

Autumn 2014

News & Features

Welcome to the new Patient and Public Involvement Newsletter

Welcome to the first issue of the City and Hackney Clinical Commissioning Group's quarterly Patient and Public Involvement Newsletter 'Checking the Pulse'. We'll be sharing national and local involvement news, as well as keeping you up to date with what is happening at the CCG. We are excited to publish this Autumn issue and welcome feedback and suggestions on how to make the newsletter work well. We hope you enjoy it!

This month, the CCG is glad to welcome the new Patient and Public Involvement Lay Chair, Catherine Macadam, who takes over from Jaime Bishop. Please read the 'Spotlight On' section to find out more about Catherine and her thoughts on Patient and Public Involvement.

Why is Patient and Public Involvement important?

- Through getting involved, you can have a say to help shape the healthcare services that you use.
- Evidence suggests that when patients, public, healthcare professionals and decision makers work together, it results in better services. This results in improved health outcomes.
- It helps to ensure transparency in the NHS.
- City and Hackney CCG place patients and genuine involvement at the heart of the commissioning. Whether you just have a comment about a local service or would like to get involved in a patient representative group, we want to hear from you.
- We want you to feel that you are being listened to, and that your views are making a valuable contribution in setting health priorities for City and Hackney.
- By having your say about services you are helping to shape the way they are planned, set up and evaluated.



Please contact eeva.huoviala@nhs.net at City and Hackney CCG with your suggestions, comments and questions.

Your GP Patient Participation Group needs you



To make sure GP services meet the needs of all patients, your local GP practice is looking for registered patients to join its participation group. Patient participation groups meet regularly with practice managers and GPs to discuss matters relevant to their practice, as well as local and national issues.

As a member you can:

- help to shape and improve your GP service
- have your say on local health and wellbeing services
- help to make sure services meet the needs of different communities
- find out about national issues and changes to the NHS

You will work closely with the City and Hackney Clinical Commissioning Group (CCG), representing your community to feedback on how local services are doing. The groups come together as six super patient participation groups three times a year. Here GP Clinical Commissioners from the CCG will discuss, inform and seek your views on a range of issues relevant to people living in City and Hackney.

Ask at your GP surgery for more information on how to get involved.

City and Hackney CCG Innovation Fund



CITY & HACKNEY CCG INNOVATION FUND

The City & Hackney CCG Innovation Fund

In July 2013, the NHS issued its 'Call to Action', aiming to prompt an open and honest debate about the future shape of the NHS in order to meet rising demand, introduce new technology and meet the expectations of its patients. In November 2013, City & Hackney CCG presented its commissioning intentions - their plans on how they intend to commission services for the year ahead and what the priorities will be. Local residents, service users and stakeholders were invited to the CCG's Commissioning Intentions event in November 2013 to discuss and influence these plans and to talk about how health services can best meet people's needs. The Innovation Fund was created in response to the thought-provoking ideas and comments received at this event. These ideas were about more holistic and user-centred service solutions.

The fund was designed as an opportunity to surface and support innovative practice, learn from ideas that are tested in the real world, and use the lessons to shape and improve the eco-system of services available to people in City and Hackney.

The aim of the fund was to surface solutions that met the four themes of the fund: **integrated services, building independence, confident and informed users, and involving and listening to patients**. These themes were developed based on the ideas raised in November and further community involvement through a workshop attended by representatives of the patient and public involvement group.

In addition to the fund themes, the CCG were also looking to support projects that:

- showed a deep understanding of the needs of communities and could evidence demand for the interventions they propose
- articulated a strong case for the change they want to see in services and practices
- had great ideas about ways to improve and radically transform existing practices, working inside or outside of mainstream services currently provided
- were able to strongly demonstrate how they are involving users in shaping, delivering and reviewing the solutions they propose to implement
- are working in partnership to deliver integrated solutions

Eleven projects were selected to receive investment from the Innovation Fund. The mix of projects that made it into the final portfolio of awardees reflects the variety of projects that came forward through the call for ideas and application process. Details of these projects can be found below.

Programme Board	Organisation	Proposal
Children	Family Action	Social Prescribing Programme for children aged 5-11; promoting good health and independence, ensuring children have access to a range of services, support and activities.
Long Term Conditions	St Joseph's Hospice	'Compassionate Neighbours' project will offer competent and confident social and practical support to people living at home with a long term or a terminal condition.
Long Term Conditions	Epilepsy Society	Setting up and delivering self-management groups for people with epilepsy.
Maternity	Hackney Playbus	Facilitating groups that take vulnerable mothers and carers of babies from the 'one to one' support offered by Shoreditch Trust's Bump Buddies and support them in accessing maternity services, children's centres and other health services.
Mental Health	Mind	Establishing a Recovery Campus in a style of a college campus with the aim of empowering clients via delivering a range of self-management, improved access to information and a peer support system.
Mental Health	Sunbeams	Setting up a peer support ('big sister') system for vulnerable Charedi girls.
Planned Care	RLBS	Engaging with young visually impaired people through regular Saturday sports sessions.
Planned Care	Bikur Cholim	Working with the Orthodox Jewish Community to set up peer support groups in particular focusing on Crohns, Colitis and other gastric conditions.
Urgent Care	Doctors of the World	Working with migrant and refugee community in Hackney to provide a service to advocate on behalf of vulnerable people to access timely care working with local GPs and A&E providers.
Prescribing	MIEM (Medical Information for ethnic minorities)	Software to develop and print bilingual pharmacy dispensing labels for ethnic minorities. Possibility of developing an app that will work as a reminder for the person to take their medication accurately.
All	Volunteer Centre Hackney	Neighbourhood Skills Share project based on time banking. Supporting vulnerable people in taking more active role, building confidence and social networks.

City and Hackney CCG Annual General Meeting

The CCG hosted their first ever Annual General Meeting in July. We were really pleased to see so many members of public attend and hear about our first year. Please visit our [website\(www.cityandhackneyccg.nhs.uk\)](http://www.cityandhackneyccg.nhs.uk) for the minutes and presentations from the meeting. Alternatively, if you'd like these documents emailed to you directly, please contact eeva.huoviala@nhs.net / 020 7683 4222



Transfer of Cancer and Cardiac services to St Bartholomew's



Healthwatch City of London has engaged with the North and East London Commissioning Support Unit and Barts NHS Trust to ensure that the transfer of cancer and cardiac services to St Bartholomew's and University College Hospital are communicated clearly and effectively to service users. They will be following this up with Barts Health Trust in response to concerns from residents.

They have also liaised with Barts to provide an update for residents on the new centralised appointments system that Barts Trust is working towards for all outpatient bookings across their hospital sites and services. This is anticipated to take four to six months to implement and we will be updating residents on progress.

A series of three events took place in July and August 2014, organised by Healthwatch City of London and the City of London Corporation, in different locations to reach a broad range of City residents. The issues looked at included: the type of support people will need to enable them to stay in their home, the types of housing people might need, where people will want to live, how they will access the support and help they need and where people would go in the City to find the best information and advice in the community.

The Healthwatch City of London AGM will take place on 29 October 2014 at the Dutch Church Centre, in the City. This will include a review of progress to date and will be a further opportunity to discuss the Healthwatch City of London Annual Report. The afternoon session will focus on mental health issues.

If you would like to find out more please contact janinealdridge@ageuklondon.org.uk

Big Lottery Funding for Connect Hackney

Hackney CVS newsletter (11 September 2014) reports on the recent announcement from the Big Lottery. We are pleased to join them in congratulating Connect Hackney.



Lottery awards £5.8million to reduce social isolation of older people.

The Big Lottery Fund announced this week fifteen areas in England sharing £82million to reduce the social isolation of up to 200,000 older people, including £5,866,500 for Connect Hackney.

Connect Hackney is led by Hackney CVS who will work in partnership with a wide range of key local organisations to create a vital network of health and well-being services for older people across the borough. Extending vital links with health services the project will provide support for those in hard to reach communities, and develop an Intergenerational Programme, bringing younger and older people together creatively and positively.

The money is being awarded through the Fund's Older People programme. The funding will also help pave the way for support for future older generations.

What is Connect Hackney?

Connect Hackney will support up to 15,000 socially isolated people and those at risk of becoming isolated; such as older people living in poverty, those in rented accommodation and those with health and mobility problems. It will also target vulnerable older men and older people from BME communities, and those going through difficult transitional life phases whose personal circumstances place them at greater risk.

Cynthia White, Steering Group Member of Connect Hackney and Chair of the Older People's Reference Group said: 'Many older folk really value living independently at home but as they get older find themselves alone there and cut off from life, losing touch with the people and activities that are key in staying healthy and happy. Our goal in the Connect Hackney project is to make life worth living again for those who feel out of touch and overlooked, remembering how in years past they have helped make others' lives rich and rewarding. With this wonderful gift from the Big Lottery Fund we now have the means to make that dream a reality'.

To read more click [here](#).

For more information on Connect Hackney Please contact Rebecca Clarkson, Director of City and Hackney Together at Hackney CVS: rebecca@hcvcs.org.uk

Super Patient Participation Groups

City and Hackney CCG are pleased to announce that Healthwatch Hackney have won the contract to start delivering the Super Patient Participation Groups (SPPGs) in City and Hackney. Healthwatch Hackney will be delivering the service in partnership with Age UK in Hackney, and we expect the service to start in October. We are sure that their understanding of the NHS as well as their knowledge and experience of working with local communities will enable Healthwatch Hackney and Age UK to develop these participation groups into local hubs for involvement. Over the next year 18 meetings will take place at various venues across the borough so there should be a convenient location available for all our residents interested in having a say.

The Super Patient Participation groups meet regularly to share information and discuss current issues affecting the health and wellbeing of the local population as well as local and national services. Through taking part in consultations and other engagement, the super PPGs play an important role in the Clinical Commissioning Group's public and patient involvement. They have the ability to influence decision making and be involved throughout the commissioning process. They also play an important role in the communication between the practice based Patient Participation Groups and the CCG.

Having a local third party provider with strong links to community and voluntary sector organisations in City and Hackney run the groups will in particular help target hard to reach and vulnerable groups including children and young people, people with a learning disability, people with low literacy skills, people who speak English not well or not at all, people who do not have access to the internet,

disabled people, for example people with a sensory impairment any other excluded groups. We also have a particular interest in involving older people and younger people as well as carers.

Transforming Participation in Health and Care (NHS England, 2013) states that engaging and involving communities in the planning, design and delivery of health and care services can lead to a more joined up, co-ordinated and efficient services that are more responsive to local community needs. The National Association for Patient Participation (N.A.P.P.) see patient participation as a way of implementing real, positive change in the communities, contributing towards making the relationship between patients and clinicians more equal.

£300k community fund launched to boost Hackney's health and happiness

Hackney Council is launching a new grants scheme to provide community and voluntary groups with funding for innovative health projects.

The aim of the Healthier Hackney Fund is to find and support new ways to tackle some of the borough's health challenges such as smoking, mental health, substance misuse and sexual health. Money from the £300,000 fund will be awarded to community groups and organisations that can demonstrate that their project will make an impact. It has three grant streams: Healthy Activities.

A grant of up to £30,000 to run practical activities that will prevent people from starting smoking or improve mental health. Healthy Ideas. A grant of up to £8,000 to develop and pilot a new approach to tackling the entrenched problems related to substance misuse or sexual health.

Healthy Neighbourhoods. A £1,000 kickstart grant for neighbourhood projects that will get residents helping each other to be healthy. As well as funding, successful bidders will receive ongoing support from the Council's public health staff to help maximise the impact of projects with their specialist skills, knowledge and connections.

Councillor Jonathan McShane, Cabinet Member for Health, said: "Councils are learning to work smarter and achieve more with the same money. We know that local partners and external organisations sometimes have better ways of doing things, so the Healthier Hackney Fund was set up to make the most of those ideas and the energy and connections these groups have." "It is a huge opportunity to unite everyone in the borough behind the common cause of improving health and wellbeing and making Hackney a happier, healthier place to live."

For more information please visit www.news.hackney.gov.uk/healthier-hackney-fund

What's on?

Patient and Public Involvement Committee

The Patient and Public Involvement (PPI) Committee is an important part of the CCG's engagement structure. The committee meets once a month to discuss local services as well as wider NHS issues. The members of the committee represent local community and voluntary organisations, patient groups, Healthwatch and others. The meetings are also attended by the CCG's patient and public involvement (PPI) Team whose job it is to involve and include patients and public in the way that services are commissioned in City and Hackney.

The PPI Committee meetings take place at St Joseph's Hospice, Mare Street, London E8 4SA, 5.30pm-7.30pm every last Thursday of the month unless otherwise stated.

If you are interested in attending or would like to find out more please call us on 020 7683 4659.



City and Hackney Older People's Reference Group - Annual Event



The annual event of the City & Hackney Older People's Reference Group is a major event on the older people's calendar in Hackney.

This year will be the 14th Annual Event of the Group and will take place on Tuesday 28 October, focusing on the future of adult social care. A plenary session will be followed by break-out workshops. There will also be stalls from many organisations providing services to older people, as well as food, drink and entertainment.

Inquiries to David Holland on 020 7241 5906 or david.holland@ageukeastlondon.org.uk

Accessible Information consultation

NHS England has committed to the development and implementation of a new 'accessible information standard' to make sure all patients can access information in a format that suits them.

The standard aims to establish a clear and consistent framework, and provide direction to the health and adult social care system, so that disabled patients, service users, carers and parents receive accessible information (such as correspondence in easy read, braille or via email) and communication support (such as a British Sign Language interpreter).

Following [engagement activity](#) to inform the development of the standard, a consultation has been launched. People with an interest in accessible information and those who will be required to implement the standard are invited to comment on the draft standard. This includes patients, service users and carers, health and care professionals and organisations, voluntary organisations, patient groups and communication professionals.

Please read the [consultation document](#) and tell us your views using our [online survey](#), or visit our [website](#) to access information about the draft standard and the questions in an alternative format.

More information is available at www.england.nhs.uk/accessibleinfo

The consultation closes on 9th November 2014.

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Big White Wall offers support for mental health issues

What is Big White Wall?

Big White Wall is an online early intervention service for people in psychological distress. It is provided in partnership with the Tavistock and Portman NHS Foundation Trust. Big White Wall combines social networking principles with a choice of clinically informed interventions to improve mental wellbeing. It can be accessed 24/7 and has staff (Wall Guides) who ensure the full engagement, safety and anonymity of all members.

Big White Wall is a community of people who are experiencing common mental health problems who are supported to self-manage their own mental health. According to members, one of the most important elements of the service is the ability to talk freely, whilst remaining completely anonymous.

What services are available?

Big White Wall offers a range of therapeutic interventions including highly creative self-expression. For example, members use powerful images, drawings and words to make vibrant and expressive 'bricks' that are posted to The Wall where they can choose to share and discuss the underlying 'story' of their pictures and words.

Other therapeutic interventions include:

- Talk therapy in community, groups and on a one-to-one basis.
- Guided Groups informed by recognised therapies such as cognitive behaviour and interpersonal therapies.
- Extensive Useful Stuff section on the website to help people self-manage psychological distress.
- Networking based on peer support including the ability to make friends and follow their moods and activities

Who can use it?

Anyone who is aged 16 or over, and who is experiencing emotional or psychological distress can log on to www.bigwhitewall.com and either join via their local NHS provider, if available in their area, or choose to join by paying a subscription of £24 per month. Residents in City and Hackney can access the service for free by entering their postcode.

Big White Wall is also easy for individuals to access. Members don't have to own a computer as they can access the site via internet cafes, their workplace computer, libraries or community centres.

To access the service please go to: www.bigwhitewall.com

City and Hackney CCG Commissioning Intentions Event 2014 takes place on the 12th of November 2014

Make a note of this date and come and join us in discussing the commissioning plans for the year ahead! For up to date information on time, venue and how to book please keep an eye on our website's [event section](#) or contact the Patient and Public Involvement team at the CCG on 020 7683 4222 / eeva.huoviala@nhs.net

What is the Commissioning Intentions Event?

In the world of commissioning, Autumn is the time when our Programme Boards are busy planning ahead and deciding what services will look like for 2014-15. During September and October we are speaking to our patient and public representatives, Healthwatch and community partners, finding out what they think is important, what works well and what should change. The CCG then hosts an annual Commissioning Intentions event, where the plans are presented and people have a chance to comment and find out more.



If you'd like to find out what the event looked like last year please click [here](#) or go to <http://www.cityandhackneyccg.nhs.uk/have-your-say/commissioning-intentions-event.htm>

If you would like to make a comment and suggestion regarding the local services you can do so using [this form](#) or by contacting the CCG using the details above.

Pictures from last year's event are available [here](#)

Fund for Health and Patient and Public Involvement

Fund for Health Event, Tuesday Oct 21st, 9.30am-2.30pm (The Education Centre, St Joseph's Hospice, Mare Street, E8 London)

Patient and Public Involvement in Hackney, Tuesday Oct 21st, 2.45pm-4.30pm (The Education Centre, St Joseph's Hospice, Mare Street, E8 London)

City and Hackney CCG and Healthwatch Hackney are hosting a public event to publicise and discuss the outcomes from 23 community research projects funded through Fund for Health. These research projects are focussed on voicing the views of marginalised and vulnerable groups under two key themes; 'Barriers to Healthcare' and 'Patient Centred Care'.

The key aim of Fund for Health is to ensure that seldom heard groups are given a voice and are able to contribute to the decisions made by health care providers and health policy makers on their behalf. These groups include people with a disability and their carers, children and young people, people with a learning disability, people who do not have access to the internet, and people whose English is either limited or who don't speak English at all, among others.

The January 2014 round was sponsored by Hackney Healthwatch and City and Hackney CCG, with a total of £20,000 of funding available as grants of between £300 and £2000. Funding was allocated to voluntary and community sector organisations that are able to engage directly with hard to reach groups to gather feedback, listen to opinions and experiences and collate suggestions for the improvement and development of services.

There were many excellent submissions and twenty-three were selected for funding. These focus on an extremely wide range of hard to reach or vulnerable groups, including: Charedi children and young people (Interlink); Turkish speaking mothers and pregnant women (Mini Kardes); brain injured adults (Headway East London); homeless and vulnerable people (Peter Bedford Housing Association) and adults with severe mental health issues (Core Arts).

The findings of each of the projects will be presented at a public event on 21 October where public health professionals and commissioners will be discussing their responses, and will play a key part of discussions at November's Commissioning Intentions event. Ultimately, they will inform the decisions made by commissioners, ensuring that services truly meet the needs of all of the communities living in City and Hackney.

This event will be followed by a workshop on Patient and Public Involvement in Hackney in the afternoon (2.45pm-4.30pm). You can book your place by emailing nathan@hcvs.org.uk or by phoning HCVS on 0207 923 1962. You are welcome to attend both, or just one of the events.

Help improve services for people with Sickle Cell Disease



You can help shape services for Hackney residents with Sickle Cell Disease by taking part in a quick online survey.

This survey was designed by the SC&T (Sickle Cell and Thalassaemia Support Group) and Healthwatch Hackney. Our aim is to find out from patients what you think is working well, and what could work better, then to set up a dialogue with Homerton Hospital and other care providers to improve the service where possible.

Sickle Cell and Thalassaemia (SC&T) Support Group meetings

The SC&T group meets every third Tuesday of the month 5- 8pm in the Matthews Duncan Seminar Room along the Yellow Corridor in Homerton Hospital. Ask in reception for directions.

More info: www.facebook.com/SCTHomerton

Healthwatch Hackney

Healthwatch Hackney is the independent watchdog for health and social care in Hackney. Our role is to enable patients views to influence the way health and social care services are designed and delivered. We also have a signposting service to help Hackney residents access health and care services they need, or to find out how to resolve issues with services or to complaint. For more information www.healthwatchhackney.co.uk or call 020 7923 1962

[Online Survey for Sickle Cell Disease](#)

Thank you.

CCG Board Meetings

The CCG is made up of 44 GP practices who report to a board. The role of the board is to oversee the work of the CCG and make sure that decisions about changes to local health services are debated openly and fairly. The board meets on the last Friday of every month, 2-4pm, at the Tomlinson Centre (Queensbridge Road, London, E8 3ND). These meetings are open to public but you may wish to contact the CCG beforehand to confirm the location and time and request papers. More information on the board, including meeting details and papers are also available on our website: <http://www.cityandhackneyccg.nhs.uk/about-us/meetings-of-the-governing-body.htm>

Spotlight

Greetings from the Patient and Public Involvement Committee's new Lay Chair



I am delighted to be the new lay member of the CCG Board with responsibility for Patient and Public Involvement. I have a long-standing personal and professional interest in health and wellbeing and a commitment to improving health outcomes for individuals and for society as a whole. I have a particular interest in supporting carers and people with hidden disabilities to achieve success and in supporting people to self-care and take control of their lives.

I have lived in Hackney for 27+ years and have used local health services as a patient myself, a parent and carer for my mother. My father was a GP in South London and various members of my family currently work in the NHS or health-related jobs.

Since 2010 I have been a member of the Patient Liaison Group (PLG) for the British Medical Association (BMA), which provides the BMA with an informed patient view on matters of interest to the medical profession and to patients, and works to ensure that the patient voice is represented in matters being addressed by the BMA. In July 2013 I was elected as Chair of PLG and in this role have been able to raise the profile of PLG and gain the commitment of BMA leadership to involving patients more proactively in work across all branches of practice. I sit on BMA Council and am also the patient representative on the General Practitioners Committee.

I have worked for 27 years in and for local authorities in London in a variety of roles and services and I have sought to promote the involvement of tenants, residents and service users or carers in shaping council services and developing user-focused services. I am currently self-employed and work as a coach/mentor helping clients to develop self-awareness and to find their own solutions to their problems and as an organisational development consultant, specialising in leadership and management development

As a volunteer life coach at City and Hackney Carers Centre for the past 3 years I have helped carers from many different backgrounds to develop confidence and resilience, look after themselves and achieve their personal goals. I have a particular interest in using coaching to support people with disabilities to deal with the impact of their disability on their working lives. As a work-based assessor for Action on Hearing Loss I also visit people in their place of work to establish their support needs to be able to work to the best of their ability.

Kind regards

Catherine Macadam

City and Hackney CCG

Patient and Public Involvement Lay Chair

Questions & Answers

Ask us a question

If you have any questions relating to articles in the newsletter or about the work of the PPI function at City and Hackney CCG, we'd love to hear from you.

Alternatively, if there are topics that you'd like to see included, please let us know.

Contact Eeva Huoviala - eeva.huoviala@nhs.net

Key information

Contact Us

General enquiries

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Media enquiries

For media enquiries for City and Hackney Clinical Commissioning Group please email press@hackney.gov.uk or call 020 8356 3736 (Mon-Fri: 9am-5pm), out of hours: 07528 969 363.

Programme boards

Updates from our Programme Boards

The CCG is structured around Programme Boards, each responsible for commissioning specific services. In this section we'll be covering updates from these Programme Boards which are responsible for covering the following areas

- Maternity Services
- Children's Services
- Planned Care
- Urgent Care and Integrated Care
- Long Term Conditions
- Primary Care Quality
- Mental Health
- Prescribing

The CCG also has a Patient and Public Involvement Committee, which is a Sub Committee for the CCG's Board and works across all programme boards within the CCG, ensuring that patients and members of public are involved in the way these services are commissioned.

If you would like to find out more about how to get involved in the patient representative groups for the Programme Boards or how to influence the above services please contact the CCG or the patient participation group at your GP practice. You can see the full structure of the CCG [here](#).