

Summaries of Patient and Public Engagement Committee Meetings for Governing Body Meetings

The Governing Body is represented on the CCG's Patient and Public Engagement Committee by three members. In 2019-20, three meetings were held where these members, along with patients met with the directors of commissioning to give feedback on and help shape involvement on projects such as long-term plan engagement and pre-engagement on the future of Cricklewood walk-in service.

In addition, the whole Governing Body continued to receive summaries of these meetings as part of the papers for their own meetings and experienced first-hand, patient stories which demonstrated the impact of commissioning decisions.

Summary of Public and Patient Engagement Committee Meeting – 13 June 2019

In June the Governing Body's Patient and Public Engagement Committee (PPEC) had a discussion about the proposed changes around the Urgent Care Offer and how these could be communicated to local residents. Sarah D'Souza gave a very succinct explanation of the broader picture which would be a positive for change for patients. It was suggested that a video of this explanation would be a beneficial introduction to a questionnaire when engaging with patients.

The committee was also informed that patients are to be consulted about the proposed changes to Cricklewood walk-in centre.

Nick Ince, Primary Care Transformation Manager spoke about the formation of Primary Care Networks in order to provide better services for patients and bring care Closer to Home. The committee considered how it might support the Primary Care Team re engaging the networks. Methods of patient engagement were discussed and it was decided that this engagement would take place when the networks are fully established and benefits can be illustrated to local residents.

There is now a shared Barnet Business Calendar on Google which allows the CCG, Healthwatch Barnet and the engagement team at the local authority to add events and activity to avoid duplication of work and event clashes.

Healthwatch Barnet presented the findings from a survey carried out at Barnet and the Royal Free A&Es and urgent care centres. Results indicated that two thirds of patients could have been seen elsewhere and that clear and consistent communication re alternative services was needed. This will be addressed by the CCG Communications Team.

Public Health reported on the diabetes awareness event held at Brent Cross Shopping which enjoyed excellent support from GPs, the Federation and various community partners. The event featured on the One Show (BBC).

Summary of Public and Patient Engagement Committee Meeting - 5 September 2019

In an update on the engagement exercise on the future of Cricklewood walk-in service, Sarah D'Souza informed the committee that the decision to re-procure the Alternative Provider Medical Services GP contract was made in August and that a new provider will be in place by March 2020. There was a discussion around the future of the walk-in service beyond March 2020 in light of the national guidelines for non-emergency care. The committee was asked to consider options for patient engagement on this for discussion at a future meeting.

Richard Dale, Director of Programme Delivery for the NCL Change Programme provided a comprehensive update on plans for the merger of the five NCL CCGs into one and also the formation of the Integrated Care Partnership and Integrated Care System across Barnet and NCL respectively. The committee discussed engagement and communications with patients and communities and the need to shape structures with our local residents.

There was a presentation by Don Neame on the approval of the decision to relocate Ravenscroft Medical Centre to Finchley Memorial Hospital. Don shared highlights from the independent analysis of the consultation and both Don and Colette Wood spoke about learning from the process that can be applied to future consultations.

The CCG update included welcoming Vee Scott as interim Head of Communications and Engagement and details of a children's audiology public event taking place to help shape the service for Barnet and Enfield.

During the partner updates:

- John Gribbon, Project Support Officer, Healthwatch Barnet, fed back on the results of a survey carried out on the NHS the Long Term Plan which identified seven main areas of focus that were important to Barnet residents. Healthwatch is also conducting a check of GP answerphone messages and websites for correct and consistent information regarding GP out-of-hours access and extended access services and will report back at the next meeting
- Hugh Ogus, Chair of the Barnet Patient Participation Network expressed a wish to develop links with other patient participation networks going forward and get the BPPN more involved in the NCL Change Programme work
- Ella Goschalk, Improvement & Engagement Manager, Adults and Health Directorate, London Borough of Barnet informed the committee that the London Borough of Barnet's Annual Engagement Summit would take place in September

