NHS Milton Keynes Clinical Commissioning Group
‘Board Story’ Framework

Introduction

NHS Milton Keynes Clinical Commissioning (MK CCG) is the organisation in Milton Keynes that commissions (or buys) health services for our local population. We are also part of a wider Integrated Care System with Bedford and Luton CCGs which we refer to as BLMK ICS.

Our focus is on commissioning high quality health care and ensuring services are delivered to the standard required across a wide number of Provider organisations and services.

MKCCG’s Governing Body

MK CCG’s Governing Body includes the GP Chairperson, Joint Accountable Officer, GP Board Members, Chief Operating Officer, Senior Management Team and Lay Members. The Governing Body (the Board) meets regularly and sections of the meeting are open to members of the public. You can find more information about this on our website at www.miltonkeynesccg.nhs.uk/the-board

We appreciate the opportunity to hear the experiences of our patients, carers and members of the public about local healthcare services. Likewise, we also appreciate hearing from our healthcare Providers about the support and services they are providing to our local population. We refer to these accounts as ‘the patient story’. We are aware there will be patient experience stories being presented at other Provider Boards (for example the local hospital) which may be of interest to MK CCG. We will always seek the appropriate consent before any of these opportunities are explored.

‘The Patient Story’

Patient stories bring experiences to life and can make these experiences accessible for other people to understand a different perspective. Sharing experiences and what worked well or not so well helps the Board to hear good practice and the difference services make and also what could be improved. The Board will be keen to hear about any specific programmes of work MK CCG is developing and where any themes or trends of good practice can help improve other services. Experiences may be wide and varied and may include for example the following:

- Patient journey through a pathway
- Experiences of hospital inpatient or outpatient services or care
- GP Primary Care or services
- Carers experiences
- Example of good experiences where services or interventions have made a difference
• Experiences of mental health services
• Community services (for example District Nursing services)
• Learning disability services
• Children and young people’s services
• Older peoples experiences of health and social care integrated services
• Self-care or personalised healthcare journeys
• A healthcare Provider’s examples of making a real difference
• Experiences of people from protected characteristic groups or those ‘harder to reach’ or ‘seldom heard’
• Examples of where Bedford, Luton and Milton Keynes patients have benefitted from all three CCGs working together

The stories may be shared by a patient/service user or their representative if preferred, members of NHS staff, commissioners, carers or the voluntary sector. These stories may take the form of a presentation, in person, a recording or film (or a combination of these).

If you would like to find out more about sharing an experience with MK CCG’s Board, please contact MK CCG’s Patient Experience Lead: Claire Ferreira on 01908 278703 or email claira.ferreira@nhs.net or MK CCG’s Communications and Engagement Manager Joanne Burnham on 01908 278709 or email joanne.burnham1@nhs.net

What happens next?
• In the first instance, we will ask you about your experience, what services were involved and what happened. If you are sharing another person’s experience we will need their consent
• We will explain that the Board is an open forum where minutes are taken (including names, subject matter and a brief account of what was said) and publicly available afterwards
• If you are a member of staff or service Provider, we will ask if you have permission to share an individual’s experience
• If the story is chosen, we will arrange a convenient date with you and discuss the appropriate format (i.e. in person/prior recorded) and what equipment is required
• We will keep brief notes of any conversations that take place and hold securely any communications (for example emails/presentations)
• A PowerPoint presentation of 4-5 slides can be helpful and we will ask for you to send this to us in advance if you have one. Sometimes presentations are shared with Board members afterwards (we will ask your permission)
• MK CCG’s relevant representative will liaise with you prior to the meeting and on the day and be available to assist with any questions you may have
• Any reasonable adjustments required (for example hearing loops) should be notified in advance. We will explain the importance of keeping to the allocated time on the Board agenda and any preferred methods of timekeeping
• You can bring someone with you if preferred and this can be an advocate, a friend or service provider. MK CCG’s representative will also be available to provide any support you may need on the day
• There will be an agenda which will be made available prior to the meeting and will show the time allocated for the patient story item. We will explain the
importance of keeping to the allocated time on the Board agenda and any preferred methods of timekeeping that would help

Our Governing Body meetings usually take place at MKCCG’s Head Quarters:

NHS Milton Keynes CCG
Sherwood Place
155 Sherwood Drive
Bletchley
Milton Keynes
MK3 6RT

The meetings are held in our Board room and the room is usually laid out as described in the photos below. Visitors presenting patient stories are allocated the angled table by the door. The Board members are seated around the tables and a few seats are available for other members of the public who attend:

What to Expect on the day

- Parking and disabled parking spaces are available (although limited) and we will endeavour to book a space in advance
- You will be met at reception and accompanied to the Board room where you will be introduced to the Board Members
- The Board Members will try to help you feel at ease while listening and may ask a few questions afterwards
- You will be offered you the opportunity for a discussion afterwards
- A thank you message will be sent on behalf of the Chairperson
- If there are any actions or outcomes, you will be provided with an update

Expenses

We appreciate that there may be expenses incurred as a result of members of the public participating in sharing their stories with the Governing Body at Board Meetings. Any expenses likely to be incurred will be discussed prior to the Board Meeting and agreed in advance on an individual basis.