

Health Improvement Partnership Board

This sheet must be completed and attached to the front of all papers to the Health Improvement Partnership Board so that the paper is submitted is one continuous document.

Date of meeting: Thursday 27th March 2014

Title of report: Public Involvement Network Report

Is this paper for:	Discussion	Decision	Information x
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Purpose of Report:

To update the Health Improvement Board on main areas of focus, highlight key issues and messages from the public to inform the Board and to identify forward activity.

Action Required:

Impact on Public:

Authors:

Aziza Shafique and Paul McGough
Health Improvement Board Public Involvement Network (PIN) lay representatives

Overview:

- Asian Community Women's Group Research – 3 projects – Commissioned by Healthwatch Oxfordshire: PIN Lead Aziza Shafique + Annie Davey Healthwatch Oxfordshire
 1. GP access
 2. Mental Health
 3. Domiciliary Care
- Focus on Public Health PIN lead by Paul McGough (in consultation with Jackie Wilderspin & Eunan O'Neill)
 1. Oxford University Hospitals Trust and Oxfordshire County Council Public Health strategy consultation
 2. GP preventive health – NHS Health Checks (Minority Ethnic focus)
- Focus on patient experience & service quality – PIN Lead Paul McGough
 1. GP Patient Participation Group Forum – (Oxford City) views on Care Quality Commission inspections
 2. Oxford University Hospitals Trust Pre-Care Quality commission peer review inspection (Dec – Jan)
 3. Oxford University Hospitals Trust Infection theme research (reduce antibiotic use in hospital research)
- Attended Oxfordshire Clinical Commissioning Group strategy consultation + PIN Core Group Carer Forum Bubbling up session in Abingdon, Minority Ethnic Consultative Forum
+ Polish focus group

Asian Community Women's Group Research – Aziza Shafique (in partnership with Annie Davey Healthwatch Oxfordshire)

- This Asian women's group project was commissioned by Healthwatch Oxfordshire to gather information, views and opinions from Asian women on the three main priorities of Healthwatch:-
 - **GP access**
 - **Mental Health**
 - **Domiciliary care**
- **Approach:** a mix of questionnaires, focus groups and face to face interviews
- **Research findings:** these are currently being analysed and the final report

will be published by Healthwatch in due course. Report to be written jointly by PIN & Healthwatch Oxfordshire (The research is separate & complementary to the main Healthwatch Oxfordshire + Patients Association GPs survey)

Oxford University Hospitals Trust and Oxfordshire County Council Joint Public Health Strategy

- **Consultations on development of strategy and Public Involvement component** – Meeting held Dec 10th with Oxford University Hospitals Trust; Andrew Stevens Director of Planning and Information & Public Health Physicians; Dr Adam Briggs, Dr Louise Marshall & Dr Ruchi Baxi. **Plus ongoing Ad hoc consultations.**
- **PIN welcome Oxford University Hospitals Trust plans for more public facing consultation** – (PIN reps have offered to contribute to this) – Plus a Public Health Steering Committee is to be set up
- **PIN reps Paul & Aziza are fully supportive of the Joint Public Health strategy** – There is ongoing proactive involvement

GP preventive health – NHS Health Check (Minority Ethnic focus)

- **Minority Ethnic Consultative Forum attended meeting** (19th Feb) – Very helpful engagement with Khalid Mehmood (Chairman) and Forum participants – especially Polish Saturday School Head Teacher Marzena Henry as a result arranged...
- **Polish focus group** (on Sat 8th March) GP preventive health – NHS Health Check – 40 – 74 age range (attendees mainly in 40 - 50+) Summary to be sent separately to Public Health & Healthwatch Oxfordshire and Health Improvement Board

GP Patient Participation Group (PPG) Forum – (Oxford City 20th Feb)

- **Views on Care Quality Commission inspections:** GP Patient Participation Group experiences were shared at meeting. There was discussion on the balance between inspection and shared learning approaches to quality improvement.

Oxford University Hospitals Trust Pre-Care Quality Commission inspection (Dec 13 – Jan 14) Peer review approach:

- **Hospital wide Staff-Patient representative review process.** It started with team training, analysis of data, staff and patient focus groups, **Key Lines of Enquiry (KLOE)**, followed by unannounced visits of inspection team - in pairs to in outpatient / day case wards – (daytime, evenings, and weekend.) Observational plus face to face staff + patient interviews – to capture patient & staff experience and views, feedback quickly any safety & staff issues as appropriate, collate findings & analyse. Data was triangulated, individual Divisional reports presented. (Staff reviewers covered other divisions)
- **Patient Representative Reviewer in Medicine, Rehabilitation and Cardiac Division Peer review.** Visits as per Care Quality Commission focus on safety, efficiency, responsiveness, care and leadership. Divisional reports published. A very positive experience for participants, learning, improvement and best practice.
- **Local Public Listening Event Care Quality Commission Pre-inspection.** Attended Oxford Town Hall meeting 24th Feb – issues end of life care awareness poor, Non- internet user communication concerns – how access information (65+ age group)
- **Full main Oxford University Hospitals Trust Care Quality Commission visit 25th – 26th February** – Care Quality Commission report imminent
- **Follow up conference is scheduled for on 24th April to share what was learnt** from the Peer review programme (& Care Quality Commission Inspection), findings, good practice identified and areas that require improvement. From a public patient perspective - improvement process is robust, learning orientated and reacts quickly to quality issues - I heard many positives from staff too (staff reviewers review different areas).
- **Public Representative on Oxford University Hospitals Trust Infection theme research - to reduce antibiotic use in hospital** (Paul has Ongoing involvement)
 - **Research aim is to reduce the incidence of serious infections** caused by antibiotic-resistant micro-organisms in the future, by substantially and safely reducing antibiotic use in hospitals
 - **Primary care (GP) antibiotic prescribing is not** included in this study (due to hospital prescribing accounts for ~67% of broad-spectrum antibiotic use: these antibiotics have the greatest potential to drive future resistance)

Forward activity:

- **Asian Community Women's Group + Asian men Public engagement research** (Lead Aziza + Paul, in liaison with Healthwatch Oxfordshire)
- **GP preventive health – NHS Health Check** (Minority ethnic focus) Asian,

plus liaise Minority Ethnic Consultative Forum and with other support groups

- **PIN Preventive Health questionnaire** – being used - further developed?
- **Contribution & Scrutiny of Housing related support proposals – review, options & next steps** (ongoing – to be discussed at closed Health Improvement Board meeting, date to be confirmed)
- **Await Substance Misuse Service review – PIN User views feedback?**
- **Participation in Public/Patient Group – Infection Research Theme**
- **Other PIN & Oxfordshire Clinical Commissioning Group Public Patient Involvement meetings attended:** Abingdon - PIN Bubbling up and Core Group Carer meeting, Public Participation Groups Oxford City: Issues: feedback already