Patient and Public Engagement Annual Report

2017-2018
1. Introduction

NHS organisations are required to involve and consult members of the public and stakeholders in planning, buying, developing and improving services. The requirement has been strengthened over the years, most notably with sections 242 and 244 of the 2008 NHS Act and more recently with section 14Z2 of the 2012 Health and Social Care Act. Recent NHS England directives on engagement and the Next Steps on the NHS Five Year Forward View reiterate the vital importance of engagement, participation and involvement with individuals in the management of their own healthcare and more widely in the process of service improvements and redevelopment.

Since Milton Keynes Clinical Commissioning Group (the CCG) was established in 2013, patient and public engagement has been an integral part of our day to day work.

Our Vision:
“We will openly work with you to plan and buy services that are high quality and provide you with the best health outcomes and experiences while achieving value for money for our local community. We will listen and we will improve the health and wellbeing for everyone in Milton Keynes.”

This report provides a background and overview of a range of the CCG’s consultation, engagement and communication activities that have taken place with individuals, patients, members of the public and stakeholders during 1 April 2017 to 31 March 2018.

2. Guiding Principles

The CCG’s Constitution commits to securing the involvement of members of the public and stakeholders in the planning, development and decisions about local health services that affect the people of Milton Keynes. We are also committed to involving patients, carers and members of the public in decisions about their own health care. We demonstrate these commitments in a number of ways:

- Working in partnership with patients, carers, their representatives and the local community
- Adapting engagement activities to meet specific needs of different patient groups and communities
- Publishing extensive information about local health services and health service information on the CCG’s website
- Enabling patients to make choices by ensuring they are aware of current and future healthcare options
- Ensuring that patients, carers and their representatives are fully involved in relevant commissioning processes
- Encouraging feedback in all forms and acting on information shared
- Ensuring that the CCG has mechanisms to engage with member GP Practices, NHS and independent Provider organisations, Healthwatch, Milton Keynes County Council, the third sector and relevant stakeholders

The CCG’s Patient and Public Engagement Strategy provides the organisation with a framework for engaging with patients, the public and key stakeholders. The delivery of the strategy has been supported by the Public Involvement and Advancing Equality Reference Group (PIAERG/the Group).
3. Governance Processes for Participation

The PIAERG is accountable to the CCG’s Board. The Board approved and keeps under review the Terms of Reference for the Group which is chaired by a Lay-Member with specific responsibility for Patient and Public Engagement and is its champion. The Group provides copies of quarterly minutes and a rolling action plan to the CCG’s Quality Committee along with an Engagement Annual Report. This provides assurance that the CCG is meeting its commitments in the following areas:

- Processes are in place to collect, analyse and utilise the views of patients and the public to inform decision making, shape services and improve health outcomes
- Meaningful engagement with seldom heard or harder to reach groups has taken place recognising that at times additional efforts and resource is required
- There is ongoing improvement and innovation in relation to patient and public engagement

On a person centred level, the Board and its Committees have requested the presentation of regular patient and carer stories in order for the Board to hear directly how individuals are affected by and experience the services that the CCG commissions.

4. How we engage with Patients, Carers and Members of the Public

Participation and involvement should be designed to offer people ways to voice their needs and wishes and to influence plans, proposals and decisions about NHS services. Involvement should be appropriate and proportionate to the issues at hand and therefore we use a range of communication and engagement methods to ensure we reach as many people as possible.

4.1 Healthwatch Milton Keynes is a key engagement partner of the CCG. Healthwatch’s mission is to provide the people of Milton Keynes with a strong independent voice on health and social care issues and to influence the way services are planned, provided and delivered. Healthwatch provides lay-member participation at the CCG’s Programme Boards, Committees and Board. Healthwatch also facilitates the Practice Participation Group Network meeting. A Memorandum of Understanding exists between the CCG and Healthwatch which lays out a number of key areas of activity including Patient Engagement.

The CCG and Healthwatch play a role in participation and sharing information with each other. Healthwatch attended the CCG’s staff forum and highlighted the principles of good engagement. The CCG presented at the Healthwatch AGM to provide outcomes on the CCG’s consultation and the Self-Care agenda.

4.2 Arden and Greater East Midland Commissioning Support Unit (Arden & GEM). The CCG enlists the expertise of Arden and GEM to continually maximise and expand the ways in which we can engage with patients, their families, carers, seldom heard groups, the wider public, partners and stakeholders. This occurs in the following ways:

Table 1

<table>
<thead>
<tr>
<th>Stakeholder group</th>
<th>Arden &amp; GEM Channel for Engagement</th>
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<tbody>
<tr>
<td>Patients and public</td>
<td>• Patient Participation Groups</td>
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<tr>
<td></td>
<td>• Healthwatch</td>
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<td></td>
<td>• CCG Website, Social media, Media, Partner channels</td>
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3
The Health and Wellbeing Board is a key element of the local health and social care system. As well as developing and overseeing the delivery of the Milton Keynes Health & Wellbeing Strategy, the Board brings together service commissioners across the NHS, public health, social care and children’s services to form strong joint working partnerships across health and social care.

During 2017/18, the CCG were actively involved in developing the Milton Keynes Lifelong Wellbeing Strategy – a ten year strategy to improve Health and Wellbeing in Milton Keynes. The priorities have been shaped by the views and experiences of residents, partners and stakeholders and are based on the detailed analysis of the Joint Strategic Needs Assessment. Healthwatch MK supported the shaping of the strategy by conducting a consultation exercise with members of the public. Further information can be found at the following link: https://www.milton-keynes.gov.uk/social-care-and-health/health-and-wellbeing-board/health-and-wellbeing-strategies-and-the-jsna/joint-health-and-wellbeing-strategies

| CCG colleagues | • Engagement and outreach events
| • Weekly Wednesday morning briefing, staff intranet
| • Chief Officer’s Blog
| • Bi-monthly staff forum, one-to-ones, team meetings

| GPs and practice staff | • CCG Chair’s Blog
| • Monthly Neighbourhood meetings
| • Regular practice managers meeting
| • GP Member News (hard copy)
| • Bi-monthly Stakeholder Newsletter
| • Regular Practice Learning Time
| • Website – Practice Portal

| Providers | • Formal contract meetings
| • Day to day communications
| • Communications group meetings

| Local Authorities | • Meetings and regular briefings
| • Bi-monthly Stakeholder Newsletter

| Health and Wellbeing Board | • Monthly meetings and regular briefings

| Partners and opinion formers | • Regular briefings as appropriate
| • bi-monthly Stakeholder Newsletter
| • Relationships ongoing
| • Regular meetings with Chair

4.3 The Health and Wellbeing Board is a key element of the local health and social care system. As well as developing and overseeing the delivery of the Milton Keynes Health & Wellbeing Strategy, the Board brings together service commissioners across the NHS, public health, social care and children’s services to form strong joint working partnerships across health and social care.

4.4 Sustainability and Transformation Partnership (STP). The CCG has worked to ensure that local people are sighted on and able to have their say on the developing Bedfordshire Luton and Milton Keynes (BLMK) STP. Working with local Healthwatch organisations, BLMK STP continues to engage with members of the public via a wide range of public and stakeholder engagement events. A regular monthly briefing bulletin provides the latest development and transformation news across the STP footprint. A new BLMK STP website http://www.blmkstp.co.uk/publications/ launched for people to view the latest information and updates, access any publications and sign up to receive the BLMK STP newsletter.
5. The Impact of Patient and Public Engagement in Commissioning- When to Engage

The CCG uses the commissioning cycle to engage appropriately for commissioning activities, developments and/or service changes including criteria change, policy and funding decisions.

Throughout the year, patients and the public have been involved in public events and encouraged to take part in surveys and questionnaires. Local people were informed about local health services and encouraged to ‘have their say’. This approach met the five main stages for engagement in the commissioning cycle.

A selection of engagement activities to demonstrate our approach is outlined in table 2 below:

Table 2

<table>
<thead>
<tr>
<th>Stages of the Commissioning Cycle</th>
<th>Examples of the CCG engagement activity</th>
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<tbody>
<tr>
<td>1. Community engagement to identify needs and aspirations</td>
<td>1.1. An art’s project was commissioned to produce a film with the involvement of children and young people about their views on emotional wellbeing and mental Health</td>
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<td></td>
<td>1.2. Children’s commissioners worked with the Maternity Voices Partnership in MK to develop the Local Maternity System Transformation priorities for Milton Keynes. Specifically an analysis of MK provision against the ‘Better Births’ standards and co-produce a plan with service users</td>
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<td></td>
<td>1.3. Members of the Public and staff took part in a system wide ‘End of Life (EoL) workshop to discuss what worked well/not so well in the current patient pathways</td>
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<td></td>
<td>1.4. Working closely with the Equality Council, local community leaders were identified who now act as ‘diabetes health ambassadors’ providing awareness and peer to peer support within their communities</td>
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<tr>
<td>2. Public engagement to develop priorities, strategies and plans</td>
<td>2.1. The CCG continues to lead the Milton Keynes Safeguarding Children’s Board work on Female Genital Mutilation (FGM). An FGM multi agency panel is established to address the risks of FGM. Agencies are also supported with a programme of training, guidance and a screening tool. The use of the screening tool has increased during the year. Engaging locally affected communities is an essential element in eradicating FGM. The CCG and Public Health secured funding for a community project led by two Somalian women which continues to support change within communities, by communities.</td>
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<td></td>
<td>2.2. Children and Young People’s views about emotional wellbeing and Mental Health have helped to shape</td>
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<td>2.3.</td>
<td>Working with women who have lived experience of perinatal mental health (PNMH) problems to develop a successful bid to NHS England for additional PNMH resources</td>
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<td>2.4.</td>
<td>Milton Keynes (system wide) Self-Care Steering Group engaged with various groups in order to develop self-care priorities and included Carers Milton Keynes, Healthwatch and Practice Participation Groups</td>
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<tr>
<td>2.5.</td>
<td>GP Online Consultation Pilot - patients helped develop the service specification, suggesting red flag safety mechanisms to capture patients at risk</td>
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<tr>
<td>2.6.</td>
<td>A core member (member of the public) of the STP wide Hertfordshire and Bedfordshire Priorities Panel is involved in shaping models of policy development for procedures of limited clinical value</td>
</tr>
</tbody>
</table>

<p>| 3.1. | Healthwatch are the ‘patients voice’ at the whole system Patient Safety Forum and Serious Incident learning groups chaired by the Quality Team to ensure views and feedback on how services could be improved for patients |
| 3.2. | Children and young people's view about mental health and emotional wellbeing has been shared throughout the health, social care and education system to support improvements to a wide range of approaches to Children and Young People’s Mental Health and wellbeing |
| 3.3. | Patients, Service Users and carers provided their experience and feedback of End of Life (EoL) services at a workshop to shape future EoL pathway development and support service improvements |
| 3.4 | Service users were involved in the co-production and design of the Integrated Diabetes Service. Based on the feedback of service users and clinical stakeholders, a localised service was implemented in July 2017 |
| 3.5 | Patient direct feedback of services informs Quality Visits with GP Practices and individual services |
| 3.6 | Patients and their carers took part in a survey for The Multi-Disciplinary Foot Care Service for people with Diabetes jointly facilitated by Milton Keynes Hospital and the CCG’s patient experience lead |
| 3.7 | The High Impact Service User group held a service user forum to help evaluate the service to help shape the next phase of delivery |</p>
<table>
<thead>
<tr>
<th>4. Service user, carer and public engagement to support the procurement of services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4.1.</strong> As part of the procurement process for local delivery of Type 1 patient structured education programme (DAFNE), service users participated in the procurement cycle as subject matter experts to evaluate bid submissions.</td>
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<td><strong>4.2.</strong> Healthwatch were involved in the procurement panel for the new Wheel Chair Services.</td>
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<tr>
<td><strong>4.3.</strong> Healthwatch were involved with the Level 1 Physiotherapy procurement panel.</td>
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<tr>
<td><strong>4.4.</strong> The procurement of the STP wide GP Online Consultation pilot involved patients who helped develop the procurement question set, were part of the panel and assisted with the Provider selection.</td>
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<tr>
<td><strong>4.5</strong> A service user from the High Impact Service User Group helped to interview new link workers for the Provider.</td>
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<tr>
<th>5. Service user and carer engagement to monitor services</th>
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</thead>
<tbody>
<tr>
<td><strong>5.1.</strong> Patient Experiences of Care Week gave patients, members of the public and staff the opportunity to feedback on their experience of healthcare. Feedback was shared with the relevant Providers and highlighted to the CCG’s Quality Committee.</td>
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<tr>
<td><strong>5.2.</strong> The Quality Team engage with patients and service users whilst carrying out Quality Site visits for example Milton Keynes University Hospital Ward 14, and wards 16 &amp; 17 ‘Fifteen Steps’ site visits.</td>
</tr>
<tr>
<td><strong>5.3.</strong> The Quality Team completed a Complaints Audit with a Private Provider as part of the monitoring activity and engaged directly with members of the public to seek their views to improve the Providers complaints process and supporting materials.</td>
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<tr>
<td><strong>5.4.</strong> When carrying out some Infection Prevention Control post infection reviews, patients are asked to contribute to the collection of information about the care they have received in order to provide a holistic review of the treatments provided. This helps to ensure robust monitoring to ensure lapses in care are identified.</td>
</tr>
<tr>
<td><strong>5.5.</strong> The Care Home Quality Monitoring Nurse attends Care Home Providers and directly engages with residents and their carers to gather feedback on the services to help inform the CCG about the quality of care homes and care delivery. For domiciliary care, carers and service users are called directly to gather their feedback on care delivery.</td>
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<tr>
<td><strong>5.6.</strong> The GP Online Consultation Pilot patient group were involved with testing the system and feedback any issues.</td>
</tr>
<tr>
<td><strong>5.7.</strong> The Minor Ailment Scheme members of the public and the pharmacist are asked to complete an evaluation survey of every consultation in order that the scheme can be monitored and improvements made.</td>
</tr>
</tbody>
</table>
6. Patient and Public Consultation and Engagement

During the latter part of 2016/17, an eight week public consultation was launched on changes to podiatry services, adult hearing services, supply of medicines, procedures of limited clinical value and community inpatient services. Conclusions and recommendations as a result of the Consultation were presented to the CCG Board in April 2017 and implemented during the summer.

The Consultation consisted of:

- Two public meetings were held with 95 individuals attended
- A further 19 meetings were held with various organisations and community groups, such as the Disability Awareness Group, Hard of Hearing Group, Patient Congress – supported by Healthwatch
- Attendance at the Milton Keynes Health & Adult Social Care Committee
- Just under a 1,000 hard copies of the consultation were distributed across Milton Keynes, with a further 192 organisations being sent information electronically
- Three media releases were sent out and information publicised via social media – leading to four newspaper articles and eight radio interviews
- Written responses were received from eight organisations and six individuals
- 425 questionnaire responses were received by the CCG

As a direct result of public feedback on some of the original proposals, the following amendments were made:

- **Gluten Free Food** – There was public support for the original proposal to cease prescribing of Gluten Free Foods and to allow GPs to apply to the CCG for exceptional circumstances to be considered if they believe their patient is at risk of severe dietary neglect if Gluten Free bread and flour was not prescribed

- **Adult Hearing Services** - The original proposal to exclude patients with mild hearing loss and limit the supply of a second hearing aid was not taken forward. Members of the public and stakeholders suggested that the commissioning of hearing services could be improved to deliver the savings required. The whole pathway is now being reviewed.

- **Policies of Limited Clinical Value** – a number of original proposals were further developed and reviewed as a result of the CCG’s consultation including:
  - Shoulder Arthroscopy – further STP wide policy development and further discussion with clinicians
  - Bariatric Surgery- approve a restricted policy once weight reduction programmes were accessible
  - Diagnostic Colonoscopy/sigmoidoscopy for IBS – policy will be developed further
  - Female Sterilisation- to move to a restricted Policy rather than not routinely funded
  - Facet Joint Injections- due to concerns of some groups and stakeholders further clinical engagement to occur before the Policy is approved
- Therapeutic Injections- Postpone policy changes to allow for further clinical engagement
- Sleep Apnoea –due to the level of public concern, changes to the policy were postponed for further considerations
- Cosmetic Surgery- exceptions for breast reconstruction following cancer were added to the Policy

- **Supply of ‘over the counter medicines' on prescription, repeat prescribing, other prescribing changes including travel vaccines**- There was support from members of the public and no variations were made to the original proposals

- **Podiatry Services** - There was support from members of the public and no variations were made to the original proposals

- **Community Beds** - There was support from members of the public and no variations were made to the original proposals

### 6.1 The GP Online Consultation Pilot

This programme of work has involved twenty three GP Practices across the Bedford, Luton and Milton Keynes STP. Carers, Service Users and Patients were involved from the outset with regular meetings to develop, plan, procure and test the online consultation model whereby GP Practices would provide the facility to have a clinical consultation with their GP online.

During the summer of 2017, a patient feedback group was established within Bedford, Luton and Milton Keynes CCGs. A member of the feedback group was chosen to be part of the procurement panel to help commissioners assess and score each of the bidding Providers. The new system will be tested and evaluated by members of the patient feedback group.

### 7. Engaging Individuals in their own healthcare

The CCG’s website, social media channels and local newspaper campaigns have a regular programme of engagement throughout the year and seasonal healthcare cycle. Individual patient groups are also targeted for specific engagement and awareness intervention of their healthcare conditions. An example of this is the Carers Hydration Project where information was developed in partnership with Carers Milton Keynes to highlight the importance of hydration for themselves and the people they care for.

In order to gain the greatest population reach, the CCG publishes articles on behalf of our hospital and community providers along with Public Health messages from Milton Keynes Council. Health awareness articles are provided to the local paper for publication however the CCG has no control over the articles that are chosen.

Articles were many and varied and included:

- Eating Disorders Awareness Week
- Student during summer festivals
- Breast feeding awareness
- Ovarian cancer awareness
- Dying Matters
Several years archives are held at [http://www.miltonkeynesccg.nhs.uk/news-archive/](http://www.miltonkeynesccg.nhs.uk/news-archive/)

A local self-care group was set up on the Milton Keynes Lakes Estate to create awareness of self-care and enable residents to take control of their health and wellbeing through sustainable networks. This included the CCG, Public Health, local organisations and community groups.

### 7.1. Self-Care Week
In November of 2017, the CCG and partners used Self-Care Week to both raise awareness of self-care initiatives and to launch an internal self-care action plan to support patients/carers to protect their own health and wellbeing and manage long-term conditions.

![INNOVATION AWARD Self Care Week 2017](image)

We developed an interactive game that was popular with people of all ages but especially children. The aim was to help us engage with members of the public and create a medium to have self-care conversations and educate on common ailments. Teddy Bears with the NHS 111 logo were handed out to participants for taking part and the CCG received an award from the Self-Care forum for this innovative piece of self-care work.

### 7.2. Staying well over winter campaign
Over the winter period, the importance of the flu vaccination was targeted to the most vulnerable people including over 65s and pregnant woman. A film ‘the 12 days of winter campaign’ was shared on the CCG’s website and through social media channels to reach a wider population. Other messages included MK Council’s ‘Nigel's Good Neighbours’ scheme to encourage neighbours to look out for their elderly neighbours during the winter season.

### 7.3. Education Programmes for People with Type 1 Diabetes
During 2017/18, patients with Type 1 Diabetes continued to benefit from an evidence based DAFNE (Dose Adjusting for Normal Eating) programme delivered by Milton Keynes University Hospital Foundation Trust. The DAFNE programme supports people to integrate diabetes into their lifestyle, rather than changing their lifestyle to fit with their diabetes.

### 7.4. Personal Health Budgets
Families who are eligible for Continuing Care packages have greater choice in identifying a provider best able to meet their needs due to the CCG increasing the number of approved care providers and supporting access to care through engagement and awareness raising of Personal Health Budgets.

### 7.5. Home Oxygen Service
The Home Oxygen Service enables patients to access a standardised clinical assessment and review within their own homes as recommended by the British Thoracic Society (BTS) guidelines. The Primary Care Team, working in partnership with the secondary care Respiratory Specialist Team, ensure patients requiring oxygen at home have a seamless experience between oxygen initiation and subsequent follow ups. This includes providing additional support and education to improve the patient’s knowledge in self-management of oxygen therapy.

### 7.6. Keep Active, Keep Well – British Lung Foundation Project
This collaborative initiative is an example of successful partnership working across the health and social care system and involves the CCG, Milton Keynes Council Sports Development Team, Hertsmere Leisure Trust, local GPs and Milton Keynes College. The initiative aims to help patients with Chronic Obstructive Pulmonary Disease (COPD) to learn more about their condition and how they can achieve an active life through a behaviour
change exercise programme. Fitness improves respiratory muscle strength, improves confidence and reduces hospital admissions.

Some participants have established their own group activity programme, to support individuals who are faced with social isolation.

7.7 High Impact Service User Group
This joint agency project has continued in 2017-18 after initially commencing in January 2017 to support individuals who frequently use emergency services for emotional and practical support. Identified Service Users are engaged with directly by the Provider to provide emotional/psychosocial support and practical interventions to help engagement with appropriate community resources delivered using an intensive outreach model.

8. Feedback, Data Collection and Reporting
The collection of Patient and Carers views, experience and opinion is now an established part of the performance assurance process across all the CCG’s Providers. In order to demonstrate improvements in Patient Experience, a range of national and local Patient Reported Experience Measures (PREMs) are in place which include (but not limited to) the Friends and Family Test (FFT) results, patient involvement and engagement, national and local patient and carer surveys, online feedback tools such as NHS Choices, CQC reports and Patient Led Assessments of the Care Environment (PLACE). By using these wide ranging measures, Providers are able to demonstrate efforts to improve services as a result of engaging with patients, carers and users of local healthcare services to gather their experiences of care.

The CCG has a central database to record all patient, carer, public and other contacts as a result of members of the public making complaints or concerns or sharing comments, compliments, feedback or raising queries. The CCG’s view is that any contact has equal value and is a rich insight into services and decisions the CCG is responsible for. When members of the public engage with the CCG in real time, this assists with triangulation of data and informing the CCG’s commissioning business in a meaningful way.

9. Engaging with Harder to Reach Groups
The Joint Strategic Needs Assessment provides in-depth baseline information of the demographic and health profile of the Milton Keynes population. The overall health of our population in Milton Keynes is considered poorer than the national average when compared to other similar areas; however with an ambitious and holistic partnership approach we believe that sustainable levels of good health can be achieved. We work to integrate equality and inclusion into everything we do and continually strive to be an inclusive, legally compliant organisation which addresses inequalities and disadvantages.

The CCG works closely with commissioners from Milton Keynes Council. Our Joint Commissioning colleagues are directly engaged with patients, carers, service users, and stakeholders by way of a number of partnership boards which the CCG also attends which consist of the following:

- Autism Partnership Board
- Carers Partnership Board
- Dementia Partnership Board
- Older People’s Partnership Board
• Mental Health Partnership Board
• Learning Disability Partnership Board

The CCG’s Equality Strategy 2016-2020 sets out to ensure that all those sharing protected characteristics will have access to high quality, safe and effective services and will have a reduction in the potential years of life lost through causes considered amenable to healthcare. This will be enabled through:

• Effective two way communication
• Provision of information to support informed decision making
• Effective use of technology
• Robust Equality & Quality Impact Assessments of all the CCG’s commissioning decisions

The CCG uses NHS England’s Equality Delivery System 2 as its equality performance tool kit which provides the means to evidence how equality and health inequality have been considered in our day to day work. This evidence is then internally graded and then externally verified by involving members of the public. Further details can be viewed on the CCG’s extensive equality and inclusion webpage [http://www.miltonkeynesccg.nhs.uk/equality-inclusion-and-human-rights/](http://www.miltonkeynesccg.nhs.uk/equality-inclusion-and-human-rights/)

Examples of specific engagement to tackle health inequalities with individuals with protected characteristics and harder to reach group include:

Table 3

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<thead>
<tr>
<th>Health Inequalities Area</th>
<th>Milton Keynes CCG area of engagement activity</th>
</tr>
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<tbody>
<tr>
<td><strong>Dose Adjusting for Normal Eating (DAFNE)</strong> (Black and Minority Ethnic populations and seldom heard local communities)</td>
<td>Milton Keynes, Bedford and Luton CCGs have applied for national transformational funding. If successful we will be seeking to enhance the current provision of diabetes education programmes, with a strong focus on Black and Minority Ethnic populations and seldom heard local communities</td>
</tr>
<tr>
<td><strong>Care and Treatment Reviews</strong> (children, young people and adults with learning disabilities and/or Autism)</td>
<td>The CCG is committed to the Transforming Care agenda which aims to improve care for people with learning disabilities and/or autism. Children’s and Adult Commissioners have continued to ensure that Care and Treatment Reviews take place for people being considered for admission into a mental health inpatient unit. The process engages and listens to the individual and their family to ensure that admissions only take place when they are in the best interest of the person</td>
</tr>
<tr>
<td><strong>Keep Active, Keep Well – British Lung Foundation Project</strong> (individuals with COPD)</td>
<td>This collaborative initiative involving the CCG, Milton Keynes Council Sports Development Team, Hertsmere Leisure Trust, local GPs and Milton Keynes College aims to help patients with Chronic Obstructive Pulmonary Disease (COPD) to learn more about their condition and how they can have an active life through a behaviour change exercise programme</td>
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</table>
Specialist Memory Service (older people)  Care homes have been supported through training by the Specialist Memory Team. The Council has also run a programme of training on dementia alongside a ‘My Home Life’ programme - a UK-wide initiative that promotes quality of life and delivers positive change in care homes for older people. This training has skilled up over 1500 of the workforce delivering care to service users and their carers.

Carer Hydration Project  We worked with Carers Milton Keynes to develop Hydration and UTI information suitable for carers to engage with. This information was then included in the Carers MK Spring Newsletter. Carers have also been involved in evaluating the information by completing a feedback questionnaire. The Carers Hydration and UTI project information has been warmly welcomed by others including the Practice Participation Group and community professionals.

High Impact Service User Group  This multi-agency project provides better support to people living with highly complex needs who over use services to try and get the support they need by:

- Providing non-judgemental, compassionate and practical support to the top 100 users of unplanned services helping individuals to identify and tackle the underlying root causes driving behaviour.
- Supporting people’s bio-psychosocial needs to empower them to regain control of their often chaotic lifestyles and improve quality of life.

The You/Me together children’s Mental Health and wellbeing project  An Arts Project was commissioned to work with three schools to engage with children and young people about their thoughts and perceptions around Mental health and wellbeing- children felt more confident to express themselves and learned about their own health and wellbeing.

10. Learning from Engagement activity

The Clinical Priority and Best Value public consultation included extensive engagement. Midway through the consultation, a report of comments from members of the public was posted on our website so we could be open and transparent about the views of the public during the process. There was evidence based feedback from patients, clinicians, voluntary and support groups requesting the CCG review the proposals for hearing services and a number of policy threshold criteria.

In July 2017, NHS England completed a table top audit of all CCGs on their 2016-17 engagement activity as part of the Improvement Assessment Framework. A final outcome score is awaited and an action plan will be developed to respond to the findings. An internal engagement audit was also completed by the CCG’s auditors during this year.

The PIAERG and its members develop actions and oversee any action plans resulting from audit recommendations. Work already undertaken includes:
• Formal minutes taken of the PPG meeting and meetings between the Communications Lead and the Chief Officer in order to evidence engagement discussions and planning
• Engagement training session for CCG staff
• Gather patient comments and feedback to include in 17/18 annual report

11. Engagement Ambitions

The CCG recognises the valuable contribution of all our patients, carers, members of the public, stakeholders, voluntary sector, partner organisations interested parties who have been involved in our participation and engagement activities during 2017-18. By sharing views and experiences of local health services, contributions have supported the CCG with commissioning plans and decisions for the benefit of all our population of Milton Keynes. The CCG continually strives to improve engagement opportunities which were supported by working towards the following actions described in table 4:

Table 4

<table>
<thead>
<tr>
<th>17/18 Engagement Ambitions</th>
<th>RAG</th>
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<tbody>
<tr>
<td>1. Develop an evidenced based engagement decision making tool to be included at business planning stage</td>
<td>completed</td>
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<tr>
<td>2. Review the Public and Engagement Steering Group in light of the fast pace of engagement requirements</td>
<td>completed</td>
</tr>
<tr>
<td>3. Consider engagement opportunities in light of Sustainable Transformation Partnerships</td>
<td>ongoing</td>
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<tr>
<td>4. Develop a central database of CCG engagement activity</td>
<td>developing</td>
</tr>
<tr>
<td>5. Diary of engagement activities/events</td>
<td>ongoing</td>
</tr>
<tr>
<td>6. Education and training session for staff on commissioning/engagement</td>
<td>completed</td>
</tr>
</tbody>
</table>

To continue the good work that has been established during 17/18, ambitions for 2018-19 could be supported by the following actions:

• ‘Have Your Say Days’ to provide an ongoing ‘two way’ conversation with our population
• Closer working with the Practice Participation Group to have regular feedback sessions
• Develop the CCG’s Engagement Webpage
• Review and refresh the Engagement Strategy
• Consider the outcome of NHS England’s Improvement Assessment Framework engagement assessment and actions as a result of the findings

This concludes the Engagement Annual Report for 2017-2018.
Claira Ferreira - Patient Experience Lead
On behalf of the Public Involvement and Advancing Equality Reference Group
July 2018