

**NORTH STAFFORDSHIRE CCG PATIENT CONGRESS  
Summary of meeting on Wednesday 20<sup>th</sup> April 2016**

**Key Updates**

Citizens Jury – Members heard that both CCG Governing Boards had approved the proposal for a second Citizen's Jury and that the focus will be around mental health.

Transforming Cancer and End of Life Care Programme – Members heard that NHS England had asked commissioners to pause any decision-making on the programme pending the outcome of the independent review that had been commissioned into the Uniting Care contract in Cambridge and Peterborough.

**Summary of news, views and perspectives from patient participation and locality groups and third sector organisations**

- PPG Awareness Week will be held week commencing 6<sup>th</sup> June 2016. A number of events will take place throughout the week, arranged by both Leek and Biddulph PPGs.
- Park Medical Centre PPG have produced useful information cards, providing patients with useful information e.g. contact details, how to make appointments, which have been well received by patients.
- Healthwatch Staffordshire have scoped a piece of work around End of Life Care based on the feedback received at a recent engagement event and have published a press release around End of Life Care, inviting patients to share their experiences. A great response has been received.
- Mental Health Awareness Week will be held week commencing the 16<sup>th</sup> May 2016 and an Activity and Information Day will be held on the 17<sup>th</sup> May 2016, 10am – 3pm at Foxlowe Arts Centre.
- Leek and Biddulph PPG visit has been arranged to visit the Library to explore how the Library supports patients with health awareness.
- Newcastle North Practice Managers and Clinicians will be holding a workshop on the 28<sup>th</sup> April 2016, inviting patient representatives, to discuss MCPS

**My Care My Way (MCMW) Engagement and Consultation**

Congress members heard that the MCMW consultation ran from October 2015 – January 2016 and that the key themes that came out from the engagement process were 1) the need to not commission in silos and to focus on mental health and physical disabilities; 2) the need to ensure that services are clearly co-ordinated so that patients can be seen by one health professional / service; 3) the need to consider where to best invest money; 4) the need for patients and carers to know key individuals who would be available to provide support when needed and; 5) the need to improve communication and the quality of services.

Congress members raised the following points 1) the need to ensure that communication was cohesive; 2) the need for constant engagement to keep patients and congress members up to date; 3) the need to look at how to bring services working together; 4) the need to invest money in community services and; 5) the need for community services to be available closer to patient homes.

**Strategic Delivery Plan for Primary Care Engagement**

Congress members were asked to review the Strategic Delivery Plan for Primary Care Engagement.

The key themes that came out from the public engagement were 1) access to appointments; 2) GPs were the gateway to a number of services and could be seen as a barrier in being able to access these services; 3) issues around difficulties in accessing services for patients who had physical, sensual disabilities or learning difficulties; 4) key differences in the provision of services in different localities; 5) the concept of a core co-ordinator role in practices was welcomed; 6) concern around how the principles of the strategy and its vision would be managed and; 7) the public welcomed the opportunity to give their views on how primary care was to be delivered in North Staffordshire.

Congress members raised the following points 1) the need to ensure that patients are protected from any conflicts of interest when working with and forming relationships with the GP Federation; 2) concern around recruitment and retention of GPs, in order to deliver the Primary Care Strategy; 3) the need for self-care and the Voluntary Sector to provide support around reducing the demand on GPs and; 4) the need for patients to be aware of seven day access to services.

**Save the Date**

Members heard that four large scale Community Conversation events would be taking place, the first of which would be held on the 5<sup>th</sup> July 2016 between 3.30pm and 7pm at the Kings Hall. Further details would be circulated nearer to the event.

North Staffordshire CCG AGM would be held on the afternoon of the 30<sup>th</sup> June 2016. Further details would be available nearer to the event.

The next Joint CCG Patient Congress meeting would be held on Tuesday 16<sup>th</sup> August 2016.

**Date of the Next Meeting**

Thursday 23<sup>rd</sup> June 2016