

Meeting: Governing Body			
Meeting Date	24 January 2018	Action	Receive
Item No.	10b	Confidential	No
Title	Patient Cabinet Chair's Report		
Presented By	David McCann, Lay Member PPI and Patient Cabinet Chair		
Author	Emma Kennett, Corporate Affairs and Governance Manager		
Clinical Lead	-		

Executive Summary
This paper is presented to the Governing Body to provide an update of the Patient Cabinet meeting held on 7th December 2017.
Recommendations
It is recommended that the Governing Body <ul style="list-style-type: none"> Receive the update provided

Links to CCG Strategic Objectives	
To empower patients so that they want to, and do, take responsibility for their own healthcare. This includes prevention, self-care and navigation of the system.	<input type="checkbox"/>
To deliver system wide transformation in priority areas through innovation	<input checked="" type="checkbox"/>
To develop Primary Care to become excellent and high performing commissioners	<input type="checkbox"/>
To work with the Local Authority to establish a single commissioning organisation	<input type="checkbox"/>
To maintain and further develop robust and effective working relationships with all stakeholders and partners to drive integrated commissioning.	<input checked="" type="checkbox"/>
To deliver long term financial sustainability in partnership with all stakeholders through innovative investment which will benefit the whole Bury economy.	<input type="checkbox"/>
To develop the Locality Care Organisation to a level of maturity such that it can consistently deliver high quality services in line with Commissioner's intentions.	<input type="checkbox"/>
Supports NHS Bury CCG Governance arrangements	<input checked="" type="checkbox"/>
Does this report seek to address any of the risks included on the Governing Body Assurance Framework? If yes, state which risk below:	No
GBAF – not applicable	

Implications						
Are there any quality, safeguarding or patient experience implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>

Are there any conflicts of interest arising from the proposal or decision being requested?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are there any financial Implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Has an Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Is an Equality, Privacy or Quality Impact Assessment required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are there any associated risks?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Are the risks on the CCG's risk register?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>

Governance and Reporting		
Meeting	Date	Outcome
Patient Cabinet	07/12/2017	The Committee discussed the items included in the update.

Patient Cabinet Chair's Report

1. Committee Effectiveness

It was reported that Patient Cabinet Members had been issued with an engagement survey for completion via Survey Monkey. The deadline for completion of the survey was Friday 8th December 2017 and feedback was encouraged.

The survey was provided by KPMG, External Auditors to NHS Bury CCG as an example of good practice to support Committee Effectiveness Reviews. There was an addition to the survey provided to specifically reflect the duties of the Patient Cabinet as written in the Terms of Reference and as discussed in the development session undertaken in September 2017.

2. Resourcing Patient Cabinet

A discussion took place regarding the future resourcing of the Patient Cabinet and how the remit of the Patient Cabinet may change over time as the LCO/OCO arrangements evolve.

It was acknowledged that there was also value in the work undertaken by Patient Cabinet Members outside of Committee meetings and was important to take this into consideration when assessing effectiveness and this review would drive forward any required improvements within this area.

3. Equality Annual Publication

The draft Equality Annual Publication was submitted to the Patient Cabinet and any feedback/comments was welcomed from members. The report was also submitted to Quality and Performance Committee on the 10th January 2018 where a number of comments were made.

The report has been included for approval on the Governing Body agenda for today's meeting on the 24th January 2018.

4. Right Care Gastro/GI Survey

Ms Andrea Goodall, Senior Commissioning Manager presented a report regarding the Right Care Gastro/GI Survey. The relevant background of the project and the rationale and need for patient/carer feedback was outlined.

It was reported that following the production of the Right Care information pack for Gastro/GI, Bury CCG had undertaken a review of findings, and developed a work plan to influence patient experience, identify where appropriate, cost savings and improve the quality of the Gastro/GI service within Pennine Acute Hospital Trust. As part of this project, patient/carer feedback was essential to influence current and future service provision.

A Patient/Carer Questionnaire had been developed to understand Patient/Carers' experience within Primary Care (GP Surgery), Community Services and Hospital Services with a range of Gastro/GI related conditions. The questionnaire had been distributed to a range of organisations and there was a link to the survey via the Bury CCG website. The end of the survey date had been extended to the 12th January 2018.

All questionnaire submissions were anonymous and submissions were available in electronic format or paper copies. Findings from the questionnaires and focus groups would be themed and shared with key Senior Managers within Pennine Acute Hospital Trust, QIPP Project Assurance Group (PAG) and Patient Cabinet. It was anticipated that Patient/Carer feedback would directly influence future service development for Bury Patients where appropriate. The Patient Cabinet was asked to actively support and utilise local connections to raise awareness of the questionnaire and encourage its completion.

Regular updates within this area would be provided to the Patient Cabinet going forward.

5. Urgent Care Redesign

Mr David Latham, Commissioning Programme Manager provided an update on the Urgent Care re-design and provided background to the recent press release issued within this area (as reported at the November 2017 Governing Body meeting).

Mr Latham advised that due to the continuing pressures in the Urgent Care system, a report was originally presented to the Governing Body in August 2016 to suggest ways to amend and reform the Urgent Care system. The Governing Body accepted the proposal with a requested a 2 month engagement period. Engagement was then digested and a paper was prepared for the Governing Body meeting on the 18th January 2017. A further report in relation to the Urgent Care Proposals would be submitted to today's Governing Body Meeting on the 24th January 2018.

An outline of the proposal being prepared for the Governing Body was discussed with Patient Cabinet members in terms of how the model would operate and any potential impact on patients and service delivery. A number of questions were raised by Patient Cabinet members and it was highlighted these views would be taken into account as part of the Governing Body report being produced.

The Patient Cabinet supported the proposed Urgent Care Resign approach.

6. Pain Pathways resign

An update on the Persistent Pain Pathway Re-design being undertaken by NHS Bury CCG was provided.

It was reported that Commissioners and Clinicians from the CCG had been working with clinicians and managers from Pennine Acute Hospital (PAHT) and Pennine Care Foundation Trust (PCFT) towards mobilisation of the new pathway, which was planned to go live in April 2018.

The re-design would see the introduction of a bio-psychosocial approach to the management of patients with chronic and persistent pain, many of whom were currently managed by consultants in secondary care, through the use of interventions such as joint injections. The model of care presents opportunities for a more holistic approach to the management of patients with more support in primary care and tier 2 level services (community). The changes were being made in line with national guidance and learning from National Pathfinder sites and recognise both patients physical and mental health needs and support the promotion of self-care. It was noted that all patients would complete a feedback form on completion of treatment.

The Patient Cabinet were asked to review the material and provided feedback by the 22nd December 2017.

7. Cancer Support Centre update

An update was provided on the Bury Cancer Support Centre which was due to be formally launched on the 3rd January 2018. The single point of access had 10 different organisations involved. The centre was located at 406 Bolton Road, Bury.

A number of learning and development days had been organised for organisations to better understand the future service offer.

In terms of the referral process, GP Practices would have the referral template on Vision and would have the ability to phone or fax a referral. A secure email address to receive emailed referrals was currently being developed. PAHT have requested a Patient Equality Assessment and DA was confident Pennine Acute would be on board with referrals by next week. Discussions were ongoing with Pennine Care to develop the referrals process. Self-referral was also an option.

Each organisation involved in the service has nominated a key worker. The key worker has two tasks; to perform the key worker role, and to capacity build the organisation. The key worker can pull in other key workers. E-Learning covering the consequences of learning will be available. DA added that all GP practices have a cancer champion in their practice.

David McCann
Lay Member - PPI and Patient Cabinet Chair