

Getting Better Together – September 2019

Feedback report and update

North East Lincolnshire Clinical Commissioning Group (NEL CCG) and Northern Lincolnshire & Goole NHS Foundation Trust (NLaG) hosted the latest edition of the Getting Better Together public and stakeholder engagement event on September 12th at the Humber Royal Hotel, followed by a 'bite-size' twilight meeting the following week at Centre4 in Grimsby.

We held these meetings to share information about the efforts to transform hospital services locally, as well as finding out the views of participants using our voting handsets on how we should involve people in local decisions and what NEL CCG should be prioritising in the coming years. We also ran workshops looking at the Humber Acute Services Review; and developments in digital health technology in North East Lincolnshire

Across the two events, over 80 people attended and we hope that participants found these sessions to be interesting and informative. For this years' event, we introduced a 'market place' allowing participants more opportunities to engage with local health and social care organisations. The 'market place' included Thrive NEL (our social prescribing provider); Kooth (the online children and young people's mental health support service); and North East Lincolnshire Council – as well as many more.

There were a series of presentations to look at:

- Talking, Listening & Working Together – Engagement Strategy for North East Lincolnshire
- Northern Lincolnshire & Goole NHS Foundation Trust – Updates and Latest Plans
- North East Lincolnshire Place Plan

We also ran two workshops to find out participants views:

- Patient Facing Digital Developments
- Humber Acute Services Review

The event finished with some closing comments from Liz Read, Chair of the Accord Steering Group; and Rob Walsh, Joint Chief Executive for North East Lincolnshire CCG & North East Lincolnshire Council, to summarise what we had heard from participants and what we are going to do next.

This report contains copies of all the presentations from the event, together with an update from each of the presenters and links to any further information. The results from the session where the voting handsets were used have been included in the slide sets.

Below you will find a summary of the evaluation forms we asked participants to complete at both meetings; we use these to help us learn from and improve these engagement events.

What did you tell us about the events?

We have looked at the evaluation forms we asked you to complete from both sessions. We have found that for both events, 100% of participants rated them as either good or excellent.

The comments we received in the daytime evaluation forms included:

- “I did not attend any presentations or workshops. I did speak to lots of stallholders about my views. This was invaluable. Face to face working worked for me”.
- “Extremely good balance of information, interests and updates – carry on the good work. I particularly enjoy the regular updates by Dr Peter Reading and Lisa Hilder’s session”.
- “This has been a very informative meeting – the marketplace in particular”.
- “As always, time is a major issue. The idea of running workshops simultaneously with other sessions is good, but does sometimes prevent us from attending everything should we have an interest. The sound system did give the speaker a problem from time to time”.
- “I found the market stalls were a good way of covering many topics and were particularly informative. I had limited time available and could only visit the market stalls. If the presentations and workshops had been shorter, I could have considered them”.

The comments we received in the twilight evaluation forms were:

- “Extremely grateful for such detailed, honest presentations. Many thanks”.
- “Amazing amount of work being done to improve our services. Thank you”.
- “Session was excellent, parts are better, and are explained in a simple understandable way”.

We also received a number of suggestions for how we can improve similar events in the future; all of which we will take on board when planning our next engagement event, The Way Forward, in March 2020. We will send you more information about these at a later date.

We also asked you what you would like to see included in future events, and your suggestions included:

- Dementia
- End of life planning
- Information, advice and guidance for patients/ service users/ unpaid carers
- If we have left the EU, I would like to know what impact it has had locally and what plans are in place for the future.
- More on Neurology review

The Presentations

In this section we will share what people told the presenters at the event, and what we are going to do about it. All of the presentations were delivered at both the daytime and twilight meetings.

Talking, Listening & Working Together – Engagement Strategy for North East Lincolnshire – presented by Sally Czabaniuk, Engagement Manager, North East Lincolnshire CCG

Sally provided an update on the development of 'Talking, Listening & Working Together' and the work that has taken place since the Getting Better Together 2018 event to get out and speak to local people about how they want to get involved in helping to shape local plans; sharing the feedback that we have received from these conversations.

Using the interactive voting handsets, Sally asked participants to give their views on how we should be feeding back the result of engagement activity, and asked whether they were aware of the 'You Said, We Did' approach to feedback which is used by both NEL CCG & North East Lincolnshire Council. Participants were also able to vote on whether the 'Talking, Listening & Working Together' commitment is the right approach to engagement in North East Lincolnshire, and there was strong support for this.

[Click here](#) to see Sally's presentation which also contains the results from the voting activity.

Update from Sally

Shortly after the meeting we published the draft strategy and survey for comments. We continued to have conversations with people at community venues across North East Lincolnshire. Some changes were made to the strategy in response to what people told us and will be considered at the Union Board meeting on November 12th and the strategy ratified. Our next steps will be to publish the 'You Said, We Did' report setting out what the council and the CCG has done or will do in response to what you told us. We will also be developing an implementation plan so we can get on with delivering the strategy. There will be more information about this in the next Accord newsletter.

[Click here to view the new Strategy](#)

[Click here to view the Engagement Findings report](#)

Northern Lincolnshire & Goole NHS Foundation Trust – Updates and Latest Plans

– presented by Dr Peter Reading, Chief Executive, Northern Lincolnshire & Goole NHS Foundation Trust

Dr Reading provided an update on the work taking place at the Trust in response to being placed into 'special measures' in April 2017. There has been a number of new appointments to the Trust's leadership team, an increased focus on openness, as well as celebrating the achievements of staff. Dr Reading highlighted an improvement in the Trust's vacancy and staff turnover rates – down from 9.18% & 11.52% 12 months ago, to 7.2% & 8.67% respectively. The Trust has seen a continuous improvement in its Referral to Treatment performance since November 2018, with a 70% reduction in the number of patients waiting 40+ weeks for treatment. Discussing the Trust's finances, Dr Reading explained that 2019/20 is the most challenging year of their cost improvement programme to date, but that as of August; they are ahead of their target and have secured an additional £35m of capital funding. Dr Reading finished by discussing the Trust's continued investment in their hospitals, with ward C1 refurbished at Diana Princess of Wales Hospital; two new scanners installed across the Trust, and an additional four in the planning stage; and the implementation of electronic prescribing at Goole hospital, which will then be rolled out across the region.

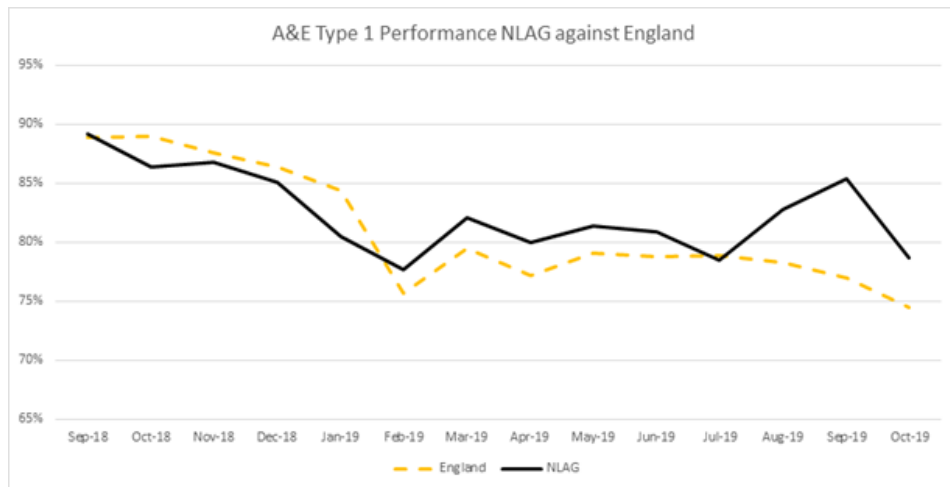
[Click here](#) to see Dr Reading's presentation.

Update from Dr Reading

- Since the presentation the Trust Board has agreed its Strategic Plan. Dr Reading talked about the Trust's Strategic Framework which sets out 'what' the Trust will do between the current year and 2024. The Strategic Plan puts more detail on this about 'how' the Trust will deliver its priorities and objectives. The plan is available on the Trust's website [here](#).
- The Trust's performance on the main measures over the last three months is:
 - Urgent and emergency care

	August	September	October
A&E 4 Hour Standard	83%	85.5%	78.7%
Ambulance Handover Delays 30 min / 60 min	330 / 82	298 / 84	368 / 126
Super Stranded Patients (21 days and over)	61	73	70

- The Trust continues to perform close to or above the England average for the A&E 4 hour standard:



- Planned care – Cancer and Referral to Treatment

	August	September	October
Cancer - 62 day	70.3%	62.7%	64.0%
Cancer Backlog – 62 day / 104 day	135 / 35	140 / 32	127 / 36
RTT – 18 Weeks	77%	78%	79%
RTT Backlog – 52 weeks / 40 weeks	6 / 426	10 / 324	10 / 282
Outpatient backlog (overdue and no due date)	38,857	37,695	34,937

More detail on the Trust's performance is available in its Integrated Performance Report [here](#).

- The financial figures for the Trust at the end of September (Month 6) 2019 show the Trust had a deficit of £529,000 in the month of September against its agreed plan and a £31,000 surplus year-to-date. This means the Trust will receive £9.8 million of additional funding for meeting its targets halfway through the financial year.
- The Trust has put in place a smoking shelter near to the entrance of Diana Princess of Wales Hospital in Grimsby. This decision has been widely covered in the local media and has been taken to encourage smokers to move away from the main entrance so patients, visitors and staff do not have to walk through clouds of smoke.

North East Lincolnshire Place Plan – Lisa Hilder, Assistant Director for Strategic Planning, North East Lincolnshire CCG

Lisa discussed the NHS Long Term Plan that sets out the vision for the NHS over the next 10 years, explaining that NEL CCG will be contributing to the initial five year strategy which is being developed for the Humber, Coast & Vale region in response to the plan. The Long Term Plan has a number of national outcomes which the local health and care system will be looking to achieve including: increasing Cancer screening uptake and early diagnosis; increasing the percentage of people dying in their place of choice; and ensuring the most cost-effective and clinically safe medicines are used to treat conditions.

Locally there are a number of outcomes, which have been identified as being important parts of the Strategic Plan. These include reducing the 20-year gap in life expectancy due to physical health issues being experienced by people with mental health issues; and reducing alcohol and drug dependency for specific cohorts of the local population.

This was an interactive session with participants being asked whether the planned outcomes are right for North East Lincolnshire and whether there is anything else that should be included. Lisa went on to discuss the current and planned projects being undertaken by NEL CCG, which will help to achieve these outcomes including Social Prescribing, digital self-care, reshaping Primary Care around Primary Care Networks to include multi-disciplinary teams, and focused work improving cancer early diagnosis & screening for Lung and Colorectal cancers.

[Click here](#) to see Lisa's presentation

Update from Lisa

As discussed at the session, we have developed the work on outcomes for the locality and the outcomes required of us by the Long Term Plan and fed those into our planning processes.

We have contributed to the Strategic Plan for the Humber Coast and Vale Partnership outlining what we intend to do to contribute alongside partners to deliver the vision in the Long Term Plan.

We have also worked with local providers and commissioners to understand what our priorities are for local services for the next 1-5 years. Taking on board the feedback from the sessions where you told us you wanted a greater emphasis on Prevention and wellbeing, we have built this into our local five year plan which is due to be published early in 2020.

The Workshops

As well as the presentations, there were two workshops. In this section we will share what people told the facilitators, and what we are going to do about it. The workshops were only delivered at the daytime session.

Patient Facing Digital Developments – facilitated by Carrie Cranston & Rachael Fieldsend, NEL CCG Digital Team

Carrie & Rachael provided an overview on the work that has taken place to develop digital health and care services. The 'NHS App' has been developed as a digital front door to access NHS services, and allows patients to check their symptoms via information linked to the NHS website, manage their organ donation preference and choose how the NHS uses their data, as well as booking/ cancelling appointments.

The new GP contract states that a number of digital services and care options must be available to patients by 2021 at the latest. As such, this workshop also looked at online consultations, which are available through the majority of local GP practices.

This session gave participants the opportunity to identify any additional areas of care, which they felt would benefit from digital access.

[Click here](#) to see the presentation Carrie & Rachael gave during their workshop.

Update from Carrie & Rachael

We listened to the feedback provided on the day around the sign up process for the NHS App and have been in touch with the national team who have put together a [Youtube video](#) to further explain the process and are also looking at visiting practices to explain the sign up process to patients and to discuss other online patient services, we are assisting with identifying practices.

The Orcha App store is now live at <http://humberhealthapps.co.uk/>

It can be accessed by the public and will enable them to be able to search for apps to empower self-management of conditions.

Clinicians can also recommend apps directly to a patient's smartphone during consultation.

Online consultations are now available within the majority of practices, if they are available within your practice, this information should be available on the website.

Humber Acute Services Review – facilitated by Dr Kate Wood, Kerry Carroll & Dr Simon Thackray, Northern Lincolnshire & Goole NHS Foundation Trust

This workshop focused on the Humber wide review of acute hospital services, focusing particularly on proposals for Cardiology services.

[Click here](#) to see the presentation used during this workshop.

Update from Kate, Kerry & Simon

We shared with participants the cardiology themes currently being developed and asked for their views about:

- Digital solutions
- Giving patients more information, knowledge and control
- Improving access to and equity of service.

We shared with participants the cardiology themes currently being developed and asked for their views about:

The feedback from patients was extremely informative, detailing positives with the present system such as the availability of local care and some frustrations such as communication between clinical teams. Participants were uniformly encouraging for the review to take 'bold and innovative' steps to produce streamlined and effective services. Since the meeting the work to develop options for cardiology services has continued and is looking to deliver some definitive proposals in 2020.

Marketplace- Feedback from Stall Holders

The purpose of the market place is to enable health and care staff, commissioners and organisations to talk to people about their plans and answer your questions. Below we have outlined how your feedback at the event will be used.

Market stalls

- Children's Mental Health and Emotional Wellbeing and Kooth
- Live Well- Wellbeing
- My COPD app
- Digital NHS
- Humber Acute Service Review
- Life Planning
- Thrive NEL
- Information, Advice and Guidance
- Medicines and the NHS
- Live the best life in NEL
- Listening Better- North East Lincolnshire Council
- Carer's Support Centre
- Clinical Research and Development
- Cancer Screening

Children's Mental Health and Emotional Wellbeing and Kooth

North East Lincolnshire have a new and exciting opportunity to form two Mental Health Support Teams to work in our schools and colleges to help children get the support they need with mental health and emotional wellbeing worries more easily. These teams are currently in planning stages and we wanted to talk to people at the event about how people think they should work. We also wanted to share information about Kooth, which is a free, online and anonymous counselling service available for 11-25 year olds in North East Lincolnshire.

We found that some of the public who attended the event were unaware of Kooth so we were able to share this and will continue to promote the service through our communication channels.

Live Well- Wellbeing Service

We wanted to hear about what and who matters to you when it comes to your health and wellbeing. We also wanted to share a new wellbeing tool that could help you to improve your personal wellbeing and were able to let people have a go at completing it.

Overall, we heard from attendees that the online tool seems a good way of supporting people to help themselves. We were also able to make some useful links with our stakeholders in North East Lincolnshire which will help us to bring our services closer together.

My COPD App

If you have COPD you can now access the '*myCOPD*' app for free to help you learn more about your condition. The app has lots of useful information about COPD and how you can best manage your condition.

Participants found the app interesting and some participants asked that their GP practices contacted them with further information, these requests have been passed on to the practices. We will use the comments and information received at the event to raise the profile of the app and increase the issuing of app licences.

Digital NHS

We came to the event to talk to people about the latest digital developments and the use of patient facing technology including the '*NHS App*', the '*Orcha Clinical Apps Store*' and the '*Summary Care Record*'. These are new applications aimed at improving access to NHS services and enabling people to make the most of their NHS records.

We heard from event participants that the information we provided was useful. Most people said they were keen to embrace the use of online services but some had reservations about the use of the apps as they did not have access to a smartphone.

All of the feedback we received at the event will be passed to the Digital Citizen Access Forum and we will ensure that all of the views shared are used to formulate better patient communications around the use of technology to encourage its use and make it as easy as possible for people to use.

Humber Acute Service Review

We wanted to update people on the work that is happening with the Humber Acute Service Review and promote how you can get involved.

We talked to people about the review of hospital services and heard some of their experiences of recent hospital care.

In recent weeks we have held a series of patient workshops across the Humber area to look at Maternity and Paediatric Services and also Emergency and Elective Care Services.

At each event we heard from local clinicians issues in trying to deliver the very best services to patients. We talked in small groups of patients and clinicians about the ideas we could develop for hospital services across the Humber to address the issues in the long term. We heard from patients that we must be ambitious on behalf of the population; use technology to improve links with patients and with each other - and so that patients only travel to hospital when absolutely necessary. We heard about just how important transport is to developing future services.

For more information about the review visit the [Humber Acute Services Review website](#).

Life Planning

At the last Accord meeting in September 2018, we came to talk about life planning. Since then, we have continued to work on developing tools to support life planning. This time, we wanted to talk with you about the need to develop a life planning system and the re-procurement of support at home (domiciliary care).

Advanced Life Planning Feedback:

- How do you get staff to promote this?
- Important for people to be aware of my wishes and needs, no matter how small.
- Staff having time and training to know how to talk to patients.
- Great work, made me think about the future.
- How does this link to well-being?

Support at Home Feedback:

- Links to the Live Well digital hub
- Need support from 'Patient Experience' to see the before and after impact.

The information will go into the life planning work stream as part of the evidence for service user need and system change. The information will be used to develop a consistent approach to life planning across providers in North East Lincolnshire. This will be in line with the Adult Services Review, so that an individual can tell their life plan and story once and have that shared with others as needed.

Thrive NEL

We wanted to come and talk to people about a different approach to improving health and wellbeing for people with specific health conditions.

We felt that although most had a good understanding of Social Prescribing the general opinion was that its focus was mainly on social isolation rather than other issues such as Debt/Housing/Benefits and help managing Long Term Health.

Many expressed concerns over why GPs are not referring into the service and how this could be changed, they felt that the service could reduce GP and other Health Care Professionals workload considerably and have a positive impact on patients overall health and wellbeing.

Other feedback included concerns over the qualifying conditions and how those choices were made, most expressing a need for support with mental health and musculoskeletal conditions. We also received negative feedback regarding the age criteria, most requesting that the upper age limit is increased. We will assess all feedback and comments received to improve the service wherever possible.

Information, Advice and Guidance

A small team of staff from the Council, CCG and Focus are redesigning online information for adult services to make sure that it is easy for the public to access good quality information and advice to support their health and wellbeing. We attended the event to get people's feedback on our re-designed online content for adult services.

Based on the feedback we received at the event, we have amended our website headings to make them clearer. We will also be including/linking to additional information for some of the topics that it was felt were missing. Over upcoming weeks, we will be following up with other comments including investigating how we can best link to and from the NHS website. We will also consider some of the topics that it was felt were missing in more depth to ensure we aren't duplicating other websites but also to ensure that people can easily access the right information no matter where they look for support.

All of the feedback we received has been taken into account. We have already made some changes to our website structure as a result of the feedback we received at the event.

Medicines and the NHS

We wanted to hear your views about the new NHS 'over the counter' medicines campaign and how people can prepare to look after their health over winter.

Members of the public agreed with the approach undertaken and felt we should purchasing over the counter medication. We also shared the Minor ailments leaflets and posters and gained positive feedback from patients who had accessed the minor ailments scheme.

For more information about changes to prescriptions including a full list of the medicines affected go to <https://prescriptionchanges.co.uk/>

Live the best life in NEL

We wanted to talk to event attendees about the new Adult Strategy and ways to support people to maintain or regain their independence and wellbeing.

Participants were positive about the direction set out within the Adult Strategy, and the vision for adult services. Broadly, the Adult Strategy sets out that all adult services should take a reabling approach – finding ways of helping people to maximise opportunities for greater health and independence, and minimising the need for help. We shared our Strategy delivery model, and again the majority of those who commented felt that it was the right way forward. Some noted that our ambitions would require cultural change to be effective, and that this may not be easy to achieve.

We were pleased with the Strategy's positive reception and will use this inspiration to help us with implementing the Strategy, including the reablement review. Although the Strategy has already been subject to consultation, we shall be pleased to hear further from anyone who would like to make additional comments.

We are seeking further comments specifically on how we might implement the Strategy, and as part of that, support with carrying out a reablement review across services.

The views regarding reablement will directly inform the discovery phase of the project (user and professional research/ experience), which will steer how we take the project forward. We would like further engagement on user experiences; this will also form part of the discovery phase.

Listening Better- North East Lincolnshire Council

We came to listen to what matters to you and things that you're passionate about changing, your ideas and how we can support you to get them off the ground. We don't always get it right and we came to talk about the things that are affecting you at the moment and explore ways to make things a bit better.

We listened to what was important to a number of people and our conversations covered most aspects of life but with a clear skew towards the health care people have experienced. We did hear one or two comments about services run by the council.

We passed all of your comments on to the relevant departments and our partners so that they are aware of the compliments and complaints that were given on the day. We also pointed a number of people towards the 'love where you live' funding which is intended to encourage people to promote the concept of being good neighbours, build capacity within local communities and help to reduce social isolation and loneliness.

Carer's Support Centre

We came to the event to hear about the different ways we can offer support for unpaid carer's living in Northern Lincolnshire. We were asking for your views on the introduction of a carer's lanyard at the Diana Princess of Wales' hospital.

We received positive, negative and constructive feedback which will be used alongside the survey we have been using to seek feedback on the Carer's Lanyard project. The Carer's Strategy Lead Worker will share all of the feedback we received at the Carers Strategy Team meeting. Your feedback will help us to put forward suggestions for the improvement of our service.

Clinical Research and Development

We came to provide information about the latest research happening in North East Lincolnshire, how GP Practices and members of the public can get involved in research including national opportunities such as Dementia Research.

The anticipated outcome of taking Research and Development materials to this event was to raise the profile of research in the minds of the public in North East Lincolnshire, as well as professionals who attended the event. We provided information about the ongoing research in the area and how to get involved. The [Clinical Research Network](#) research nurse for North East Lincolnshire also attended to provide insight on studies being run in the local GP area.

To find out more, the CCG website has more information about [Research and Development](#) in the Humber area and the Patient Research Ambassador scheme.

Cancer Screening

We came to provide information about the latest developments in bowel cancer screening.

The people we spoke to at the event welcomed what they saw as a marked improvement in the new test which is more user-friendly than the previous test, and also has a high detection rate for cancer leading to early diagnosis. We also talked about the national screening programme which began in June. The CCG is now monitoring the uptake of this test for symptomatic patients in primary care which should avoid unnecessary referrals to outpatients and reduce the number of invasive procedures where appropriate - e.g colonoscopies.