

# **Listening to our patients**

## **2016-17 report**

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## 1. Introduction

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

We are a membership organisation, led by five local GPs elected to represent all the GP practices in the city. We commission for a population of around 223,000 people using an annual budget of about £304.9 million.

Our responsibility is to ensure that Portsmouth residents have access to the best possible NHS services, as and when they need them.

Patient experiences and feedback are very important to us in commissioning services suited to patient needs. This report contains a summary of some of the ways we have listened to our patients during 2016-17.

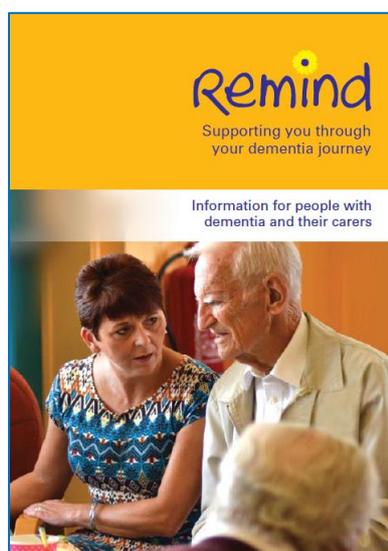
Staff can better understand population health needs, and respond to what matters most to people when they involve and listen to those who need, use and care about NHS services.

*NHS England - Patient and public participation in commissioning health and care, April 2017, ref 06663*

## 2. CCG consultation and engagement activities during 2016-17

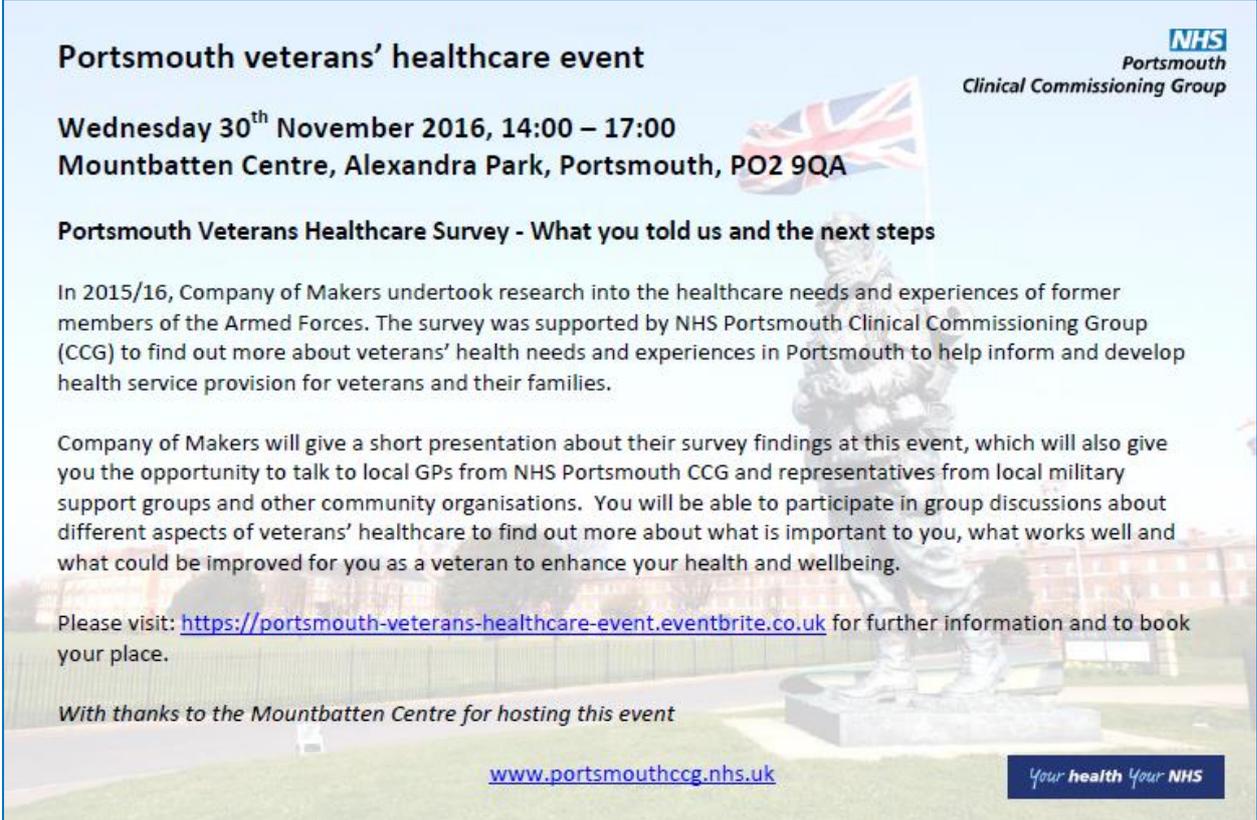
### 2.1 Remind dementia support service

The Integrated Commissioning Service held a service user workshop in September 2016 for people with dementia, and their carers, to have their say on how they wanted the new Community Dementia service's leaflets to look. [Service leaflets](#) were developed as a result of the workshop.



## 2.2 Veterans healthcare event

Following on from the comprehensive [veterans' healthcare survey](#), on 30<sup>th</sup> November 2016, NHS Portsmouth CCG, in collaboration with Company of Makers, hosted its first healthcare event targeted specifically at local people who have previously served in the armed forces. The event, held at the Mountbatten Centre, was booked to maximum capacity and attended by 73 people.

The flyer features a background image of a statue of a soldier in a park. The text is overlaid on this image. In the top right corner, there is the NHS Portsmouth Clinical Commissioning Group logo. The event details are listed in bold text. A paragraph describes the survey conducted in 2015/16. Another paragraph describes the event's activities. A URL is provided for booking. At the bottom, there is a thank you message and the NHS website URL. A small blue box with white text 'Your health Your NHS' is in the bottom right corner.

**Portsmouth veterans' healthcare event**

**Wednesday 30<sup>th</sup> November 2016, 14:00 – 17:00**  
**Mountbatten Centre, Alexandra Park, Portsmouth, PO2 9QA**

**Portsmouth Veterans Healthcare Survey - What you told us and the next steps**

In 2015/16, Company of Makers undertook research into the healthcare needs and experiences of former members of the Armed Forces. The survey was supported by NHS Portsmouth Clinical Commissioning Group (CCG) to find out more about veterans' health needs and experiences in Portsmouth to help inform and develop health service provision for veterans and their families.

Company of Makers will give a short presentation about their survey findings at this event, which will also give you the opportunity to talk to local GPs from NHS Portsmouth CCG and representatives from local military support groups and other community organisations. You will be able to participate in group discussions about different aspects of veterans' healthcare to find out more about what is important to you, what works well and what could be improved for you as a veteran to enhance your health and wellbeing.

Please visit: <https://portsmouth-veterans-healthcare-event.eventbrite.co.uk> for further information and to book your place.

*With thanks to the Mountbatten Centre for hosting this event*

[www.portsmouthccg.nhs.uk](http://www.portsmouthccg.nhs.uk)

Your health Your NHS

There was a lively 'Question and Answer' session; attendees had the opportunity to 'Talk to a GP' and participated in round table discussion groups which were co-facilitated by both a 'civilian' clinician and a 'military' representative. The different discussion themes had been identified via the veterans' healthcare survey:

**Register as a veteran** "How can we encourage veterans and reservists (existing and new) and their partners, to register with a GP before they need to and to highlight their military status to the GP?"

**Supporting partners and families** "How can we better support partners and families of veterans and reservists with their healthcare needs?"

**Managing veterans' expectations** "How can we improve veterans' awareness and understanding of GP services and the health and wellbeing support offered by the local voluntary sector?"

**Having a voice** "How can veterans influence future healthcare provision in Portsmouth?"

**Self-care** "How can veterans better help themselves with their health and wellbeing?"

**Military culture** "How can veterans help GPs and health care providers to better understand military culture and possible impacts of this upon health?"

**Mental health** "How can we help healthcare professionals to pick up on mental health issues that may be a result of military service?"

Discussions yielded a lot of useful insights and information that the CCG will be able to use moving forward, with recommendations and actions including veteran involvement in Patient Participation Groups, increasing the identification of patients as veterans, CCG communications with veterans, education for health professionals, resettlement and 'veteran' terminology. The full event [report](#) is available on the CCG website.

## 2.3 NHS 111

111 is the NHS non-emergency number available 24 hours a day, 365 days a year, for people who need medical help fast but it's not a life-threatening 999 emergency.

Locally, the three CCGs in the wider Portsmouth and south east Hampshire area are seeking to award a new contract for the running of the NHS 111 service and as part of the re-procurement process the CCGs sought the views of GPs, stakeholders, and members of the public. In November 2016 an initial survey was launched asking a few open-ended questions, asking about people's experiences of using 111 and inviting comments about possible future developments including:

- What would you think if the NHS 111 service was able to access your medical records when you called them?
- What would you think if you were asked to book urgent GP appointments via NHS 111?
- In future, NHS 111 could be developed as a single telephone number for all local NHS and care services. Do you have concerns about that?

There were 354 respondents in total, with 90 from Portsmouth. Whilst feedback was generally positive regarding ease of use for the existing 111 service, there were some comments received that call handlers were not medically trained and the process and questions asked were too long. Most respondents would be happy for the 111 service to have access to medical records but a sizeable minority expressed concerns around access to, and protecting the information. There was less support for a 111 service potentially being used to book GP appointments. This feedback has been used to inform development and current re-procurement of a service that not only meets public needs, but also plays a central role in any new, local integrated urgent care service.



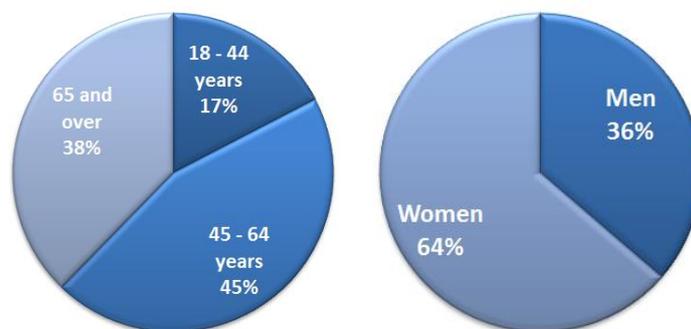
## 2.4 Your Big Health Conversation

The first phase of "Your Big Health Conversation" was launched in February 2017 across Portsmouth, Fareham and Gosport, and South Eastern Hampshire.

It aimed to provide an explanation of challenges facing the NHS and sought feedback as to how the NHS should change.

A survey was developed, exploring some broad themes which the NHS must consider in the coming months and years, including: mental health; seven-day services; centralisation of acute specialties; self-care, and the balance between acute and community/primary care services.

1,906 people from across the area responded, 17% were from Portsmouth, 23% from South East Hampshire and 52% from Fareham & Gosport. A breakdown of respondents by age and gender is shown as follows:



Initial feedback indicated the following:

- 64% felt that the NHS should focus on GP / community care services. 9% felt the priority should be hospital-based care.
- To ease demands on GPs, 50% respondents said patients with minor problems should see other NHS staff, with 22% saying people should be encouraged to take more responsibility for their own health.
- When asked 'what does a seven day NHS' mean, 41% thought at weekends the priority should be urgent care services, while 33% felt all services should be available, with Saturdays and Sundays like any other day.

Phase one is part of an ongoing project - a full analysis of results will be undertaken for each CCG and the feedback will be used as a starting point for future conversations and engagement. The CCGs will look at more specific issues, to support the process of designing new models of care, ensuring that local patient needs, expectations and preferences are considered.



## 2.5 Children and families

The Integrated Commissioning Service has engaged with Portsmouth children and young people, their families and providers across a range of areas.

### Maternity

- We have developed a Healthy Infant Feeding Booklet in collaboration with maternity service users and the Maternity Service Liaison Committee.
- We requested feedback from Perinatal Improving Access to Psychological Therapies (IAPT) service users as part of the regular contract monitoring.

### Children's Services within NHS providers

- We undertook a county-wide engagement exercise within the local Emergency Departments (EDs) to understand patient use of ED to inform commissioning intentions - the reasons people chose to go to ED and what other services had they considered or used beforehand.

### Child and Adolescent Mental Health Services (CAMHS)

- We have involved parents and young people in co-designing service guides around children and young person's mental health services.
- Consultation with Parent Voice to understand what matters to families and whether the system responds to their needs appropriately.
- We have involved parents and young people in the design and decision making process of the new U Matter (Emotional Health and Wellbeing Service) launched on the 20th February 2017, using the principles of co-production.

### Children's Autism

- Funding for the autism co-ordinator pilot was extended following positive feedback from families. This will be reviewed later this year to gauge success of the pilot and service user experience.

## 2.6 Learning disabilities

In August 2016 a housing workshop was held aimed at consulting with service users about what they would like to see in terms of housing provision for people with a learning disability.

Following feedback, the Learning Disabilities Housing Sub Group is developing profiles of accommodation where there are vacancies (including the interests and wishes of those already living there) and profiles of those wanting accommodation.

The aim is to provide people with a learning disability with information to make decisions about who they live with since it was recognised from the consultation that relationships and outcomes are actually even more important than where people are housed.

Regular service user involvement includes quarterly Learning Disabilities Partnership Board meetings which are service user/stakeholder led, monthly carers groups, Housing, Employment and Health sub group meetings and Autism stakeholder board meetings.

## **2.7 Long term conditions**

A two-stage engagement programme was carried out to inform the development of a new model to support people who live with one or more long term condition. Firstly a survey sought to elicit views regarding the quality of existing services, the relative importance of different aspects of care being provided, and preferences for the ways that care could be provided in the future. Just over 800 responses from people across Portsmouth and south east Hampshire were received. Subsequently, a series of face-to-face discussion groups took place with people who had one or more long term condition to explore themes in more detail, including diabetes, chronic obstructive pulmonary disease (COPD), osteoporosis / musculoskeletal conditions and cardiac patient groups.

A wide range of views were gathered, as would be expected. Some of the feedback we received was specific to people who had a particular long term condition, but there were nonetheless some overarching themes. Among those, the most frequently heard issues included the importance of giving patients support and information as soon as possible after diagnosis; the importance of emotional support as well as purely medical care; the significant role that can be provided via peer support, and the value attached to specialist nursing teams. There was also a widespread sense that the physical location of NHS services was vastly less important to people than the expertise of the staff who could be accessed.

Following this extensive patient engagement the long term conditions framework has been drafted and as part of the CCG Transformation Agenda, Portsmouth CCG in collaboration with South East Hampshire CCG aims to commission a new model of streamlined care for patients with long term conditions in the community, balancing the traditional condition specific approach with generic principles that apply to the management of all long term conditions – focussing on the patient as a whole rather than the condition, and moving away from the traditional medicalised model that exists currently.

To drive this forward commissioners are facilitating monthly Long Term Conditions Steering Groups which include representatives from primary care, secondary care, community services and public health. These meetings provide the setting for underpinning the principles detailed in the framework and separate task and finish groups are being used to take forward the actions in a co-production style across providers.

## 2.8 Patient Participation Group city wide forum

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

Patient representatives from all the individual practice Patient Participation Groups are invited to attend city-wide forums hosted by the CCG. Topics are suggested by the patient representatives and each forum includes presentations and discussions about these subject areas as well as a Question and Answer session. The meetings are chaired by our lay member for patient engagement, who is then able to link with the Governing Board. The meeting notes, presentations and Questions and Answers are available on our [website](#) and circulated to practices and individual city-wide PPG members.

<p><b>28th April 2016</b> Healthwatch Portsmouth – overview of service 'Mystery shopping' access to GP services PPG review of GP surgeries "What does good look like?"</p>	<p><b>27th July 2016</b> Portsmouth Healthwatch - PPG Representative Practice Visits Presentation by The Pompey Pensioners</p>	<p><b>10th November 2016</b> The STP (Sustainability &amp; Transformation Plan) &amp; links to the Portsmouth Blueprint GP Practice merger processes &amp; Quality Improvement Portsmouth Healthwatch - Update on GP Practice visits</p>
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## 2.9 Public meetings

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

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

### 3. Working with our partners

#### 3.1 Healthwatch - PPG 'front of house' patient experience

Healthwatch Portsmouth is an independent statutory body that gathers the views and experiences of local people, enabling them to have a chance to speak up about health and social care services in their area.

Whilst undertaking a mystery shopping activity earlier in 2016, Healthwatch Portsmouth and the CCG were keen to further develop the work around GP practices and involve the Patient Participation Groups (PPGs). Healthwatch worked with the CCG and interested PPG representatives to develop a checklist around five non-clinical 'front of house' topics, for representatives to assess from a lay person / patient perspective: reception service, physical environment, information and signposting, access to appointments and patient involvement.

PPG representatives visited nine practices and their feedback was collated by Healthwatch into a report outlining the key findings and making recommendations as follows:

- **Confidentiality** – providing space for private conversations in and around reception areas.
- **Child play areas** – consistent approach to the practice of providing toys.
- **Access** – patient access needs are understood and supported within building layouts.
- **Accessible information** – making information available in different formats.
- **Data protection** – protocols about the use of text and email reminders.
- **Access to appointments** – commitment by all practices to have in place online systems for booking, amending and cancelling appointments.
- **Participation** – practices to improve engagement with all sections of the community, how they use feedback, and confirm the level to which patient feedback influences how services are provided.

Individual specific findings have been shared with the practices that took part, with the summary [report](#) shared with PPG representatives, the CCG and other stakeholders. The CCG and practices are working together to take forward some of the areas raised and Healthwatch Portsmouth will be following up with practices in due course.

#### 3.2 Voluntary and community sector

In previous years, the CCG is pleased to have been able to support local not for profit organisations to deliver health related projects. The non-recurring programme of investment in the Voluntary and Community Sector (VCS) recognised the valuable contribution the sector can make in delivering integrated health and care services across the city. A video compilation of many of the funded projects was very well received at the CCG Annual General Meeting in July 2016.

In June 2016 the CCG worked in partnership with Portsmouth City Council and representatives from the Portsmouth Voluntary Community Network (PVCN) to host **Health and wellbeing for our city** - a conference for the local VCS, to involve the sector in discussions regarding the Portsmouth Blueprint. 150 individuals from 74 local organisations attended the full day event.

**Live Well**, delivered in partnership by Action Hampshire and PRENO (Portsmouth Race Equality Network Organisation), has helped to engage with diverse communities on health related matters. In 2016-17 it aimed to raise awareness and early treatment and diagnosis among Black, Asian Minority ethnic (BAME) communities specifically in relation to prostate cancer and diabetes as well as promoting general health awareness and how to adopt healthier lifestyles.

In 2016, three events were held, hosted by Habiganj Zila Association for the Bengali community and Noah Mapala, attended by Southern African and Southern Caribbean participants. Over 60 people attended the events which included workshops, presentations and Question and Answer sessions with Diabetes UK, Prostate Cancer UK and Macmillan Cancer Support.

The CCG-funded **Signposting Project** enables GPs to easily connect their patients to the wide range of voluntary and community organisation support that is available to improve their health and wellbeing. GPs can refer a patient to Action Portsmouth, who will then link with the patient to identify appropriate options for support.

In 2016-17, 161 patients were referred, with befriending services being the most frequently sought support. Through individual discussions with patients about their needs, in addition to sourcing appropriate community support, it is also possible to identify areas where there may be gaps in provision. In 2017-18 the CCG will continue to work in partnership with the VCS, City Council and local healthcare colleagues to further develop links and solutions to bridge any gaps.

Working in conjunction with Action Portsmouth, we commissioned a survey "**Partners in care pathway provision**" to gain feedback on the relationship between health and the local VCS in Portsmouth. 50 individuals from 49 local organisations took the time to complete the survey, which has provided valuable insights and informed a series of suggested actions including:

- Raise awareness amongst Portsmouth residents of the range of VCS support and services that are available
- A learning programme for local VCS organisations to share good practice and update on local developments, which will enable the VCS to be a recognised partner in care pathway provision
- Investigate factors affecting peoples' ability to access VCS services, including potential gaps in transport services, sector capacity and referral sources.

### **3.3 Carers' information day**

Action Portsmouth and Portsmouth Carers Voice organised the October 2016 Carers' Information Day, held at Portsmouth Guildhall. The CCG was one of over 40 stallholders, alongside a range of local public, private and voluntary/community sector organisations. Action Portsmouth estimates that approximately 120 carers attended the event.

Innes Richens, our Chief Operating Officer, gave a short presentation about the Portsmouth Blueprint, outlining plans to further improve integration between health and social care. Since 1<sup>st</sup> April 2016, Innes has held a dual role, maintaining his position of CCG Chief Operating Officer whilst also becoming the Lead for Portsmouth City Council Adult Social Care, bringing the work of these organisations even closer together. Carers were invited to join an informal Question and Answer session with Innes. We attended this event to seek feedback about carers' experiences of healthcare, both for themselves and the person they care for.

Discussions and feedback reflected mixed experiences of healthcare services for carers, and the person they care for. A recurring theme was the need for affordable respite care, with other comments noting how difficult it can be trying to access different health and care services and queries as to how these link together.

### **3.4 Healthcare professional feedback - Quasar**

Quasar is a web-based system which allows Portsmouth healthcare professionals (initially GP practices and CCG staff) to give their feedback about healthcare services we commission. Since its launch in June 2016 up to 31<sup>st</sup> March 2017 we have received 131 items of feedback, which is being analysed to identify themes, trends and issues. Over half the feedback items related to Portsmouth Hospitals NHS Trust, with key themes to date including admissions and discharges, the transfer of medical records to Primary Care Support England and Solent NHS Trust community nursing.

Trends and issues are discussed with providers and any necessary actions are recommended and agreed, and reported to our Quality and Safeguarding Executive Group.

### **3.5 Southern Hampshire vascular services**

Vascular services are specialised treatments provided for approximately 600 people a year in the Southern Hampshire region. From March to June 2016, NHS England, working with the local hospital trusts, CCGs and Healthwatch, invited people to have their say about proposals for world class care through the Wessex Vascular Network.

Over 130 responses were received either via meetings, local listening events, or surveys. Of those who had experience of vascular services, the majority were happy with the care and support they had received. When asked what they thought about the key priorities for future vascular services, overall, participants thought that having the right level of expertise within the clinical team was the most important, closely

followed by having access to a specialist team 24/7. Treatment close to home was viewed as the least important.

NHS England worked with clinical teams from Southampton and Portsmouth to implement the service which went live in April. This work was influenced by an independently chaired patient reference group.

### **3.6 Friends and Family Test**

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

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

### **3.7 NHS 111 patient experience survey**

South Central Ambulance Service NHS Foundation Trust undertakes a regular patient survey for the NHS 111 service in Hampshire, which includes the Friends and Family Test plus a range of questions to assess user satisfaction with the service and whether it meets their needs. The Hampshire-wide survey is carried out every six months and generates a great deal of information that is used to identify areas of good practice and areas for improvement.

The survey findings and arising action plans to make improvements are regularly reviewed via the CCG Contract and Clinical Quality Review Meetings with the provider.

### **3.8 GP patient survey**

The [GP Patient Survey](#) is an England-wide survey, administered by Ipsos MORI on behalf of NHS England. Results are available for every practice in the UK providing data about patients' experiences of their GP practices across a range of topics including appointments, waiting times and opening hours.

There have been no further results published since July 2016 (noted in our *2015-16 Listening to our patients* report), for the periods July to September 2015 and January to March 2016. When results are made available, practices and the CCG will review these to identify potential areas for improvement and highlight best practice.

## 4. Listening to concerns

Portsmouth City Council (Corporate Complaints) handles complaints, concerns, comments and compliments for the CCG. The complaints lead works on behalf of patients to investigate complaints received by the CCG about the provision of services which involve other NHS providers as well as concerns about the services it commissions.

During 2016-17 36 complaints were received by the CCG, similar to the number received during 2015-16 (34 complaints). 'Communication, clinical treatment and funding refusal' were the main cause for complaint, accounting for 17 of the 36 complaints made in 2016/17, compared with only 2 out of all complaints the previous year. A particular theme this year has been about the communication regarding funding for treatments not normally funded locally by the NHS, and refusal for funding for these treatments. A [patient information leaflet](#) has been developed to explain the appeals process.

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

## 5. Looking forward

Engagement planned for 2017-18 includes:



## 6. How to get involved

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

- Patient Participation Groups – the majority of our GP surgeries in Portsmouth have a Patient Participation Group, which is informally run and where patients can discuss health and healthcare issues. If you would like to join your own practice's group please do contact your GP surgery direct.
- City wide Patient Participation Group Forum – patients representatives from all the individual Patient Participation Groups are invited to attend regular, city wide forums.
- Governing Board and Primary Care Commissioning Committee meetings – these are held regularly in public and meeting dates are published on the [CCG website](#).
- If you have any comments about local NHS services you can email us: [enquiries@portsmouthccg.nhs.uk](mailto:enquiries@portsmouthccg.nhs.uk)
- Healthy Discussions – a 'sign up' which lets us know that you are happy to be contacted occasionally to tell us your views on the NHS in Portsmouth. Sign up forms are available via our website.
- We aim to commission high quality health services, however, sometimes things may go wrong and if they do, please tell us about it. If you have an issue about health services you would like us to investigate, or if you have any comments or compliments, please contact the Complaints and Concerns Team.

Telephone: 023 9283 4456

Email: [portsmouthccgcomplaints@portsmouthcc.gov.uk](mailto:portsmouthccgcomplaints@portsmouthcc.gov.uk)

Post: Portsmouth City Council, Corporate Complaints Team, Civic Offices, Guildhall Square, Portsmouth, PO1 2BG

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

## 7. Contact us



Write to us:  
NHS Portsmouth Clinical Commissioning Group  
CCG Headquarters  
4th Floor, Core 1  
1 Guildhall Square (Civic Offices)  
Portsmouth  
PO1 2GJ



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