

**Clinical Commissioning Group Governing Body  
Paper Summary Sheet  
Date of Meeting: 26 January 2016**

For: PUBLIC session  PRIVATE Session

For: Decision  Discussion  Noting

<b>Agenda Item and title:</b>	<b>GOV/16/01/19 CCG Stakeholder Assembly Report</b>
<b>Author:</b>	Sarah MacLennan, Associate Director of Communications and Engagement
<b>Lead Director/GP from CCG:</b>	David Noyes, Director of Planning, Performance and Corporate Services
<b>Executive summary:</b>	The Stakeholder Assembly is the CCG's bi-annual opportunity to engage with its key stakeholders about strategic matters affecting the NHS both nationally and locally, and the impact on the CCG's current and future plans. Feedback from the event can help inform the CCG's commissioning intentions and enables the CCG to identify areas for action. This report describes the key areas presented for discussion at the event which was held on 5 November 2015 at Wellington Barn, Calstone, and provides a themed summary of delegates' feedback.
<b>Evidence in support of arguments:</b>	This report provides a comprehensive explanation of the event and feedback from delegates.
<b>Who has been involved/contributed:</b>	The CCG Communications Team organised the event in collaboration with CCG Executive Team; the event was attended by key stakeholders (appendix of attendees is attached) who were involved in the working groups and contributed to feedback.
<b>Cross Reference to Strategic Objectives:</b>	The report contributes to all strategic objectives.
<b>Engagement and Involvement:</b>	This report will be shared with key stakeholders and will be available to public via the CCG website.
<b>Communications Issues:</b>	See engagement and involvement.

<b>Financial Implications:</b>	There are no direct financial implications.
<b>Review arrangements:</b>	The Stakeholder Assembly is a bi-monthly event and the next assembly will be held in late Spring.
<b>Risk Management:</b>	The involvement of stakeholders and feedback contained in this report contributes to risk management arrangements.
<b>National Policy/ Legislation:</b>	The Assembly and this report incorporates information on compliance with the NHS Constitution.
<b>Equality &amp; Diversity:</b>	The Assembly provides an opportunity to support the CCG's E&D requirements
<b>Other External Assessment:</b>	This report will contribute to external assessments.
<b>What specific action do you wish the Governing Body to take?</b>	To receive and note the Stakeholder Assembly Report.

## **Stakeholder Assembly Report**

5 November 2015

Wellington Barn, Calstone

### **Introduction**

The Stakeholder Assembly is the CCG's bi-annual opportunity to engage with its key stakeholders about strategic matters affecting the NHS both nationally and locally, and the impact on the CCG's current and future plans. Feedback from the event can help inform the CCG's commissioning intentions and enables the CCG to identify areas for action. This report describes the key areas presented for discussion at the event which was held on 5 November 2015, and provides a themed summary of delegates' feedback.

The key information shared with delegates focussed on:

- Informing delegates about the national NHS financial position and the CCG's own financial position
- Discussing with delegates our plans for the future, to seek their views, feedback and support
- To involve delegates as co-contributors in the shaping of our strategy

### **Background**

Seventy one delegates attended the Assembly, including representatives from the voluntary and community sector, the three main acute hospitals, Wiltshire Council, Avon and Wiltshire Mental Health Partnership Trust, Wiltshire GPs, HealthWatch Wiltshire, Medvivo, Army Primary Care and a range of other organisations including Wiltshire Sight and Aster Living. Voluntary and Community Sector representatives included Alzheimer's Society, Wiltshire & Swindon User's Network, Develop and the Stroke Association. The carer's support agencies, residents associations and hospices were represented, and a number of town and parish councillors and representatives from Area Boards, health and social care forums, hospital Leagues of Friends and practice participation groups also attended.

\*The full attendance list is attached to this paper.

### **Context**

Presentations were provided as follows:

National Financial Picture – Debbie Fielding, Accountable Officer, Wiltshire CCG

The Financial Outlook for the Wiltshire Health Economy – Simon Truelove, Chief Finance Officer, Wiltshire CCG

The Local Solution – Debbie Fielding, Accountable Officer, Wiltshire CCG

\*Slide decks for the presentations are attached as annexes to this paper.

The floor was then offered to delegates to allow for a question and answer session with a panel consisting of CCG Directors, health professionals and GPs. Questions raised covered a variety of themes including the mechanism for commissioning, the CCG's continued management and overhead costs, the importance of integrated care models, the levels of, and commitment to, patient and public engagement and the current and future involvement and inclusion of voluntary and minority groups in the commissioning of services.

The event then asked for delegate involvement, to initiate conversations with delegates surrounding the delivery of safe and sustainable health services within a challenging financial environment. In order to guide these conversations, tables were allocated strategic themes to aid discussions.

The themes covered were:

- Prescribing
- Sharing people's information
- Winter planning
- Crisis management in community settings
- Prevention/self-responsibility.

### **Table top sessions**

Delegates split into six groups to discuss the following strategic themes:

#### **Prescribing:**

Facilitator: Alex Goddard, Deputy Head of Medicines Management, Primary Care

The discussions on this table covered the cost of repeat prescriptions, unnecessary ordering and a review of how repeat prescriptions are managed in primary care. The following themes emerged from the feedback:

- Encourage appropriate self-care and self-management by patients of their own conditions
- Utilise community pharmacists who are accessible without appointments
- TPP online prescription ordering of repeat medication
- Care Homes
- Medication lists (repeat prescriptions)
- Signposting
- What happens to waste
- Repeat Dispensing

#### **Sharing People's Information:**

Facilitator: Simon Truelove, Chief Finance Officer

This table discussed people's individual choices about sharing personal health information, with the aim of making services work better for you. The themes emerging from feedback were:

- GPs to see patient information in whatever location
- Communications need to be clear, simple messages, appropriate to age range
- Focus on patient choice and consent – the 'opt in / opt out' position
- Confidence that patient information will not be shared and is secure and accessed under their consent
- Pro-selective sharing with controls in place

#### **Winter Planning:**

Facilitator: Jo Cullen, Director of Primary and Urgent Care, Group Director (WWYKD)

This table discussed the problems that occur from increased hospital admissions during winter months, and how this can be prevented. The themes arising from the feedback from this table were around:

- Knowledge of services available via clear and consistent communications messages
- Use of local networks eg Area Boards and with the voluntary sector – for instance the Aster Home Keeping Warm initiatives
- Discharge planning to incorporate social aspects – are you safe going home, is your house warm enough? Ask early at admission process
- Available services to be made clear on GP OOH phone messages – direct people to other available services, not just 111

- It's not just the old and frail who are at risk – young people with eg sight loss, mental health conditions, chaotic lifestyle are also highly vulnerable

### **Commissioning for Value:**

Facilitators: Mark Harris, Director of Acute Commissioning/Group Director (Sarum)

& Dr Mark Smithies, Secondary Care Doctor Wiltshire CCG and Clinical Director of Critical Care Service for Cardiff and Vale of Glamorgan NHS Trust

The discussions on this table covered 'commissioning for value' – what does this mean in practice, and what does it mean for patients? The following themes emerged:

- Driving out waste from the system
- Integration – quickly and smoothly, is the only way to stop the risk in the face of financial challenge
- How would integration work?
- Deliver the value opportunity
- Experts for delivering better solutions are front line professionals and friends and family of users
- The fast development of one single database covering the voluntary sector role, which has enormous amounts to offer but is not used well enough
- How to find out information about different age groups

### **Crisis Management in the Community:**

Facilitator: James Roach, Joint Director of Integration

This table discussed how to avoid a crisis in a community setting which leads to patients being admitted to hospital unnecessarily, as well as building stronger integrated links with other providers. The themes that emerged from this table were:

- The importance of avoiding crises at the time, but ensuring steps in place to avoid crises in future through planned crisis management interventions
- Importance of bottom-up approach, through vital involvement with the third sector
- Decision-making at earliest point
- Infrastructure – move the accountability across the whole pathway and the whole system. Remove barriers to staff access.
- Unblock data sharing so shared information is possible
- Different appetites to how risk is managed within different organisations – need for consistent approach

### **Prevention/Self-Responsibility:**

Facilitator: Tracy Daszkiewicz, Consultant in Public Health

This table discussed personal responsibility and living a healthy lifestyle – helping people to help themselves. The following themes emerged:

- Chronic disease – prevention is vital as people live longer
- Smoking, alcohol, obesity – continue to have massive impact on NHS
- Personal responsibility turns into personal blame – how to avoid
- Return on investment through self-responsibility initiatives in Public Health
- Community capacity – role reducing social isolation is required
- Challenge to resources – it's time to action ideas coming forward
- Belief that the only place for depressed people or people with drink and drugs problems is A&E
- Hospital related admissions in under 18s is extremely concerning and high risk

### **Feedback**

Thirty eight feedback forms were completed and returned on the day, with the overwhelming majority of comments giving positive feedback about the value of the Assembly. Delegates welcomed the opportunity

the event offers for deeper understanding and for meaningful discussions which impact on decision making. They also appreciate the potential for networking and the chance to receive immediate answers to questions. Delegates responded that the presentations were relevant and had assisted their understanding, most particularly of the financial position, and felt that they had the opportunity to be able to participate.

Most of the delegate comments explained how they would use the information gathered to help inform their own local group or community; the opportunity to ask questions was very much welcomed. Some feedback indicated that delegates would like to hear more about the CCG's achievements as well as focussing on current issues.

Comments about positive aspects of the Assembly include: "It was informative and helped to express the need for co-operation across all agencies across Wiltshire", "GP input very useful – if they are here, they can listen as well as inform us", "Simon Truelove's session provided excellent context", "The openness of discussion was most useful and there is an honesty of the debate". "Very good presentations, excellent Q&A session" and "the CCG has a difficult task and knowing which part of the elephant to tackle first is an obvious challenge".

Some delegates felt that no solutions could be found at the Assembly, and that further exploration needs to be undertaken by the CCG and wider stakeholders, particularly the voluntary sector, to identify where further savings could be made. There was a clear acknowledgement from most delegates that integration between health and social care has to be the way forward, and needs to be properly resourced and clearly communicated to the general public.

The written responses and verbal feedback received from delegates on the day confirm that the Question and Answer session continues to be a valuable feature of the Assembly. There were a number of written comments suggesting that group workshops also provide a useful opportunity to feed back common themes and the combination of group working and Q&A session will be welcomed at future events.

### **Conclusions and next steps**

The Stakeholder Assembly provides a productive platform for people across the health, voluntary and community sectors to share information, discuss ideas and set clear priorities which the Clinical Commissioning Group can use in decision making and in the planning, transfer and delivery of services.

The Assembly is valued by the delegates and the Q&A and feedback process identifies a number of points which will feed into the CCG's commissioning and contracting processes. The Assembly also supports the CCG's prioritisation of patient and public involvement and exists as a key element of the CCG's Communications and Engagement strategy.

A formal report from the event will be circulated to all the members of the Stakeholder Assembly, and actions taken as a result of delegates' feedback will be included within the agenda at the next event, to be held in early summer 2016.

## List of attendant organisations:

- Age UK Wiltshire
- Alzheimer's Support
- Aster Living
- Attain
- Avon & Melksham Health Partnership
- Avon & Wiltshire Mental Health Partnership
- Bath and North East Somerset CCG
- Calne Health and Social Care Forum
- Carer Support Wiltshire
- Chippenham Older Peoples Forum
- Community Area Partnership
- Community First
- DEVELOP
- Devizes Town Council
- Dorothy House Hospice Care
- Elizabeth House Social Centre
- Friends of Chippenham Hospital
- Great Western Hospitals NHS Foundation Trust
- Healthwatch Wiltshire
- Malmesbury League of Friends
- Medvivo
- Old School Surgery
- Relate Mid Wiltshire
- Royal United Hospitals Bath NHS Foundation Trust
- Salisbury NHS Foundation Trust
- Sense
- Stroke
- Tidworth Community Area Partnership
- The Tolsey Surgery
- Pewsey Parish Council
- Prospect Hospice
- Wessex Local Medical Committees Ltd
- Wessex MS Therapy Centre
- Wiltshire Care Partnership
- Wiltshire Centre for Independent Living
- Wiltshire Clinical Commissioning Group
- Wiltshire Council
- Wiltshire Sight