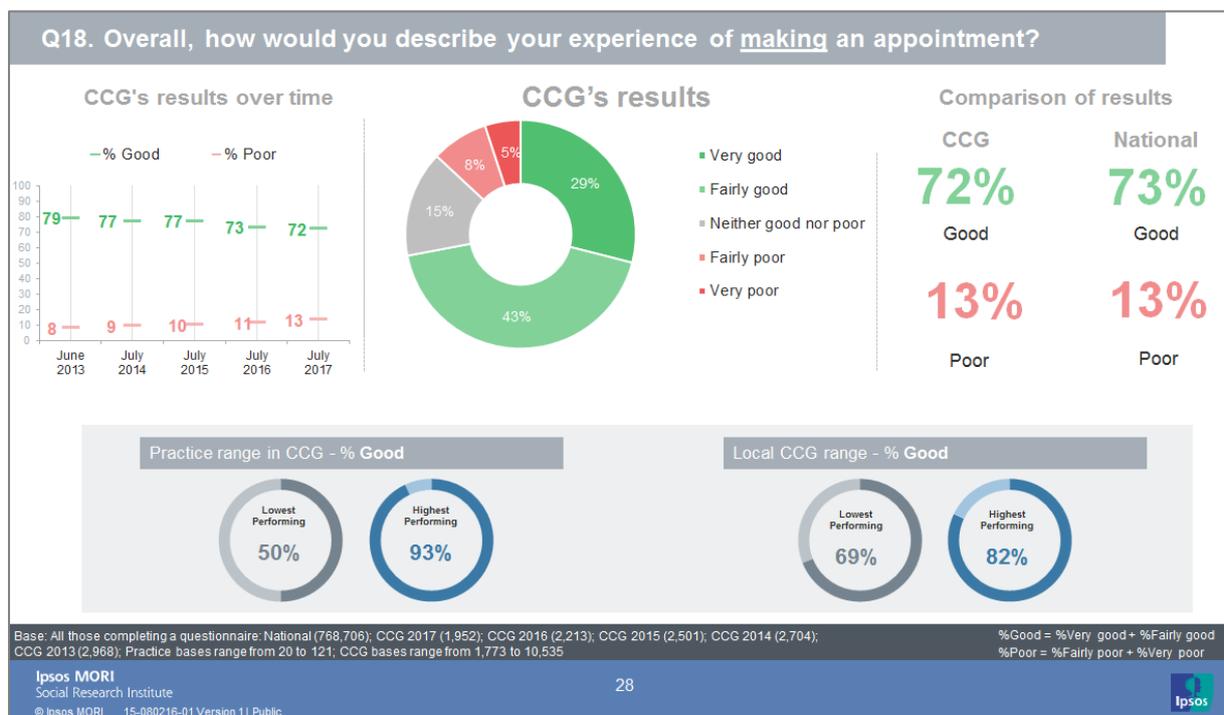
The GP Patient Survey is run by Ipsos MORI on behalf of NHS England. Every year a questionnaire is sent to a random sample of patients registered with a GP in England,

giving patients the opportunity to feed back about their experiences of their GP practice and other local NHS services.

Results are available for every practice and CCG in the UK for a range a topics including making appointments, waiting times, perceptions of care, practice opening hours and out of hours services. Practices and the CCG review the survey results in conjunction with other data to identify potential improvements, where for example benchmarking results indicate relatively poor performance, and highlight best practice where performance is good.

The latest GP patient survey was published in July 2017, for the period January 2017 to March 2017. 6,111 questionnaires were sent to patients registered with a Portsmouth GP practice and 2,042 were returned completed (33% response rate). The CCG continues to work with GP Practices including sharing and discussing practice level performance to identify potential improvements and highlight best practice.

Example survey feedback:



Further information is available at: <https://gp-patient.co.uk/>

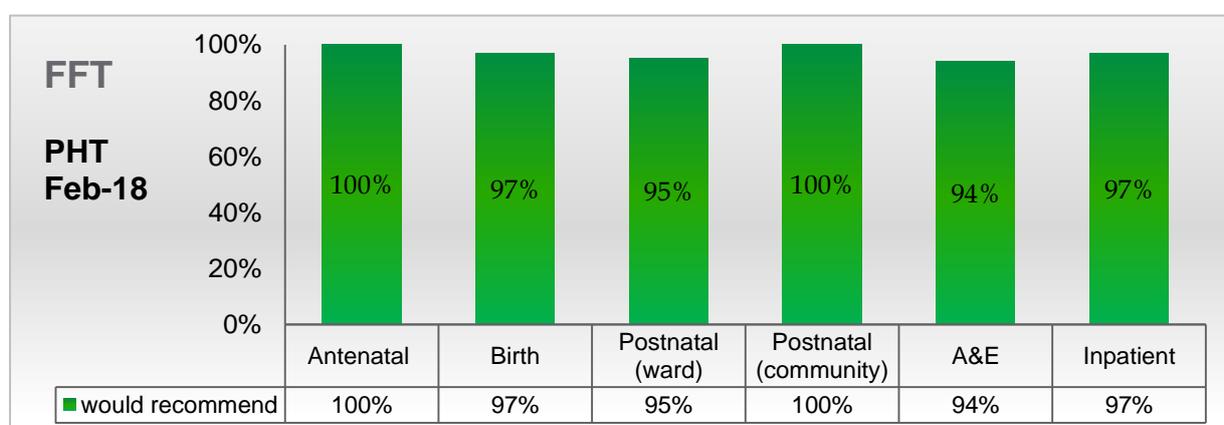
### 3.8 NHS 111 patient experience survey

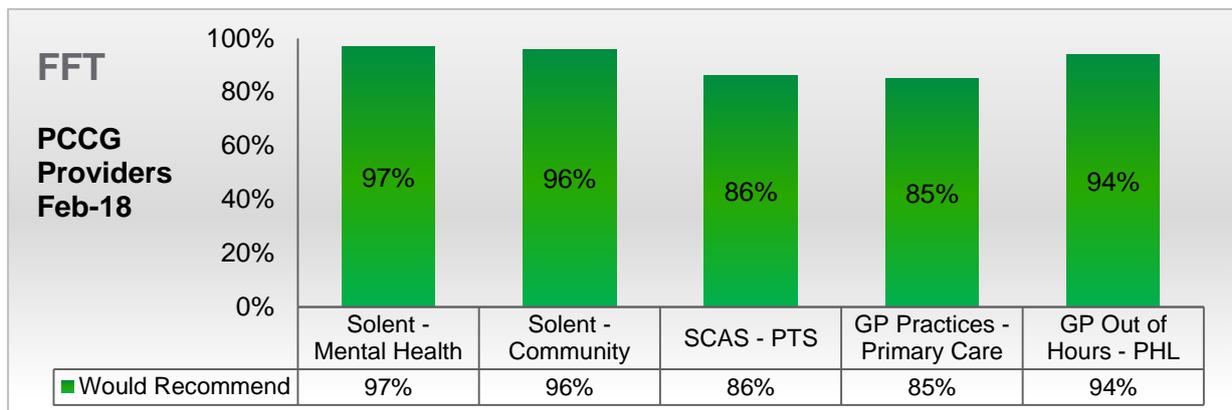
South Central Ambulance Service NHS Foundation Trust undertakes a regular patient survey for the NHS 111 service in Hampshire, which includes the Friends and Family Test plus a range of questions to assess user satisfaction with the service and whether it meets their needs. The Hampshire-wide survey is carried out every six months and generates a great deal of information that is used to identify areas of good practice and areas for improvement. The survey findings and arising action plans to make improvements are regularly reviewed via CCG Contract and Clinical Quality Review Meetings with the provider.

### 3.9 Friends and Family Test

The NHS Friends and Family Test (FFT) is a quick and anonymous way for people to give their views after receiving care or treatment across the NHS. When a patient completes treatment or is discharged from a service they are invited to complete the FFT by responding to the question “Would you recommend this service to friends and family?”

Whilst FFT results are limited when used alone, they can act as an early indicator and when used in conjunction with other intelligence add to the overall picture of quality and patient experience. The results are regularly monitored and reviewed by the CCG’s Quality and Safeguarding Executive Group.





#### 4. Listening to concerns

Portsmouth City Council provides Portsmouth CCG's Complaints Service. The complaints lead works on behalf of patients to investigate complaints received by the CCG about the CCG or provision of services it commissions.

12 complaints were received by the CCG during the financial year 2017-18. This was a large drop from the previous financial year when there were 36 complaints. Funding refusal (commissioning) for certain procedures was the main cause for complaint, accounting for 9 out of the 12 complaints made in 2017-18, compared with a total of 5 of all complaints the previous year.

The CCG reviews complaint numbers, themes and trends for individual commissioned providers. This is as part of routine quality monitoring, including actions taken and learning lessons to improve services.

#### 5. Looking forward

Engagement planned for 2018-19 includes:

- Building on the Big Health Conversation (phase 2)

- Mental health - peri-natal mental health; access to community mental health services; joint commissioner and service user visits to initiatives in other areas
- Portsmouth HIVE (Home of Innovation, Valuing Everyone)

## 6. How to get involved

There are a variety of ways you can get involved and let us know what you think about health services in Portsmouth:

- Patient Participation Groups (PPGs) – if you would like to join your own practice’s group please do contact your GP surgery direct.
- City wide PPG Forum – patients representatives from the individual practice groups are invited to attend regular, city wide forums:  
<http://www.portsmouthccg.nhs.uk/Join-In/ppg-network.htm>
- Governing Board and Primary Care Commissioning Committee meetings are held regularly in public and meeting dates are published on the CCG website: <http://www.portsmouthccg.nhs.uk/About-Us/Board-meetings.htm>
- If you have any comments about local NHS services you can email us: [pccg.enquiries@nhs.net](mailto:pccg.enquiries@nhs.net)
- We aim to commission high quality health services, however, sometimes things may go wrong and if they do, please tell us about it. If you have an issue about health services you would like us to investigate, or if you have any comments or compliments, please contact the Complaints team.  
Email: [portsmouthccgcomplaints@portsmouthcc.gov.uk](mailto:portsmouthccgcomplaints@portsmouthcc.gov.uk)  
Post: Portsmouth City Council, Corporate Complaints Team, Civic Offices, Guildhall Square, Portsmouth, PO1 2BG. Telephone: 023 9283 4456.
- Health and Care Portsmouth – you can see the latest news or sign up for email updates at <https://healthandcare.portsmouth.gov.uk/>  
Do you have a good story to tell about health and social care transformation? If you'd like your story or service to be featured on our website or social media channels, [complete our case study survey](#) and we'll be in touch.

- Healthwatch - Healthwatch Portsmouth is an independent member led organisation made up of local people who want to get involved in improving services. [www.healthwatchportsmouth.co.uk](http://www.healthwatchportsmouth.co.uk)

## 7. Contact us



Write to us:

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