

Meeting: Primary Care Commissioning Committee			
Meeting Date	25 November 2020	Action	Receive
Item No.	7	Confidential	No
Title	Patient Engagement – Digital Offer		
Presented By	Amy Lepiorz, Deputy Director of Primary Care		
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Clinical Lead			

Executive Summary
The following paper has been prepared to provide the PCCC with an overview of the progress made in engaging Bury patients in the digital offer in place across general practice.
Recommendations
It is recommended that the Primary Care Commissioning Committee: <ul style="list-style-type: none"> receive this report and note the next steps

Links to CCG Strategic Objectives	
SO1 People and Place To enable the people of Bury to live in a place where they can co-create their own good health and well-being and to provide good quality care when it is needed to help people return to the best possible quality of life	<input checked="" type="checkbox"/>
SO2 Inclusive Growth To increase the productivity of Bury's economy by enabling all Bury people to contribute to and benefit from growth by accessing good jobs with good career prospects and through commissioning for social value	<input type="checkbox"/>
SO3 Budget To deliver a balanced budget for 2019/20	<input type="checkbox"/>
SO4 Staff Wellbeing To increase the involvement and wellbeing of all staff in scope of the OCO.	<input 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:	
GBAF <i>[Insert Risk Number and Detail Here]</i>	

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

<i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i>						
Has any engagement (clinical, stakeholder or public/patient) been undertaken in relation to this report?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
<i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i>						
Have any departments/organisations who will be affected been consulted ?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
<i>If you have ticked yes, Insert details of the people you have worked with or consulted during the process:</i>						
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"/>
<i>If you have ticked yes provide details here. <Include details of any conflicts of interest declared></i> <						
<i>Delete this text if you have ticked No or N/A</i>						
Are there any financial Implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
<i>If you have ticked yes provide details here. Delete this text if you have ticked No or N/A</i>						
Has a Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Is a 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 including Conflicts of Interest?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" 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"/>
<i>If you have ticked yes provide details here. If you are unsure seek advice from Lynne Byers, Email - lynnebyers@nhs.net about the risk register.</i>						

Governance and Reporting		
Meeting	Date	Outcome
Name of meeting		These boxes are for recording where the report has also been considered and what the outcome was. This will include internal meetings like SMT.
		If the report has not been discussed at any other meeting, these boxes can remain empty.

Patient Engagement – Digital Offer

1. Introduction

- 1.1. The following paper has been prepared to provide the Primary Care Commissioning Committee (PCCC) with an overview of the progress made in engaging with patients across Bury with the current digital offer in place across general practice.

2. Background

- 2.1. COVID 19 has resulted in General Practice having to adapt how it manages its services for its patients a key change has been the move to a 'digital first' offer, with patients encouraged to use online services in the first instance when contacting their practice. Under the recovery work a request came in from the practices that this work provided an opportunity to engage with patients across Bury in how these services are managed going forward.
- 2.2. A task and finish group was established with representatives from the CCG, general practice, and patients. Recognising that we would benefit from facilitation support we also engaged with the national Time for Care team.
- 2.3. The Time for Care team is funded by NHS England to provide quality improvement support to practices. The Time to Care team set up 6 sessions with us, starting with agreeing the main scope of the project, establishing the survey content and method of data capture and how we could successfully engage with the practices and patients.
- 2.4. A decision was reached at the first session that the focus on this project would be the digital offer in place across general practice with the finding being used to help ensure any local offer meets the needs of our population.

3 Survey

- 3.1 The agreed method of collection is via survey monkey as this is a system we are familiar with at the CCG and one which offers us with the tools to be able to analyse the data in a variety of ways to suit different audiences.
- 3.2 We have agreed a set of 13 questions about the patient's experience using the online system to book a consultation with a clinician. The survey has been designed and tested by the task and finish group members, our wider stakeholders and with a small number of patients from different age groups. The survey is ready to distribute out to a wider patient list via general practice.¹

4 Associated Risks

- 4.1 The success of this project will rely on the practices engaging with us to support in distributing the survey out to patients and patients replying to the survey. To mitigate the risk of general practice engagement the general practice representatives on the

¹ Survey Link - <https://www.surveymonkey.com/r/8NL7KGB>

task and finish group will be engaging directly with them to explain the benefits of the project and a process will be shared with practices to make data collection clear.

5 Current project status

- 5.1 Whilst we had planned to have the survey out to patients in early November the practice representatives voiced concerns regarding current workloads in general practice and requested this part of project be postponed until early January. This will result in slippage with the project end date.

6 Next steps

- 6.1 The revised end date for the completion of this project is now the 26th February 2021, by this date we will have completed data gathering and data analysis and will provide PCCC with a report on the findings from the survey.

7 Actions Required

The PCCC is required to:

- receive this report and note the next steps

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