



**Bristol, North Somerset
and South Gloucestershire**
Clinical Commissioning Group

Patient & Public Involvement

Annual Report

2017/18



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Our commitment to involving people in our work

Our mission

Our mission is to ensure that all the people of Bristol, North Somerset and South Gloucestershire enjoy the best possible health. We do this by shaping the way services are provided to meet people's needs, making the best use of the resources available.

We aim to always:

- Put people's needs at the heart of our decision making
- Work as good partners and system leaders
- Ensure the voice of local people shapes what we do
- Value our staff
- Be open and transparent, doing what we say we will
- Seek best value in the application of our resources

Involving our patients, public and our staff is instrumental to achieving this mission

We have a duty to involve

Our commitment to patient and public involvement is also supported at a national level in legislation.


The rights of service users and individuals to be involved in the planning and development of health services are also set out in the NHS constitution.

So not only do we know that involving people is something that we have to do, we know that it is the right thing to do. It improves the way our services are commissioned and shaped, resulting in better outcomes for the people we serve.





943,517
our population




979,200
predicted population
in 2020



9,366
anticipated increase in
over-75s by 2020 (12.6%)




11,000
anticipated increase
in 0-14s by 2020
(7%)



16.9%
of local population
living with a disability
or life-limiting illness
(151,378), lower than
the national average



6,000
alcohol-related
hospital
admissions
per year



1 in 5
4-5 year olds
classified as
overweight
or obese



2 in 3
local adults
classified as
overweight
or obese



9%
local adults
diagnosed with
depression



15 years
variation in life
expectancy across
BNSSG

**Our vibrant,
diverse and dynamic
population**



84 years
average life
expectancy at
birth for females
in BNSSG



80 years
average life
expectancy at
birth for males
in BNSSG

Our diverse approach to patient & public involvement

We involve people in appropriate and proportionate way

- Individuals using a particular service, or health and care services
- Service user groups or representatives
- People who care for someone using health and care services
- Local people, either on an individual or group basis, who do not necessarily use the service or services in question.
- Local voluntary and community sector organisations, these might include organisations working with particular groups
- Other partner organisations.



The ways that we involve

We recognise that any involvement needs to be a collaboration between ourselves, our public, patients, carers and also partners and staff.

We involve our local partners by inviting them to comment, consult and to scrutinise our commissioning proposals including:

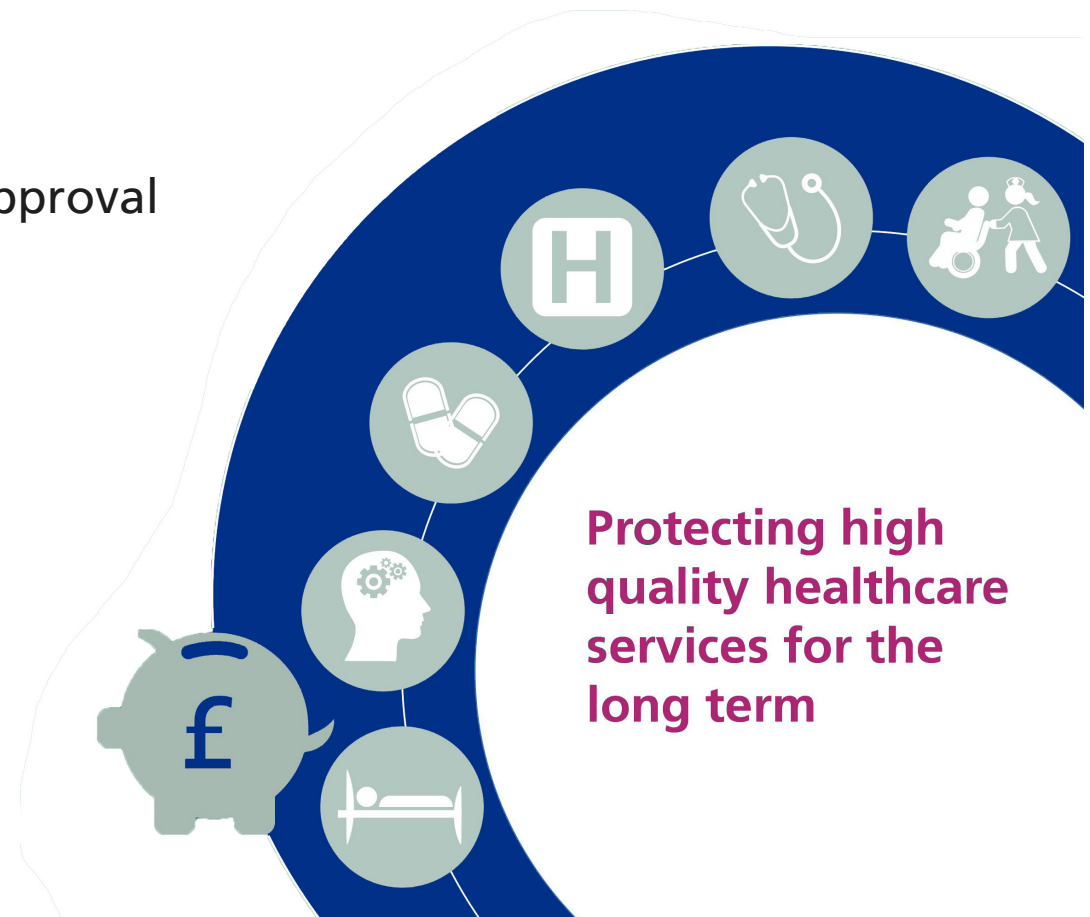
- CVS organisations; such as The Care Forum, Voscur, Voluntary Action North Somerset
- Health, Overview and Scrutiny Committees of Bristol, North Somerset and South Gloucestershire
- Healthwatches in Bristol, North Somerset and South Gloucestershire
- Relevant patient groups
- Patient Participation Groups (PPGs)



the care forum

We wanted to know your thoughts on....

- Care for chronic liver disease
- Continuous positive airways pressure for sleep apnoea
- Over the counter medications
- Cosmetic treatments requiring prior approval
- Breast reconstruction
- Homeopathy services
- Assisted conception services
- Fertility treatment eligibility
- Gluten free products



How did we do this?

- Identified our stakeholders and those we thought that would be particularly interested in our proposals including the public, patients, carers, local clinicians, staff members, professional representatives and MPs
- Consulted as widely as possible through our website
- Conducted surveys using open questions
- Involved the local media
- Used social media
- Participated in local patient group meetings
- Asked our partners to publicise information on our behalf
- Sent letters out to our stakeholders and partners



We had...

5000 separate responses

Considered by our Governing Body
to make their decisions

Analysed

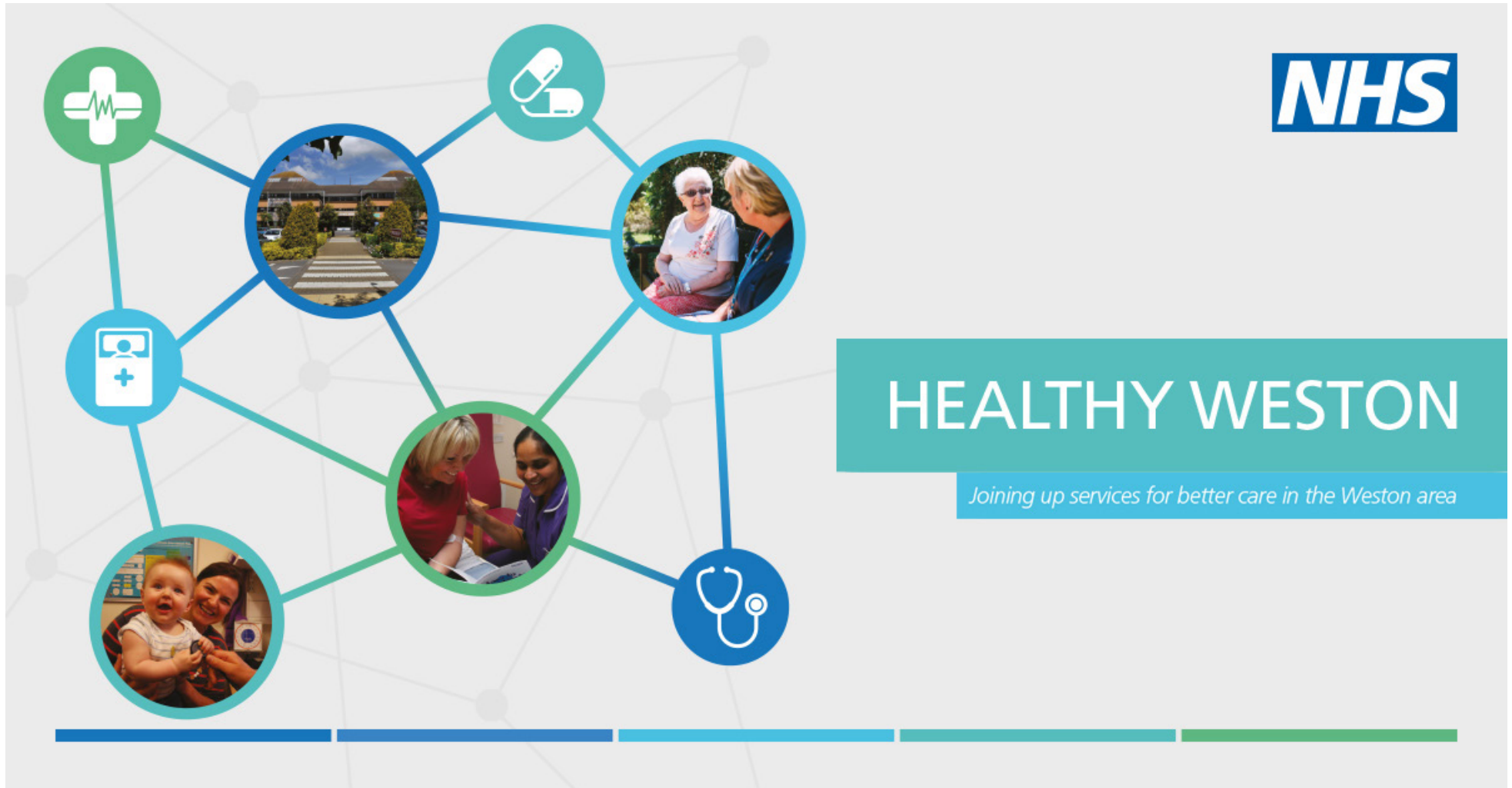


Quantified

Shared

You can see our 'You Said, We Did' reports on our website
www.bnssgccg.nhs.uk

Healthy Weston



The graphic features a central network of interconnected circles. The nodes include: a green circle with a white cross and heartbeat line; a teal circle with two white pills; a blue circle with a photograph of a hospital building; a blue circle with a photograph of an elderly woman being attended to; a blue circle with a white stethoscope; a green circle with a photograph of a woman and a child; a blue circle with a white icon of a person and a plus sign; and a green circle with a photograph of two women looking at a document. The NHS logo is in the top right. A teal banner contains the text 'HEALTHY WESTON' and a blue banner below it contains the text 'Joining up services for better care in the Weston area'. A horizontal bar at the bottom is divided into four segments of blue, teal, and green.

NHS

HEALTHY WESTON

Joining up services for better care in the Weston area

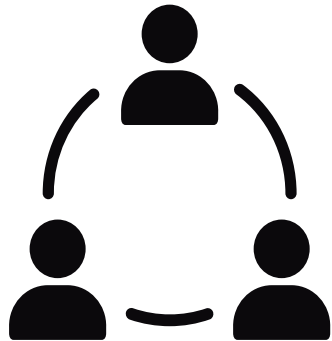
Joining up services for better care in the Weston Area through...

Public dialogue and Co-design

- An event for organisations across health and social care
- Eight meetings open to the public
- Six workshops about children's services, maternity care, vulnerable groups, older people,
- Care homes and services at the site of Weston General Hospital
- Five meetings open to staff from healthcare organisations
- Visits to 27 committees, community groups and voluntary sector organisations
- An online survey
- Facebook posts and tweets posted on the Clinical Commissioning Group's pages, in response to advertised posts or mentioning 'Healthy Weston'/'Healthy Weston' or 'Weston General Hospital'
- Emails, letters or telephone feedback submitted to the programme

We received...

1,672 pieces of feedback
representing



2,518 people were received
including notes from workshops, survey
forms, emails, letters and social media posts

What you said is documented in...

Healthy Weston: Public Dialogue and Codesign Themes – Independent Summary

www.bnssgccg.nhs.uk/healthyweston

How else have people helped us?

Procurement of new services such as Integrated Urgent Care Services

- Involving people who use services in the tender processes & decision making

Developing our Sustainability & Transformation Partnership (STP) work particularly in...

- Diabetes
- Respiratory care

Health Care Changemakers

- A group of trained individuals who have helped shape decisions in many ways across the Healthier Together STP



You said, We did

You said:

We overwhelmingly support this proposal to change the policies regarding over the counter medicines.

We did:

The new policies were approved by the Governing Body of the three local CCGs in October 2017. They will take effect from January 2018.

We did:

At its June meeting, the Governing Body approved advice to local GPs that they should not routinely prescribe gluten free products to patients with coeliac disease aged 18 years and over. (The CCG agrees to reimburse patients any investments they have made in pre-payments prescription certificates in the last year).

Prescriptions for patients aged under 18 years should be limited to staple food items: bread, pasta, flour and multipurpose flour mixes

You said:

Overall you said you were in favour of some form of restriction on the NHS prescribing of gluten free foods but wanted the CCG to make sure that we addressed issues of support for vulnerable patients

We did:

The new policies were approved by the Governing Body of the three local CCGs in October 2017. They will take effect from January 2018.

You said:

Overall you said you were against these proposals to change the criteria regarding the funding of IVF treatment in Bristol, North Somerset and South Gloucestershire

Our plans for 2018/19

- To modernise our decision making processes
 - Create new governance arrangements
 - BNSSG Patient & Public Involvement Forum PPIF that directly reports to the Governing Body
 - Underpinned by local fora in each of our 3 areas of BNSSG
- Develop a Healthier Together Panel of 1000 people that represents the diversity in our local populations
- Increase our capacity for patient & public involvement
- Develop systems and processes that use digital platforms and insight more effectively
- Deliver more training to ensure that patient and public involvement is everyone's business



Shaping better health