Patient and Public Engagement Annual Report

2018-2019
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 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 NHS Milton Keynes Clinical Commissioning Group (MK 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 MK CCG’s consultation, engagement and communication activities that have taken place with individuals, patients, members of the public and stakeholders during 1 April 2018 to 31 March 2019.

2. Guiding Principles

MK 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 MK CCG’s website
• Developing a platform for MK CCG to display a range of engagement activities and the Communications and Engagement Strategy by way of a specific involvement webpage https://www.miltonkeynesccg.nhs.uk/get-involved/
• 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 MK CCG has mechanisms to engage with member GP Practices, NHS and independent Provider organisations, Healthwatch, Milton Keynes Council, the third sector and relevant stakeholders

MK CCG’s Communications and Engagement Strategy (2018-2020) 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 Strategy can be found on MK CCG’s Get Involved Webpage https://www.miltonkeynesccg.nhs.uk/get-involved/

3. Governance Processes for Participation

The PIAERG is accountable to MK CCG’s Board. The Board approved and keeps under review the Terms of Reference for the PIAERG which is chaired by a Lay-Member with specific responsibility for Patient and Public Engagement and is its champion. The PIAERG provides copies of quarterly minutes and a rolling action plan to MK CCG’s Quality Committee along with an Engagement Annual Report. This provides assurance that MK 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, MK CCG’s Board and 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 MK CCG
commissions. A Board Story Framework has been developed with contributions from previous attendees and is available on MK CCG’s Get Involved Webpage.

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 MK 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 MK CCG’s Programme Boards, Committees and Board. Healthwatch also facilitates the Practice Participation Group Network meeting. A Memorandum of Understanding exists between MK CCG and Healthwatch which lays out a number of key areas of activity including Patient Engagement.

During 2018-19 Healthwatch has again been an invaluable partner in supporting MK CCG Commissioners with a range of specific engagement activity including:

- **Gastroenterology Pathway** – feedback gained from service users and shared with Commissioners to influence and inform pathway re-design
- **Maternity Flu Vaccinations** – survey developed to find out why there was a low uptake for pregnant woman. A report was provided to the Commissioner, Public Health and the Milton Keynes Self Care Steering Group
- **White House Primary Care Hub design**- feedback gathered from parents in Whitehouse about the community facilities they would ideally like in their new local Primary Care Hub
- **Primary Care Networks** - Healthwatch dedicated over 100 hours to ensuring the patient voice is heard and shared with Commissioners and patient groups are included in the development of the new Primary Care Networks
- **Impact reports** - Healthwatch provided an impact report to the Mental Health Programme Board. The report highlighted a collection of feedback from service users in 2018, which covered experiences of Milton Keynes main mental health services and providers. Feedback received illustrated where the gaps in services are in Milton Keynes. Themes that emerged from feedback
included a need for improved communication between patients and staff, how access to services presents difficulties and the necessity for more holistic support.

MK CCG and Healthwatch play a role in participation and sharing information with each other. MK CCG attended the Healthwatch AGM and provided an information stand to forward the Self-Care agenda.

4.2. Arden and Greater East Midland Commissioning Support Unit (Arden & GEM). MK 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>
</tr>
</thead>
</table>
| Patients and Public                | • Patient Participation Groups  
• Healthwatch  
• CCG Website, Social media, Media, Partner channels  
• Engagement and outreach events |
| CCG colleagues                     | • Weekly Monday morning briefing, staff intranet  
• Chief Executive Officer’s Blog  
• Bi-monthly staff forum, one-to-ones, team meetings |
| GPs and practice staff             | • CCG Chair’s Blog  
• Regular practice managers meeting  
• GP Member News (hard copy)  
• Bi-monthly Stakeholder Newsletter  
• Regular Practice Learning Time sessions  
• Website – Practice Portal |
| Providers                          | • Formal contract and quality meetings  
• Day to day communications  
• Communications group meetings |
| Local Authorities                  | • Meetings and regular briefings  
• Bi-monthly Stakeholder Newsletter |
| Health & 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 |
| BLMK ICS                           | • Monthly stakeholder newsletter |
4.3. Example of GP engagement

MK CCG regularly engage with GP member practices at Practice Learning Time. The sessions enable MK CCG to raise awareness of local policies or guidance on clinical pathways and provides an opportunity to raise awareness of specific patient facing training needs.

<table>
<thead>
<tr>
<th>GP Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Guest speakers excellent. Knowledge improved greatly”</td>
</tr>
<tr>
<td>“Excellent session very informative.”</td>
</tr>
<tr>
<td>“Both sessions were superb. Learnt lots. Very brave patients telling their stories.”</td>
</tr>
<tr>
<td>“Really interesting blend of slides, lived experience and lecture.”</td>
</tr>
<tr>
<td>“Was very interesting and informative from patients and medic view.”</td>
</tr>
</tbody>
</table>

4.4. The Health and Wellbeing Board is a key element of the local health and social care system. MK CCG continues to support the refreshed ten year Joint Health and Wellbeing Strategy. This strategy has a strong focus on prevention, reducing inequalities in life chances and working together to deliver an integrated approach to health and wellbeing. 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.

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

4.5. Bedford, Luton and Milton Keynes Integrated Care System (BLMK ICS)

MK CCG continues to ensure that local people are sighted on and able to have their say on the developing Bedfordshire Luton and Milton Keynes Integrated Care System (BLMK ICS). Working with local Healthwatch organisations, BLMK ICS continues to engage with members of the public via a wide range of public and stakeholder engagement events. A regular bi-monthly briefing bulletin provides the latest development and transformation news across the area.

The partnership has embarked on a comprehensive review and update of its existing website – http://www.blmkpartnership.co.uk. Patients and members of the public are
encouraged to share their ideas on how the website can be improved so that the BLMK ICS partnership can easily share information about all that has been achieved so far and plans for the future.

5. The Impact of Patient and Public Engagement in Commissioning- When to Engage

MK 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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</table>
| 1. Community engagement to identify needs and aspirations | 1.1. Ongoing engagement to develop and inform MK CCG’s End of Life Strategy involving stakeholders, clinicians, voluntary sector, patients, carers and members of the public  
1.2. As part of the Faecal Immunochemical Test plan, Milton Keynes CCG in partnership with Bedfordshire and Luton CCGs and the East of England Cancer Alliance, worked with patients and clinicians across primary and secondary care to develop patient leaflets, educational events and a clinical pathway  
1.3. Development of Primary Care Networks with the involvement of Healthwatch  
1.4. The development of the Autism pathway with involvement from service users |
| 2. Public engagement to develop priorities, strategies and plans | 2.1. The Local Maternity Services programme has nine key work streams and includes midwives, commissioners, obstetrics, public health, Healthwatch and woman/birth workers who provide an ‘experts by experience’ view of local services  
2.2. Review of Respiratory services to improve Pathways supported by group engagement  
2.3. NHS England’s Equality Delivery System 2 patient/carer and stakeholder engagement to develop equality objectives  
2.4. Personalisation agenda at the heart of major transformation schemes- co-production and involving people with lived experience |
## 3. Service user and carer engagement to improve services

| 3.1. MK CCG has continued to work closely with parents, providers and partners to ensure the Special Educational Needs and Disability reforms are embedded in practice |
| 3.2. Board Story presentation on BLMK ICS wide developments in peri-natal mental health services with patient case studies |
| 3.3. Children and Young Peoples arts project in schools expanded as a result of young people’s feedback (You/Me/Together) |
| 3.4. Learning Disability mortality review involving families, carers and experts to identify learning to be shared across BLMK ICS |
| 3.5. Engagement with patients around heart failure management for thoughts and views |

## 4. Service user, carer and public engagement to support the procurement of services

| 4.1. Procurement of Urgent Treatment Centre and Integrated Urgent Care Clinical Assessment Service with the support of Healthwatch |

## 5. Service user and carer engagement to monitor services

| 5.1. The Quality Team engage with patients and service users whilst carrying out Quality Site visits for example Central North West London Foundation Trust Mental Health Services and Milton Keynes University Hospital ‘Fifteen Steps’ site visits |
| 5.2. The Quality Team developed a patient survey to support the review of the stroke pathway in Milton Keynes |
| 5.3. 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 MK 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 |
| 5.4. MK CCG uses complaints, concerns, comments and feedback to triangulate with other information to inform how services are being provided |

### 5.1 Specific Engagement activity in more detail

**Community engagement to identify needs and aspirations**

**Public engagement to develop priorities, strategies and plans**

#### 5.1.1. Faecal Immunochemical Test Engagement Activity

MK CCG’s Project Manager requested Healthwatch Milton Keynes to support public engagement as guided by the completion of MK CCG’s Communications and Engagement Tool Kit. Patient focus groups were arranged and the Crohn’s and Colitis Group UK were a key stakeholder to gather information and inform plans.

To date the feedback from both Healthwatch Milton Keynes and Crohn’s & Colitis Group UK has contributed to some of the service changes outlined in the draft
Project Definition Document. The draft service specification now includes the inclusion of hot clinics, referral to dieticians and psychological service at first meeting.

5.1.2. MK CCG’s End of Life Strategy

MK has been developing the End of Life (EoL) Strategy with involvement from key stakeholders including: health and social care, the voluntary sectors, patients and members of the public. A key action from the initial strategy meeting was identified to ‘hold public engagement events on a quarterly basis’. MK CCG put this request into action and has held regular quarterly meetings during 2018/19. The agenda changes for each meeting however, the overall purpose of these events is to:

- Share news from MK CCG’s system change and EoL care development
- For stakeholders to share updates relating to EoL care from their organisation or experience
- For co-design and co-production of future EoL care change
- For teaching and learning

5.1.3. Transformation of Maternity Services

During 2018/19 MK CCG hosted the programme team facilitating the transformation of maternity services across Bedfordshire, Luton and Milton Keynes in line with the national ‘Better Births’ initiative. The aim of the programme is to improve safety by reducing stillbirths, neonatal deaths, brain injuries, maternal deaths and to improve women’s experience and choice of maternity services.

Service user voices have been central to the development and implementation of our transformation plan and this has been achieved by:

- Service users representation on both the Local Maternity System Strategic Board and Delivery Group
- A Co-production, Communication and Engagement Steering Group established which meets quarterly
- Service user representation at key work stream meetings
- Funding identified within the transformation budget to support three Maternity Voices Partnerships to function and capture the voice of service users
- A training day to support staff to understand the principles of coproduction and how to put the principles into action

Co-production is a core value of the transformation programme and our Bedfordshire, Luton and Milton Keynes Local Maternity System transformation plan as well as a remuneration policy to financially support Maternity Voice Partnerships and service user representatives to support the programme was both coproduced with service users.
An engagement exercise across Bedford, Luton and Milton Keynes heard the views of nearly 1000 women about their maternity experience. Further information is available at the following link http://blmkstp.co.uk/wp-content/uploads/2019/02/The-Big-Question.pdf. Women were asked specific questions in the survey exercise along with an opportunity to describe and share their experiences of Maternity care in their local area:

“...I went to a nearer hospital”

“...Our experience has been treated with super professionalism and empathy. The ward staff have shown great care and respect at all times. We are extremely grateful for the treatment and care”

“Although I did have a great experience during my pregnancy with NHS staff in hospital, I would have preferred to have one midwife throughout the experience.....”

Service user and carer engagement to improve services

5.1.4. Hyper Acute Stroke Unit Review
MK CCG undertook a review of the Hyper Acute Stroke Unit pathway to understand how our patients fared when accessing the stroke pathway following symptoms of stroke. Along with reviewing available data and outcomes it was important to understand the patient experience of the pathway, bearing in mind that there are times when patients may be required to access clinical facilities further away to receive the best outcomes. A specific survey was developed to ask the pertinent questions of the small cohort of patients using the pathway in order to feature their experience in the pathway review.

“We really value any feedback that would help us to improve the way we deliver the early part of stroke care (the first 72 hours in hospital after your stroke). Please could you help by completing the following statement:-

When I first had my stroke, my experience of my care and treatment would have been even better if......”

5.1.6. Respiratory Pathway Review
A systematic review of the Respiratory pathway was undertaken during the year to consider whether services were being delivered in the best way and in the best
place. The Commissioner gathered feedback and experiences by engaging with various groups including:

- The Pulmonary Rehabilitation Group
- Milton Keynes Cardiac Exercise Group
- Milton Keynes hospital’s rehabilitation Group

“Long waiting times for appointments”
“Appointments sometimes cancelled numerous times”
“Lack of clarity on services”

Following engagement with the above groups the feedback gathered to support the review of the Respiratory Pathway included:

- Patients were happy to be seen by either a Dr or a Nurse
- Patients were happy to be seen in a community service
- Patients would prefer “one stop” clinics – saves journeys
- Ease of access and parking

Service user, carer and public engagement to support the procurement of services

5.1.7. Urgent Treatment Centre and Integrated Urgent Care Clinical Assessment Service procurement

MK CCG is committed to ensuring that the public is involved in a range of work we undertake including the procurement element of the commissioning cycle. Healthwatch were asked to provide public volunteers to participate and lend their voice to the procurement exercise. Participants were provided with training to help the evaluation of bids. Training included:

- Support with reviewing the tender questions
- How to review the information from bidders to ascertain their qualification and suitability to hold the procured contract
- Assurance that the Provider could deliver the required service.

Further training was then given on the scoring and the Bravo system. This one day training programme was developed and provided by MK CCG’s procurement partner NHS Arden and Greater East Midlands Commissioning Support Unit.

“It is clear that procurement can be time consuming, however I was assured the process was worth it by being involved from an early stage.”

Service user and carer engagement to monitor services

5.1.8. Quality Visits
MK CCG’s Quality Team has a triple aim of supporting and improving patient safety, clinical effectiveness and patient experience. The Team regularly visit Providers to observe the quality and safety of patient care via a quality visit programme within
primary and secondary care. Engaging with patients and listening to their views and experiences is a key element of MK CCG’s assurance processes. The Quality Team have developed a process to support the visit programme and share action plans with Providers to highlight recommendations/considerations to improve care for patients.

5.1.9. Learning and improvements from Complaints
MK CCG aims to commission high quality local health services which are accessible and easy to use. We welcome feedback about the way in which we undertake our work, which includes local healthcare policies and funding decisions. We also monitor the services we commission to see how well they are performing.

We received a complaint, concerns and feedback regarding the Provision of Cosmetic Treatments and Surgery Policy and specifically the ‘benign skin lesions’ section. The criterion was felt to be limited and did not take into account certain lesions that would be more impactful on a person’s day to day life. MK CCG reviewed and updated this section of the policy to take into account clinician and patient feedback.

6. Patient and Public Consultation and Engagement

At a national level, health and care leaders came together to develop the NHS Long Term Plan to ensure the NHS is fit for the future. Frontline health and care staff, patient groups and other experts were involved in the Plan’s development which included hearing a wide range of views through the 200 events that have taken place and the 2,500 submissions received from individuals and groups representing the opinions and interests of 3.5 million people.

Over the next few months and years local NHS organisations including MK CCG and our wider partners, will be working to turn the ambitions of the NHS Long term Plan into improvements in our local services. We will engage with our local population in this programme of work. More information can be found at the following link www.longtermplan.nhs.uk

6.1. Communications and Engagement Tool Kit development

MK CCG’s Public Involvement and Advancing Equality Reference Group (PIAERG) developed an evidenced based Communications and Engagement Tool Kit to assist Commissioners and Project Managers with their decision making for patient and public engagement. The Patient Participation Group Network provided feedback on the development of the Tool Kit and whether the levels of engagement required were broadly in line with their views and opinions.

The Tool Kit has been shared with other CCGs and MK CCG has received positive feedback and is available on Mk CCG’s Get Involved Webpage https://www.miltonkeynesccg.nhs.uk/get-involved/
7. Engaging Individuals in their own healthcare

MK 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 type of partnership working includes articles developed for inclusion into Carers Milton Keynes Newsletters. Articles have included information on pressure ulcers and diabetes to highlight the importance of caring for themselves and the people they care for.

In order to gain the greatest population reach, MK 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 MK CCG has no control over the articles that are chosen.

Articles were many and varied during 2018/19 and included:
- Organ Donation Week
- Heatwave warning and advice
- NHS 70 Tea Party
- Carers Week
- Dementia awareness week

Several years archives are held at www.miltonkeynesccg.nhs.uk/news-archive/

7.1. Self-Care Week

In November of 2018, MK 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. In 2018 MK CCG received an Innovation Award from the Self-Care Forum for the work that has been carried out.

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 MK CCG’s website and through social media channels to reach a wider population.

Other messages included an animation – healthy Elfy – with accompanying social media messages in the run up to Christmas.

7.3. Stay and play engagement session

Wellness prevention and health promotion is one of the five priorities within the BLMK ICS. Preventing ill health and promoting good health by giving people the knowledge and ability, individually and through local communities to manage their
own health effectively. The prevention agenda is one key focus for the Milton Keynes wide Self-Care Group. The group has utilised their network to spread the wellness message in a variety of ways.

The Self-Care Group worked with children and parents to provide education on prevention during a stay and play session. The key focus was to show parents how they can self-care for many minor illnesses with low cost over the counter remedies and prepare for future ailments with their own home first aid kit. Educating parents and the young population on the themes of wellness and prevention at an early stage will help throughout life. The stay and play group were appreciative of the effort taken by MK CCG and were asked to return for future sessions.

7.4. World Mental Health Day
This year’s World Mental Health Day took place on Wednesday 10 October. The Mental Health ‘Challenge MK’ aimed to raise awareness and encourage people to talk about mental health. The challenge is a partnership project developed by MK CCG, Mind BLMK and Milton Keynes Council. The challenge featured a social media campaign to encourage individuals, local businesses and organisations to sign up, pledge and commit to an action to improve their or others mental wellbeing on the day.

7.5. Healthwatch Milton Keynes Annual General Meeting
In a further example of public engagement, MK CCG attended the Healthwatch AGM. We supported the event with a stand and materials from the Stay Well This Winter campaign to encourage uptake of the flu vaccination and highlighting the self care agenda. The event included an engagement exercise which we participated in.

7.6. Education Programmes for People with Type 1 Diabetes
During 2018/19, 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.

7.7. Lakes Estate 50th celebrations
MK CCG joined in the finale of the Lakes Estate 50th birthday celebrations. The event was hosted by locals and included a family fun day with support from a range of organisation including the police, fire service and the NHS. MK CCG had a joint
stand with Milton Keynes Public Health and offered Carbon Monoxide monitoring for the public, advice on minor ailments and the promotion of NHS 111.

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

7.9. 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.

7.10. High Impact Service User Group
This joint agency project has continued in 2018-19 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 MK 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 nurse & doctor listened, took my symptoms seriously and were invested in finding a diagnosis & treatment.” Patient - October 2018 – Diagnostics - Friends & Family Test Comments

“Very helpful service, friendly staff and non-judgmental, helpful & quick service!” Patient - April 2018 – IAPT Service– Q2 Highlight report

MK CCG has a central database to record all patient, carer, public and other contacts as a result of members of the public making complaints, raising concerns or sharing comments, compliments, feedback. MK CCG’s view is that any contact has equal value and is a rich insight into services and decisions MK CCG is responsible for. When members of the public engage with MK 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.

MK 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 MK CCG also attends and consists 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

MK 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 MK CCG’s commissioning decisions
MK CCG uses NHS England’s Equality Delivery System 2 (EDS2) to provide the means to evidence how equality and health inequality have been considered in our day to day work. This evidence gathered is internally graded and then externally verified by involving stakeholders and members of the public. Further details can be viewed on MK CCG’s extensive equality and inclusion webpage http://www.miltonkeynesccg.nhs.uk/equality-inclusion-and-human-rights/

Our external EDS2 workshop provided valuable insight to how protected characteristic groups fared compared to the rest of the population across the four EDS2 Goals:

- Better health outcomes for all
- Improved patient access and experience
- Represented and supported workforce
- Inclusive leadership

Feedback from the stakeholder grading session directly influenced MK CCG’s revision of the 2016-2020 Equality Strategy Objectives:

- Primary Care and Healthcare Professionals knowledge base of Transgender/Trans* communities will improve
- People with learning disability will have their health needs identified and met
- Providers are making reasonable adjustments for protected characteristic groups (notably people with learning disability and/or autism)
- Improve the experience of elderly frail people when discharged from a hospital
- Moving MKCCG towards a “dialogue of equals”, empowering seldom heard groups to participate in CCG decision making

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

- “People with a learning disability may fare less well when accessing services”
- Elderly patients who are medically fit for discharge but who have no support at home or who can't go home after planned surgery if no one is able to look after them
- “Gender reassignment group needs more awareness”

Table 3 below describes further activity that describes MK CCG’s approach to engaging with people to improve health inequality.
<table>
<thead>
<tr>
<th>Health Inequalities Area</th>
<th>Milton Keynes CCG area of engagement activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dose Adjusting for Normal Eating (DAFNE) (Black and Minority Ethnic populations and seldom heard local communities)</td>
<td>Additional funding has allowed us to deliver further culturally adaptive Black, Asian and Minority Ethnic (BAME) training courses in community settings.</td>
</tr>
<tr>
<td>Care and Treatment Reviews (children, young people and adults with learning disabilities and/or Autism)</td>
<td>MK 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 this is in the best interest of the person</td>
</tr>
<tr>
<td>Keep Active, Keep Well – British Lung Foundation Project (individuals with COPD)</td>
<td>This collaborative initiative involving MK 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>
</tr>
<tr>
<td>High Impact Service User Group</td>
<td>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:</td>
</tr>
<tr>
<td></td>
<td>* 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.</td>
</tr>
<tr>
<td></td>
<td>* Supporting people’s bio-psychosocial needs to empower them to regain control of their often chaotic lifestyles and improve quality of life</td>
</tr>
<tr>
<td>Homeless people and rough sleepers</td>
<td>MK CCG advised all GP Practices of their obligation to the homeless members of our community. Actions included:</td>
</tr>
<tr>
<td></td>
<td>* Information to all practice managers which incorporated the NHS England patient registration guidance.</td>
</tr>
<tr>
<td></td>
<td>* A message from the CCG to all GPs indicating the recent MK director of public health report into homelessness and health and a reminder of their obligation in relation to those who are homeless and their right to access healthcare.</td>
</tr>
<tr>
<td></td>
<td>* Working with Healthwatch to inform of their “Right to healthcare” cards, which are being distributed in the local area.</td>
</tr>
<tr>
<td>Primary Care Awareness of Transgender/ Transsexual Community</td>
<td>A GP Protected Learning Time session was delivered made available to all GPs and their practice staff in Milton Keynes. Speakers included Gender Identity Clinic as well as patients with lived experience to ensure both clinical and case study experience was given on this topic</td>
</tr>
</tbody>
</table>
10. NHS England Improvement Assessment Framework Engagement Indicator (IAF)

In July 2017, NHS England completed a table top audit of all NHS Clinical Commissioning Groups (CCGs) on their 2016-17 engagement activity. This supported the assessment against the new ‘patient and community engagement’ indicator within the national CCG Improvement and Assessment Framework (IAF).

This assessment followed the publication of NHS England’s Guide to Annual Reporting on the Legal Duty to Involve Patients and the Public in Commissioning (2016) and the revised 2017 statutory guidance Patient and Public Participation in Commissioning Health and Care. NHS England finalised and published their findings in May 2018.

Table 4 - MK CCG IAF Engagement results

<table>
<thead>
<tr>
<th>1. Practice</th>
<th>Outstanding</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Governance</td>
<td>Good</td>
</tr>
<tr>
<td>3. Annual reporting</td>
<td>Requires Improvement</td>
</tr>
<tr>
<td>4. Feedback and evaluation</td>
<td>Requires Improvement</td>
</tr>
<tr>
<td>5. Equalities and Health Inequalities</td>
<td>Requires Improvement</td>
</tr>
</tbody>
</table>

MK CCG’s Public Involvement and Advancing Equality Reference Group have overseen an ongoing action plan to support the improvement of engagement evidence. Improvement actions have included:

- Development of implementation of Communications and Engagement Toolkit and shared with partner CCGs
- The development of MK CCG’s Get Involved webpage
- Refreshed 2018-2020 Communications and Engagement Strategy
- Annual report developed to better evidence patient involvement
- You Said/We Did case studies to evidence the difference that individual engagement makes
- Development of a Board Story Framework
- Oversight of Equality System Delivery 2 review and development of revised equality objectives based on public and stakeholder engagement

The PIAERG will oversee any required actions highlighted by NHS England once the final scores have been published.

11. Engagement Ambitions

MK CCG recognises the valuable contribution of all our patients, carers, members of the public, stakeholders, voluntary sector, partner organisations and interested parties who have been involved in our participation and engagement activities during 2018/19. By sharing views and experiences of local health services, contributions have supported MK CCG with commissioning plans and decisions for the benefit of all our population of Milton Keynes. MK CCG continually strives to improve engagement opportunities which were supported by working towards the following actions during 2018/19 as described in table 5:

Table 5

<table>
<thead>
<tr>
<th>18/19 Engagement Ambitions</th>
<th>RAG</th>
</tr>
</thead>
<tbody>
<tr>
<td>‘Have Your Say’ opportunities to provide an ongoing ‘two way’ conversation with our population</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Closer working with the Practice Participation Group Network to have regular feedback sessions</td>
<td>completed</td>
</tr>
<tr>
<td>Develop MK CCG’s Engagement Webpage</td>
<td>Completed</td>
</tr>
<tr>
<td>Review and refresh the Engagement Strategy</td>
<td>Completed</td>
</tr>
<tr>
<td>Consider the outcome of NHS England’s Improvement Assessment Framework engagement assessment and actions as a result of the findings</td>
<td>Completed</td>
</tr>
</tbody>
</table>

To continue the good work that has been established during 18/19 ambitions for 2019-20 could be supported by the following actions:

- Commissioners continue to use MK CCG’s Communication and Engagement Toolkit to support commissioning decisions and evidence engagement
- Closer working within BLMK Integrated Commissioning Collaborative to utilise engagement partnerships and learn from good practice
- Use MK CCG’s Get Involved webpage as the flagship for engagement evidence
- Support the BLMK wide Strategic Co-Production Group
- Continue to explore a wide range of engagement opportunities with communities in Milton Keynes

This concludes the Engagement Annual Report for 2018-2019.

Claire Ferreira – Patient Experience Lead
Dan Ibeziako – Communications and Engagement Lead
On behalf of the Public Involvement and Advancing Equality Reference Group
July 2019