

## **NORTH STAFFORDSHIRE CCG PATIENT CONGRESS**

Summary of meeting on Thursday 19<sup>th</sup> June 2014

The Council Chamber, Biddulph Town hall, High Street, Biddulph, Staffs

### **Key Points Discussed**

#### **Commissioning for Quality and Innovation (CQUIN) Scheme 14/15**

- The congress members were thanked for their CQUIN suggestions and noted that these were very well received by NSCCG. The CQUIN scheme for 2014/ 15 was shared with the group to highlight where patient suggestions had been implemented. These included CQUINS on: Effective Team Leadership – Staff Engagement and Empowerment, Mental Health Integration – Holistic Assessment, Customer Services- User Empowerment and Seven Day Services. Healthcare providers to the North Staffordshire population will be monitored against these CQUINs through quality pathways as part of the commissioning contract.

#### **NHS 111**

- Staffordshire Doctors Urgent Care (SDUC) are the current provider of the 111 service until March 2015. SDUC are working very well with the NHS 111 service and are keen to develop the system going forward. Two trials are currently being launched, “Call before you Go” – aimed at increasing activity by heightening awareness of the 111 service and “GP Answered Calls”, – a trial to view GP answered calls in comparison to the diagnostic tool currently in use.
- Judy Samuels requested any feedback, good or bad, regarding the NHS 111 service to feedback to the 111 group.

#### **Hearing Aid Provision**

Hearing Aid Provision for adults with mild to moderate hearing loss has been reviewed by the clinical priorities advisory group and found to score below the threshold. As a result NS CCG is engaging about the proposal to decommission.

- Congress members were invited to register for two open public engagement events held in June / July to express their views and opinions.

#### **Proposals for a Citizen Jury – Diabetes**

- A draft paper on the proposals of a Citizen Led Inquiry into the Services and Experiences of the Care of People with Diabetes in North Staffordshire was presented to congress. Comments and opinions were sought on the nature and scope of the inquiry, membership and terms of reference.
- Updates on the progress of this piece of work will be discussed at further congress meetings.

#### **Update on Patient Congress Recruitment**

- Congress resignations had been received from the following individuals:
  - Ian Bradshaw
  - Lorien Barber
  - Bas Pickering
  - Lesley Savage

All members who have voluntarily resigned have been given the opportunity to reapply for a further term. The closing date for patient congress applications is Wednesday 25<sup>th</sup> June 2014 with interviews to held in July. It is expected that the August meeting will be the first meeting with the newly refreshed memberships.