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Your Health Your Voice



@SolihullCCG



#SolihullYHYV

Patient Voice Panel

The Patient Voice Panel, comprising Patient Members, Healthwatch and CCG Governing Body Lay Advisors, met on 9 March. This is the feedback from that meeting and an update of other CCG news.

CCG Operational Plan 2016/17

The Panel's views on the CCG's draft priorities for 2016/17 were discussed. The draft priorities are informed by NHS England Planning Guidance and by the Joint Strategic Needs Assessment which tells us people in Solihull are living longer, disease prevalence is increasing in the older age groups and that heart disease, cancer and liver disease are the biggest causes of death in under 75s.

The draft priorities are grouped around NHS England's Triple Aim of Health & Wellbeing, Care & Quality, Finance & Efficiency. These are summarised in the table below and targets for each are being developed.

Health & Wellbeing	Care & Quality	Finance & Efficiency
Increase dementia diagnosis	100% of GP practices to be rated at least "good" by CQC	Efficiency target of £9.8m – schemes in place as follows:
Reduce year 6 pupils who are obese and overweight	All patients with learning disabilities to have a care and treatment review	Primary care - £2.28m
At risk of diabetes prevention pilot	Pathway review of suicides	Community care £1.12m
Reduce smoking in pregnancy	Friends and Family Test in Primary Care	Acute £4.01m
Increase breast and bowel cancer screening targets		Mental health £0.4m
Increase NHS health check targets		Business as usual £0.78m To be identified - £1.2m

We have developed 4 clinically led and patient outcome focussed programmes to deliver on these priorities:

- Primary Care
- Acute Services
- Community Services
- Mental Health Services

The Panel welcomed the strong preventative approach within the draft priorities and asked the CCG to report back to the Panel in 6 months on progress.

Easter pop up Urgent Care Centre

The CCG commissioned a temporary urgent care centre over the Easter Bank Holiday for patients to access and was promoted widely using the poster below. You can see more information on our [website](#).




**Need to see a Doctor
urgently over the Easter
weekend when your
GP Practice is closed?**

**A temporary Urgent Care
Centre will be open at:**

Chelmsley Wood Primary
Care Centre, Crabtree Drive,
Chelmsley Wood, B37 5BU

9am to 6pm
Friday March 25th / Saturday March 26th
Sunday March 27th / Monday March 28th



 @solihullccg Email: solihull.ccg@nhs.net

Information Sharing across Health and Social Care

The Panel watched a [video](#) from ICASS setting out its vision for more joined up care.

The Panel heard how it ICASS are working on a new way of sharing information better across services, to provide better joined-up care and support for patients. For example, where a person has support from a social worker, a district nurse and a GP, sharing information can lead to less duplication, improved co-ordination and better outcomes. sharing information on the support being offered will support .

The Panel considered their perceptions of this approach; any concerns they might have; what interested them about it and how we could tell patients about it.

The Panel strongly supported the sharing of information across health and social care and expected that it already took place. The biggest single concern was that of confidentiality. It was recognised safeguards must be put in place to reassure patients that information would not get into the wrong hands, but the Panel's view was that it was we need to find a way to make this happen.

The Panel also suggested offering patients a simple 'contacts record' so they could have a record of who had visited them and their contact details. This idea will be explored further by ICASS.

The panel also suggested ways of providing information to patients and agreed to be involved further in the development of any written information that is needed.

Chronic Pain Review Patient Questionnaire

West Midlands Quality Review Service (WMQRS) are conducting a strategic review across Birmingham and Solihull looking at chronic pain in children, young people and adults.

The aim is to have recommendations for an improved pathway for all patients with chronic pain. We really want to hear your views about the care you have received and would encourage you to [complete the survey](#) by 8th April.

If you have any queries please email claire.launders@nhs.net

Family Experience Event – 28th April at Sans Souci 9.30 -2.30

A one day workshop to help shape services for children and young people with Special Educational Needs and Disabilities in Solihull.

Solihull is changing the way we organise our support for children, young people and their families. We want to work together with you to ensure that your child receives the right help and achieves the best possible outcomes from early years through to adult life.

The event is open to all parents and carers of children and young people with a special educational need and/or disability in Solihull.

Places are limited - to register please contact cewart@solihull.gov.uk or phone us on 0121 704 8321.

Hospital Adult Waiting Times Tool

In collaboration with Midlands & Lancs CSU we have designed a new basic local NHS and Independent Sector providers [waiting times report](#). We will update this report monthly using the latest national published data. It is only a snapshot but it does provide an 'at a glance' a good picture of the health or pressure of all local acute providers and complements information GP practices can get for time to first appointment on Choose & Book (E-referrals).

For any queries or suggested improvements or even just general feedback please email solihull.ccg@nhs.net with the subject "waiting times report".

Patient Participation Groups

Many GP practices in Solihull CCG have a patient participation group (PPG) based at their surgery. Each PPG is invited to send up to three delegates to meetings of Solihull PPGs Network, which are held on the last Thursday of January, March, May, July, September and November. Meetings are from 11am - 1pm at West Warwickshire Sports Club, 78 Grange Road, Olton, Solihull B91 1DA.

The Network is patient-led and is run to enable delegates from different PPGs to meet and swap ideas; to hear and see presentations on key health topics; and to question the expert presenters. For example at this month's meeting there will be a consultant surgeon presenting on Prostate Cancer, a networking "talk with a stranger" break, an honorary research consultant presenting on Rheumatism and Arthritis, plus short talks on Winter Warmth and on Switch & Save. A few days after the meeting delegates are sent by email a copy of the draft minutes and presentation slides so they can share what they've learned.

If you are interested in finding out more you can join the PPG network's mailing by emailing solihull.ccg@nhs.net with the subject PPG and can also join CCG as a [Patient Member](#).

Other Solihull CCG News

- The Practice Nurse Respiratory team RESP has won an award for the Primary Care Team of the Year at the General Practice Nurse Conference.
- Consultant Connect is up and running in four specialities: Diabetes/Endocrinology, Gynaecology, Gastroenterology and Haematology and is delivering some really positive outputs including: up to 24 February, 218 calls have been made to the system by Solihull GPs, most calls take place whilst patients are with their GP, with

64% of calls avoiding an onward referral and so far 5 calls have even resulted in hospital admissions being avoided.

- Work from the diabetes pathway redesign was presented at the local patient support group and was received very positively. Following the recent first wave success in the prevention programme we are working with our neighbouring CCGs in Birmingham, in terms of diabetes prevention.
- Arden Practice rated 'outstanding' following a [Care Quality Commission inspection](#).



Become a Patient Member of Solihull CCG

You can choose how involved you want to be from receiving newsletters to taking part in focus groups – it's up to you.

Join Solihull CCG as a Patient Member

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