

## Appendix 2

### BRIGHTON AND HOVE CITY TEACHING PCT

#### WORLD CLASS COMMISSIONING

##### Patient and public engagement activities to support Strategic Commissioning Plan initiatives

Initiative	Engagement to date
Teenage pregnancy initiative	Strategy developed and overseen by a multi agency group involving key stakeholders including teenage parents.
Childhood obesity initiative	<p>Development of strategy overseen by multi-agency childhood obesity strategy group involving all key stakeholders</p> <p>During the consultation phase( December 2007 - February 2008) the strategy was disseminated widely to elicit comment – sought advice from LA communications group re who to consult with</p> <p>Presented strategy to the Healthy City Partnership, the Children and Young People’s Trust senior management team and the Primary Care Trust’s executive team.</p>
Prevention and secondary prevention of coronary heart disease	<p>GP workshop on prevention of CVD</p> <p>PCT working group on establishment of a Locally Enhanced scheme for general practice to develop at-risk registers, using these to identify those who would benefit from interventions</p> <p>Practice Based Commissioning locality meetings on incentive scheme for reducing lifestyle risks</p> <p>Collation of views from primary care on the barriers to improving registration of those at risk</p>
Improving the performance and coverage of screening services - breast	Initiative outstanding
Prevention of admission pathway (including STAN)	<p>Service providers including BSUHT, SDH, Local Authority partners and Practice based Commissioners have all been consulted on the relevant parts of the overall pathway.</p> <p>A selected group of service user representatives on the 2/07/08 were part of a broad initial consultation on the pathway.</p> <p>Further consultation will be undertaken with both stakeholders and service users to determine service development and inform subsequent evaluation.</p>
Short Term Services Review	In the development of the project initiation document a range of key stakeholders have been consulted ,LHE DTOC Directors meeting, BSUHT, BHCC including Older peoples Steering group, SDH and PCT Chair and Relevant Executive leads. Final plan will be subject to scrutiny by relevant bodies including HOSCE and Cabinet structure and will be presented to the PCT PMO and PEC.
MRSA infection rates	Initiative outstanding

Alcohol initiative (Mental Health)	Stakeholders have been involved through the DAAT alcohol strategy sub-group. The sub- group consists of senior managers from the Police, Children and Young People’s Trust, Probation Service, Community Safety, Primary Care Trust, Sussex Partnership Trust, Supporting People, and representatives from voluntary sector and patients. The initiative has developed through this group and through research conducted by the Police and Health professionals detailing the impact of harmful drinking.
Alcohol initiative (Public health)	<p>Engagement through alcohol strategy process established by the DAAT Alcohol Strategy sub-group, consisting of senior local Police Officers, Children and Young People’s Trust, Probation Service, Community Safety, Primary Care Trust, Sussex Partnership Trust, Supporting People, Health Trainers, primary care LGBT communities, CRI, voluntary sector and patient representatives.</p> <p>Safe Space has wide engagement and is well supported by the Police. It is a partnership between Hove YMCA, Red Cross, Brighton &amp; Hove PCT, Sussex Police, St Paul’s Church and Brighton &amp; Hove Drug &amp; Alcohol Action Team (through Communities Against Drugs) and Legal &amp; General.</p>
End of Life Care strategy	<p>Consultation with the Citizens panel October 2006</p> <p>Public event with stakeholders October 2006</p> <p>GPs and other clinicians were consulted in 2006 in preparation for a local strategy</p>

Other initiatives (not directly linked to priority outcomes)

Initiative	
Maternity services	<p>Review of maternity services (June – August 2008).</p> <p>Focus groups and individual meetings with parents focussing on those groups who are less engaged.</p> <p>Review of the Maternity Services Liaison Committee (a parent led group looking at maternity services in Brighton and Hove) to ensure greater representation from across the city.</p>
Smoking cessation	<p>The stop smoking service and tobacco control alliance has been established since 2000, and have continued to involve patients, the public, stakeholder groups, trading standards, environmental health, South Downs NHS Trust, GPs, Pharmacies, private and public sector organisations across the city and the Healthy City Partnership.</p>
Bowel cancer initiative	<p>A multiagency group led by the Sussex Cancer Network has been leading the introduction of the programme.</p> <p>There is ongoing involvement by patients in all areas of cancer care including a group specifically looking at bowel cancer. The Health Promotion subgroup also includes patients.</p>
Children and Adolescent Mental Health Services (CAMHS) initiative	<p>All Stakeholder are involved in the Pathfinder programme which is testing evidence based practice in 12 schools across the city and then rolling this best practice out to other schools.</p> <p>There is both local and national evaluation which involves children; young people; parent/carers and teachers.</p> <p>Strategic review of CAMHS and CAMHS commissioning Strategy in 2007 identified the need to respond more quickly and more effectively to crises following consultation with young people and families.</p>
Development of an Integrated Urgent Care Centre	<p>The rationale for the project sits within the Brighton and Hove City PCT strategies for Unscheduled Care and Chronic Disease Management which were subject to extensive consultation with stakeholders across the LHE. This initiative was further developed during specific consultation with stakeholders to shape urgent care priorities for the strategic plan at a city wide consultation event on 2/7/2008.</p>
Effective referral management	<p>PBC leaders and GP colleagues drove the development of the Gateway Management function. BICS is now owned by primary care and its triage function managed and delivered by local GPs.</p> <p>The proposal to develop a gateway management function was discussed with the local Health Overview and Scrutiny Committee in January 2008 who considered that the PCT had made adequate arrangements to consult with stakeholders and the general public. The proposal was also discussed at the Patient and Public Involvement Forum.</p>
Timely access and choice	<p>18 week national policy was developed following extensive national consultation with patient and public groups.</p>

	<p>PCTs 18 Week Programme Board includes patient representatives within its membership</p> <p>PCT has led a national pilot on patient and public participation on 18 weeks and this work has been extended.</p>
Effective pathways	Initiative outstanding
Improving access to psychological therapies	Increased investment in this area will facilitate the employment of an additional 29 wte psychological therapists to deliver the increased number of interventions.
Suicide initiative	Initiative outstanding
Improved/Increased access to primary care services	<p>Yearly patient surveys by GPs</p> <p>Citizens panel looked at the development of a GP led health centre and a further survey is planned for 2008. Continued engagement with GPs, Local Medical committee.</p>
Improved quality of primary care services	<p>Patient surveys, pilot programme to develop the use of an IT based solution to gain real time patient experience (Dr Foster Patient Tracker system).</p> <p>Local Pharmacy survey.</p>
Long Term – Stroke/ABI, dementia, physical disability, diabetes)	<p><u>Stroke</u></p> <p>Stroke steering group includes stroke association</p> <p>Neuro-rehabilitation service user consultation (May-July 2008)</p> <p>Developing with Sussex stroke leads model for ongoing user consultation/engagement</p> <p><u>Dementia</u></p> <p>Locally, extensive consultation was undertaken for the development of the original Local Health Economy Older People with Mental Health strategy. Additional consultation will take place with stakeholders as part of the refresh of this strategy in 2008/09.</p> <p>A recent event with Local Health Economy stakeholders 2/7/08 helped to shape the overall priorities for the PCT's Strategic Commissioning plan and within this the key areas for focus within long term conditions. A follow up stakeholder event will be held in September 08.</p> <p>Extensive consultation with Local Health Economy stakeholders, including service providers, service users and carers was held for the development of the recent Older People's Strategy. This identified key principles for the development of older people's services across the city, including the promotion of healthy aging; supporting independence; providing more responsive and accessible care and supporting more people at home. These principles will be reflected within the refresh of the OPMH strategy.</p> <p><u>Diabetes</u></p> <p>The community diabetes business case has been subject to comprehensive review and signoff by patients and clinicians, who are represented on the Diabetes Clinical Reference Group</p>

	<p>(CRG).</p> <p>The model has been approved by the CRG, in which there has been patient representation. There are ongoing meetings with local patient groups who are receiving regular updates.</p> <p><u>Physical disability</u></p> <p>Physical disability steering group – cross representational membership including Federation of disabled people</p> <p>Discussion and attendance at Disability Equality Scheme service users group.</p> <p>Carers events</p>
Increasing access to level II sexual health services in primary care	<p>Service was developed in conjunction with BSUH</p> <p>BSUH provide governance and support</p> <p>Primary care have been engaged through practice based commissioning locality meetings and through the STIF and HIVED courses.</p> <p>Patients are offered this service through GUM booking system and through primary care.</p>
Increasing uptake of chlamydia screening programme	<p>BSUH are engaged through contract negotiation.</p> <p>Chlamydia screening office are involved in regular steering group and ad hoc meetings</p> <p>Primary care are involved through practice based commissioning meetings and through development of locally enhanced service for chlamydia screening in primary care (general practice and community pharmacy)</p> <p>Voluntary sector providers are involved through service level agreement negotiations and performance monitoring</p> <p>Chlamydia screening is a regular agenda item for the clinical reference group for sexual health.</p> <p>Patient and public involvement is undertaken by the chlamydia screening office directly</p>
Increasing access to long acting reversible contraception (LARC)	<p>Service has been developed in response to high levels of patient demand</p>

### Underpinning engagement activities

The PCT works to a Public and Patient Engagement Policy which includes a process for both engaging and consulting the public which includes:

- Part funding (with the City Council and the Police) of the Citizen's Panel
- Clinical Reference/Discussion Groups – condition or care path way groups of patients; clinicians; managers and voluntary sector organisations
- HUB (Health User Bank) - city wide group of patients, carers and the public who

have expressed an interest in being involved in the development of local healthcare services.

- Expert Patients Programme -- PCT run programme supporting self management for those living with long term health conditions.
- Patient satisfaction - The PCT has recently contracted with the Picker Institute and Dr Fosters to provide hand held 'patient tracker systems'. These devices enable health organisations to ask patients in a range of settings for their views (about cleanliness; food; attitudes of staff; treatment regimes etc).
- Gateway organisations - The PCT funds a number of organisations to consult on behalf of the PCT and help the PCT engage with traditionally excluded or marginalised groups. Current funding includes:
  - Black & Ethnic Minority Community Partnership (BMECP)
  - Spectrum (LGBT Community organisation)
  - Federation of Disabled People
  - Consumer Consultancy (people with a mental health issues)
  - Speakout (people with a learning difficulty)
  - Pensioners Forum (older people)
  - Nova Scarman Trust (work with neighbourhood renewal areas)
  - Maternity Services Liaison Committee
  - MIND (people with a mental health issues)
  - Parents Forum (part funded by the PCT)
- Compact - An agreement made between the public bodies in the city, communities and the voluntary sector about how we work together.