

Patient Participation Group Bulletin – 29 July 2016

Dear all,

Please find information below on:

- The King's Fund - What IF questions to promote new thinking and debate in the NHS
- Healthwatch survey on GP services is now live
- Provision of pitches for Gypsies and Travellers in South Somerset
- Co-production: Culture change training (free of charge) - Gloucester
- West of England Genomics Medicine Centre – 2 Public Contributors Required for Cancer Clinical Oversight Group
- West of England Academic Health Science Network – July update
- Care Quality Commission – July update

Attachments:

- Invitation – making co-production a reality

Useful website links:

- www.kingsfund.org.uk/reports/thenhsif/
- <http://www.thecareforum.org/limesurvey/index.php?sid=31334&lang=en>
- <http://www.wegmc.org/2016/07/05/involvement-opportunity-public-contributor-for-the-cancer-clinical-oversight-group/>
- <http://www.cqc.org.uk/buildingbridges>
- <https://www.nhscitizen.org.uk/>
- <http://www.cqc.org.uk/content/get-our-newsletter>
- www.cqc.org.uk
- www.somersetparentcarerforum.org.uk
- <http://healthwatchesomerset.co.uk/>

Please forward this to colleagues who may be interested in receiving this bulletin. If anyone else would like to be included on the circulation list, please contact me on susan.lilley@somersetccg.nhs.uk.

Also contact me if you have any information you would like included in this bulletin.

Kind regards

Sue Lilley

Interim Patient, Public Experience and Engagement Coordinator

Somerset Clinical Commissioning Group | *Working together to Improve health and wellbeing*

Wynford House | Lufton Way | Lufton | Yeovil | Somerset | BA22 8HR

Telephone: 01935 385020 | Fax: 01935 384079

Email: susan.lilley@somersetccg.nhs.uk

Website: www.somersetccg.nhs.uk

Subject: The King's Fund – Series of short essays exploring range of hypothetical scenarios for the future of health and care

The King's Fund recently launched a [series of short essays](#) that take a step back from the challenges currently facing the NHS to explore a range of hypothetical scenarios for the future of health and care.

What if antibiotics stopped working? What if every patient in the NHS had their genome mapped? What if people owned their own health data? Over the next few months, we'll be publishing essays by experts from inside and outside the Fund that consider 'what if' questions like these about health and care in England.

The aim is to encourage new thinking and debate about possible future scenarios that could fundamentally change health and care. Read the first four essays below, and let us know what you think by adding your comments or tweeting using [#nhsif](#)

Subject: The Healthwatch survey on GP services is now live.

Main link:

<http://www.thecareforum.org/limesurvey/index.php?sid=31334&lang=en>

Shortened link: <http://bit.ly/2a608ef>

Please complete the survey yourself (if you live in Somerset), and distribute it widely to your contacts. The survey will be open throughout July and August, and into September.

The results of this survey will be used to inform the Primary Care Strategy.

A paper version of the survey is attached to this email.

This can be returned to:

Healthwatch Somerset
c/o Somerset Rural Youth Project
Unit 2 Suprema Estate
Edington
Bridgwater
TA7 9LF

Thank you,

Morgan Daly

Director for Communities
Direct line: 0117 958 9345



Subject: Provision of pitches for Gypsies and Travellers in South Somerset

The Council is seeking your views on the proposal to reduce the number of pitches on our site at Ilton.

The Ilton site currently has six pitches, each supplied with a Park Home property. There are also four pitches where the tenants provide their own accommodation. The proposal is to reduce the site to four pitches, each supplied with a Park Home. You may be aware of a recent incident on our site at Ilton. This incident, and the falling demand on all of our sites, has prompted our review.

The local demand for Council owned and managed sites in South Somerset has decreased over recent years. The number of applicants on our waiting list has fallen, and of those on the list the proportion of applicants on the list registered from outside the south west has increased. We have also had long term vacancies on our sites. We are making good progress in meeting the target number of pitches outlined in the Council's Local Plan.

Our two other sites at Tintinhull and Pitney will not be affected.

We welcome your views on the Council's proposal – either by email, returning the attached sheet or by phone (01935) 462749.

Please feel free to circulate the attached letter to anyone you think might like to contribute. The period for feedback will end on 19th August 2016.

Jon Batty
Housing Policy and Performance Officer
South Somerset District Council
Petters Way
Yeovil BA20 1AS Tel: 01935 462749

Subject: Co-production: Culture change training (free of charge) - Gloucester

Gloucestershire County Council has recently delivered highly successful drama-based training to support the embedding of co-production approaches to developing and delivering disability services as part of our Building Better Lives policy – through the Garnett Foundation. This has been delivered to staff, partners and disabled people and carers. (Examples of the positive feedback we received from attendees below).

Colleagues from other councils are warmly invited to join the next culture change training events on 16 September 2016

Please see the invitation attached. There is a choice of a morning or afternoon session.

To book – People should contact the Garnett Foundation who is running the event on 01494 794264.

Feedback:-

Just a quick email to let you know that I attended yesterday's training at the Guildhall and would like to express my thanks for the invitation. I found the training excellent and very thought provoking. I felt at ease and willing to contribute to the session. I learnt a great deal and have already mentioned how good the training was to my line manager

Hi Gillian I attended the training yesterday and I just wanted to give you some positive feedback. It was a really good session, they have a really realistic take on how things are in the Council and it was very interesting and eye opening. Thank you, a very worthwhile session.

Hi Jane Went on cultural change training this morning it was brilliant

Subject: Two Public Contributors Required for Cancer Clinical Oversight Group

We are currently recruiting two public contributors for the cancer clinical oversight group. They would need the relevant experience and skills and their role would be to provide the public voice and ensure the design and implementation of the services meet the needs of patients, their families and their carers.

More information can be found here: <http://www.wegmc.org/2016/07/05/involvement-opportunity-public-contributor-for-the-cancer-clinical-oversight-group/>

Subject: West of England Academic Health Science Network - update



Supporting businesses, academia and healthcare providers to collaborate and innovate positive change for the benefit of patients, the NHS and the economy.

July 2016

www.weahsn.net | contactus@weahsn.net



£500k fund launched for digital healthcare innovation in the South West

Creative and digital companies are set to benefit from a £500,000 investment fund to support the development of innovative digital technology and solutions that tackle regional healthcare priorities.

The South West Interactive Healthcare Programme has been launched to improve cross-sector collaborations and innovation, while opening up exciting practical opportunities for creative professionals to work with business clusters in the healthcare sector.

[Read more](#)

Enhancing patient safety



Patient Safety podcasts: safely passing the baton

Watch our podcast from Dr Emma Redfern and Dr Sheena Yerburgh on the benefits of using the National Early Warning Score.

[Read more](#)



Take the 'Q' Survey and share your experience

Our survey is now live. Help us map out our regional improvement capacity and identify individuals who are interested in improvement.

[Read more](#)



Scoring primary care safety culture

To evaluate organisational culture, all members of our Primary Care Collaborative are taking part in the SCORE Survey.

[Read more](#)

Involving our patients and the public



A guide to patient and public involvement in quality improvement

Download your guide to PPI in quality improvement. View best practice case studies, including one on our Human Factors training programme.

[Read more](#)

Taking an evidence-informed approach to healthcare improvement



One year on – why are patients still having unnecessary AF-related strokes?

A new report published by ABPI's Stroke in Atrial Fibrillation Initiative highlighting innovative case studies of new models of care, was recently launched at the House of Commons.

[Read more](#)



Free online course empowers individuals to improve NHS care

A new six week online course has been designed to give people working in health and social care organisations the skills and confidence to improve the quality of healthcare provision.

[Read more](#)

Commissioning evidence-informed care



Principles of Pragmatic Evaluation event report

The event, hosted by the West of England Evaluation Strategy Group, explored how we can achieve a more appropriate and robust evaluation.

[Read more](#)



Evaluation of the GP Clinical Evidence Fellowship programme

A new report summarising findings of the GP Clinical Evidence Fellowship programme has been published to understand the benefits and challenges faced in the role.

[Read more](#)

Bringing innovation into practice



The big vision for Diabetes Digital Coach

A special event was held in June to explore the 'who, what, where, why and when of the Internet of Things test bed for people with diabetes.

[Read more](#)



Search for world's top innovators

A new search to find eight of the world's best health innovators has been launched, with the aim of improving patients' lives.

[Read more](#)



Companies to receive up to £100k in funding

Companies are invited to bid for funding to develop solutions to improve independence for children with long-term conditions.

[Read more](#)

On the blog



Patient Safety Collaborative: delivering on a promise

In this special guest blog post, Dr Rosie Benneyworth celebrates the Collaboratives' achievements in the first two years.

[Read more](#)



Five tips to building improvement

Dr Tricia Woodhead has been testing out a checklist to help organisations assess how ready they are to start improvement projects.

[Read more](#)



Can understanding yourself provide safer care?

In Dr Hein le Roux's latest blog, he explores how self-awareness could be the first step on the road to providing safer care.

[Read more](#)

National AHSN News

AHSNs demonstrate collective impact

Patient Safety Collaborative impact report

Simon Stevens speech at Confed

The 2016 AHSN impact report demonstrates the collective impact AHSNs have made to address gaps in health, care, finance and efficiency.

[Read more](#)

The AHSN Network's first Patient Safety Collaboratives' report was launched at the Patient Safety Congress last week.

[Read more](#)

NHS England's Chief Executive spoke at Confed and openly discussed the pressures and changing circumstances we face.

[Read more](#)

Partner News

Healthy City Week 2016: Online application open

The online application form to participate in Bristol's Healthy City Week from 15-22 October is now open.

[Read more](#)

Few GPs use alternatives to face-to-face consultation

Recent study shows that despite policy pressure for GPs to offer consultations by email or video few do.

[Read more](#)

Telehealth interventions provide limited benefits

While telehealth could provide some benefits to patients, it's not the answer to a complex problem, BMJ study revealed.

[Read more](#)

Dates for your diary

CHI2 Seminar

19 July 2016, University of Bath, Bath

[Read more](#)

Primary Care Collaborative

7 September 2016, Hilton Hotel, Swindon

[Read more](#)

The Deteriorating Patient - Handover to me, handover to you

15 September 2016, The Bristol Pavilion, Bristol

[Read more](#)

Cross-AHSN Emergency Laparotomy Collaborative Event

29 September 2016, The Crowne Plaza, Reading

[Read more](#)

Annual Conference 2016

13 October 2016, Swindon

[Read more](#)

Navigating Regulatory Requirements for Redistributed Manufacturing in Healthcare

14 October 2016, Medical Research Council, London

[Read more](#)

Subject: July Edition of Care Quality Commission News

INTEGRATED CARE OF OLDER PEOPLE

Older people denied personalised, effective and responsive care due to poor integration across local systems

The Care Quality Commission (CQC) has reviewed how well different health and care services work together to support the needs of older people in England.

In its report, *Building Bridges, Breaking Barriers*, it warns that despite a widespread commitment for integration across the sectors, substantial progress is needed to better support people who use a number of services, reduce hospital admissions and avoid confusion about where to go for help. The report concludes that with a growing elderly population, now is the time to act.

To read the full report please head to our website <http://www.cqc.org.uk/buildingbridges>

EVERY MENTAL HEALTH TRUST WILL SOON BE RATED

People will soon have access to detailed information about the quality and safety of every NHS mental health trust in England, including where improvements are needed, as the regulator announces that it has now inspected all of them using its new regulatory approach.

Following the development, testing and roll-out of its new model over the last three years, the Care Quality Commission (CQC) has now completed its comprehensive inspection programme of all 56 mental health NHS trusts in England, as planned.

The inspections are intelligence-driven and based on what matters most to people who use services. They answer the questions, are services safe, effective, caring, responsive to people's needs and well-led? The inspections rate services as outstanding, good, requires improvement or inadequate.

Now that all mental health NHS have been inspected at least once, CQC is establishing a quality baseline of the country's mental healthcare services, which it is using to drive improvements across the system and to inform how it regulates in future.

So far, CQC has rated 47 of the 56 mental health trusts in England. Nearly two thirds (30) are 'requires improvement' and around a third are good (17). One is rated inadequate (Norfolk and Suffolk NHS Foundation Trust – currently in special measures). None has yet been rated as outstanding.

To read the full press release please click [here](#)

Many of you contributed feedback/hosted events/organised survey's for these inspections. We would like to take this opportunity to thank you for your valuable efforts!

NEONATAL REVIEW

We have published a thematic review, which explains our findings of how newborn babies and infants with complex health conditions are cared for in hospitals and in the community.

Our review focused on three areas of care; the detection of health problems during pregnancy through screening; the diagnosis and management of new-born babies with deteriorating medical conditions, (with a particular focus on high blood pressure) and the management of infants requiring respiratory support in the community.

To read the review please click [here](#)

NOT SEEN, NOT HEARD

All children and young people have the right to be protected from abuse and exploitation and to have their health and welfare safeguarded.

Our new report '[Not seen, not heard](#)' looks at how effectively health services provide early help to children in need, how they identify and protect children at risk of harm and looked-after children's health and wellbeing. It reviews findings from 50 inspections across England as well as specific focus groups.

See the full report at the above link

We have also produced a short film on You Tube which can be viewed here <https://www.youtube.com/watch?v=sYFIY8xwQCA>

REVIEW OF HOW ACUTE NHS TRUSTS REPORT ON INVESTIGATIONS INTO SERIOUS INCIDENTS

CQC has published the findings of its review of how acute NHS trusts report on investigations into serious incidents, and the extent to which they identify learning that can be used to improve practice when things go wrong.

The review – [Learning from serious incidents in NHS acute hospitals: A review of the quality of investigation reports](#) – was based on a sample of 74 investigation reports from 24 NHS acute hospital trusts. The sample reports related to incidents that had occurred between April 2014 and October 2014.

To read more click on the link above.

NEW NATIONAL GUARDIAN APPOINTED TO LEAD THE NHS IN SPEAKING UP FREELY AND SAFELY

The Medical Director for NHS England's North Central and East London region and practising GP, Dr Henrietta Hughes has been appointed as the new National Guardian for speaking up freely and safely within the NHS.

As the National Guardian, Dr Hughes will help to lead a cultural change within NHS trusts and NHS foundation trusts, so that healthcare staff feel confident and supported to raise concerns about patient care at all times.

This will include leading, advising and supporting the growing network of 'Freedom to Speak Up' Guardians within NHS trusts who are responsible for developing a culture of openness

within their hospitals. Also, as the National Guardian, she will share and advise on good practice in responding to staff concerns, and provide challenge and support for the system so that it has a truly safe and open culture.

Dr Hughes is expected to take up the role in October 2016. She will be supported by a small office of staff, which is already in operation with an interim team.

OUR REVIEW OF HOW NHS TRUSTS INVESTIGATE AND LEARN FROM DEATHS – New ‘Share Your Experience’ form now live!

We reported on our review of how NHS Trusts investigate and learn from deaths in the last bulletin. We have created a ‘Share Your Experience form’ specifically for this review. We would like to ask for your assistance to advertising the feedback form to your stakeholders. Further information and a link to the form can be found on our web page here <http://www.cqc.org.uk/content/our-review-how-nhs-trusts-investigate-and-learn-deaths> The form will only be available until the **14th August**. Thank you for your assistance.

ANNOUNCED INSPECTIONS

We have announced our inspection programme up until **November** 2016. To see more details please visit our [‘Announced inspections’](#) page on our website.

UNANNOUNCED INSPECTIONS

We are now undertaking a number of focused follow-up inspections of NHS trusts after the initial comprehensive inspection when we gave the trust a rating. These are generally unannounced. Please contact your hospitals inspection manager if you want to discuss the best ways for you to share any information about local NHS trusts that you have gathered recently and to understand the approach we take to focused follow-up inspections.

Primary care and adult social care inspections continue to be unannounced and we encourage all local Healthwatch to share information at any time with our inspection teams responsible for these services.

Sharing information with us

Please continue to share feedback about the quality of health and social care in your area with us. You can share information at any time.

Please ring 03000 616161 or send information to enquiries@cqc.org.uk

Individual stories can be shared through www.cqc.org.uk/sye

When sending information into CQC it is very helpful for you to:

- Name the provider(s) your information is about. CQC may not be able to use the information if the location it refers to cannot be identified. Provide, as a minimum, the name and address of the service.
- For information that does not relate to a specific provider, give a short summary of what it covers, for example which type of health and care service, the main topic or subject.

- Outline whether the information raises any serious concerns about the care provided.

Your information helps our inspection teams focus areas of their inspection and identify risk

[Join our public online community](#)

Our online community is made up of members of the public who want to get involved and help inform the way we work to drive improvements in the quality of care.

We use the online community to share proposals and draft materials to get your feedback. Your feedback will be used to inform how we work and develop the information we provide to help people choose care.

Members of the online community can also take part in discussions or create ones of their own and invite people with similar interests and experiences to join them.

We will also post regular news updates about us and the different ways you can get involved in our work.

Statutory requests for information made under access to information legislation such as the Data Protection Act 1998 and the Freedom of Information Act 2000 should be sent to: information.access@cqc.org.uk

I hope you found this newsletter useful, I have attached a copy of the “About Us” leaflet for your information. Please share widely.

Kind regards

Miriam Long

Senior Regional Public Engagement & Involvement Officer – South West & Central

Care Quality Commission (CQC)
151 Buckingham Palace Road
London SW1W 95Z

Tel: 07789875909

Email: Miriam.long@cqc.org.uk

Web: www.cqc.org.uk

Twitter: [@CQCInYourArea](https://twitter.com/CQCInYourArea)

[Join our public online community](#)

Sign up to get email alerts when CQC inspects or publishes reports. Choose the services you want to be alerted about, and get updates straight into your inbox.

[Find out how to sign up for email alerts.](#)

Sign up to our monthly newsletter here: <http://www.cqc.org.uk/content/get-our-newsletter>

All CQC publications can be ordered for free here:

<http://www.cqc.org.uk/content/publications>

