

NHS Lincolnshire East Clinical Commissioning Group Primary Care Listening Clinics Programme 2016/17 Patient Engagement Overview Report

Introduction

This report provides an overview of the Primary Care Listening Clinics undertaken in general practices within the Lincolnshire East CCG area during 2016/17.

About CCGs

Clinical Commissioning Groups (CCGs) are clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area. Commissioning is about improving health outcomes for the local population, by assessing local needs, deciding priorities and buying services on behalf of the population. CCGs are responsible for the health of their entire population, and are measured by how much they improve patient health outcomes. There are now 207 CCGs in England. CCGs were established following the Health and Social Care Act in 2012, and they replaced Primary Care Trusts on 1 April 2013.

Lincolnshire East CCG

The 29 practices that form Lincolnshire East Clinical Commissioning Group (CCG) are working together to improve the quality and delivery of health services for patients. The CCG is made up of three localities - Boston, East Lindsey, Skegness and Coast, all with very different challenges.

Patient and Public Participation

The Health and Social Care Act 2012 places a statutory duty on NHS organisations to involve patients and members of the public in the planning and provision of services, proposals for changes in the way services are provided and decisions affecting the operation of those services.

In response to this duty, and in recognition of the value of involving patients and the public, Lincolnshire East Clinical Commissioning Group have a range of mechanisms in place to involve people in decision making and listen to their experiences to improve services. Some examples of how we do this include:

- Patient councils, stakeholder committees and groups
- Involvement of patients, the public and stakeholders in developing commissioning intentions
- Delivery of specific engagement and consultation exercises
- Local interpretation of national and regional patient experience surveys
- Stakeholder events
- Listening Events
- Listening Clinics

Listening Events Programme

Since 2013, the CCG has held Listening events in partnership with neighbouring Lincolnshire CCGs. Each event is delivered alongside staff from provider organisations, who come together to listen to patient experiences first hand. Each event is promoted widely to encourage as many patients as possible to attend and share their experiences of healthcare. Patient stories are recorded and shared with the relevant organisations, which in turn develop actions to improve quality and service delivery.

Primary Care Listening Clinics

Lincolnshire East CCG Listening Clinics are an extension of the Listening Events Programme and have enabled the CCG to listen directly to patients registered at all of their member practices. Patients share feedback relating all NHS funded services in Lincolnshire.

Methodology

During 2016/17 Listening Clinics have taken place at each GP practice within LECCG; each is attended by the Engagement Manager and/or a nurse from the CCG's Quality team, or another staff member representing the CCG. The team encourage patients to feedback their experiences of local health services in their own words and where necessary, prompt patients or asked questions to get further information if needed. If patients are distressed or upset they can be taken to a private area to give their feedback. To ensure any outstanding issues or concerns were dealt with promptly, the CCG can look into cases on the patient's behalf with their consent. Listening Clinics were advertised by posters in each practice, as well as on Twitter, Facebook and on the CCG's website.

Caveat

The findings of the Listening Clinics are based solely on patient feedback received on one day and should be considered alongside other available intelligence on the practice, for example GP patient survey results, friends and family test results, reviews left via NHS Choices, Patient Opinion, complaints information, CQC inspection results and any recent in house patient surveys.

Feedback

Practice managers, or a nominated member of staff is given a synopsis of the patient feedback shared after each Listening Clinic. In addition, each practice receives an individual practice report relating to their practice feedback. Feedback for other healthcare providers has also been communicated to each organisation for information and learning.

Analysis

All patient feedback is inputted into an engagement database and coded as "Positive", "negative" and "positive and negative" feedback in order to calculate trends across the CCG.

Key findings

Graphs displaying a summary of the key findings of patient feedback from the Listening Clinics are shown in **Appendix 1**. The graphs display the results of the CCG as a whole and by locality. A list of practices within in each locality is displayed in **Appendix 2**.

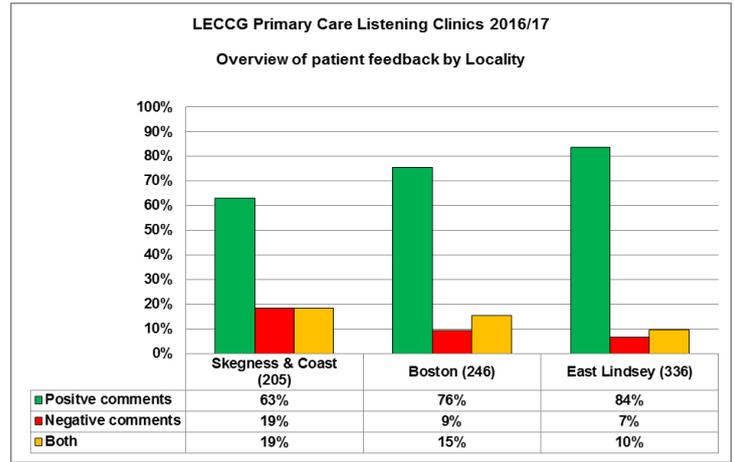
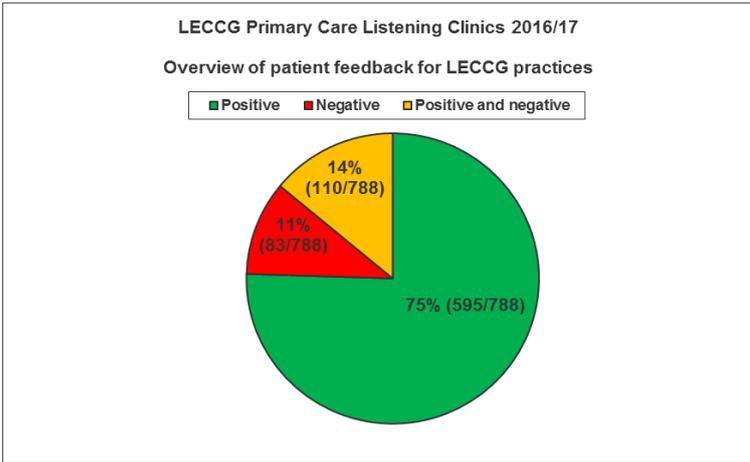
Key findings:

- Listening Clinics have gathered 788 patient experiences from Lincolnshire East GP member practices during 2016/17.
- 75% (595/788) of feedback relating to practices in Lincolnshire East was positive on the whole,
- The most mentioned area for concern across the CCG was access to appointments with 27% (194/717) raising concerns.

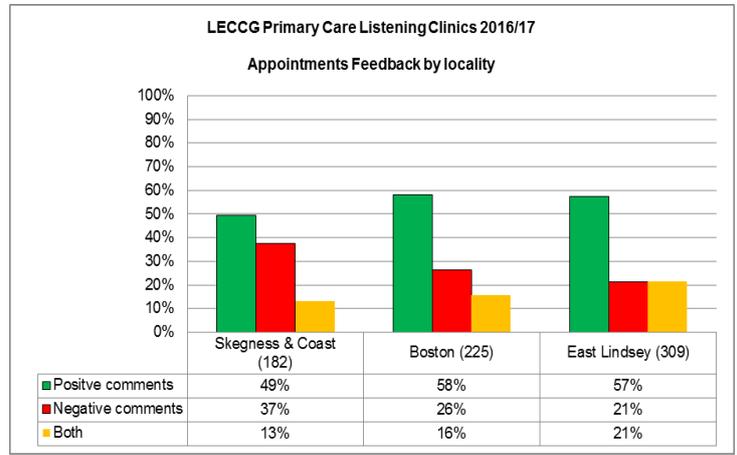
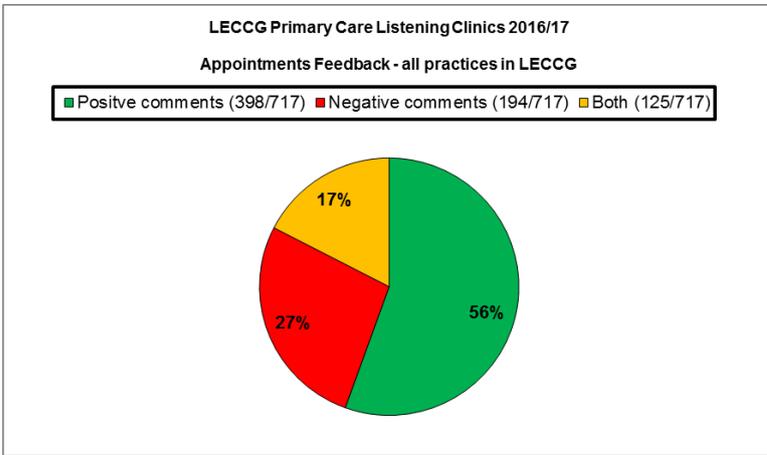
Highlights

- 82% of feedback (304/370) relating to prescriptions was positive for the CCG
- 91% (465/512) of feedback relating to staff attitude was positive
- 82% (241/295) of feedback for the way that practices communicate with patients was positive
- 89% ((423/473) of patients who mentioned clinical care gave positive feedback

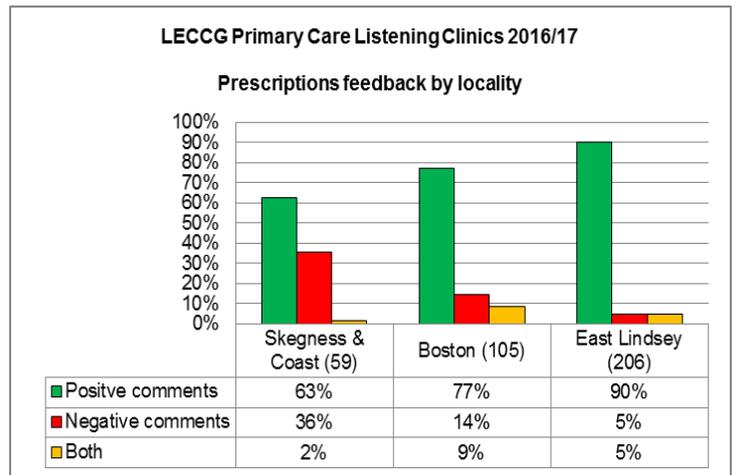
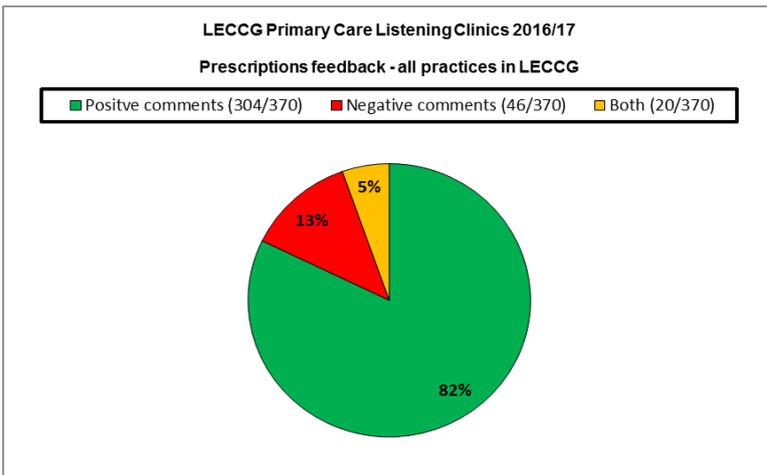
Appendix 1 – LECCG Member Practice Listening Clinic Overview



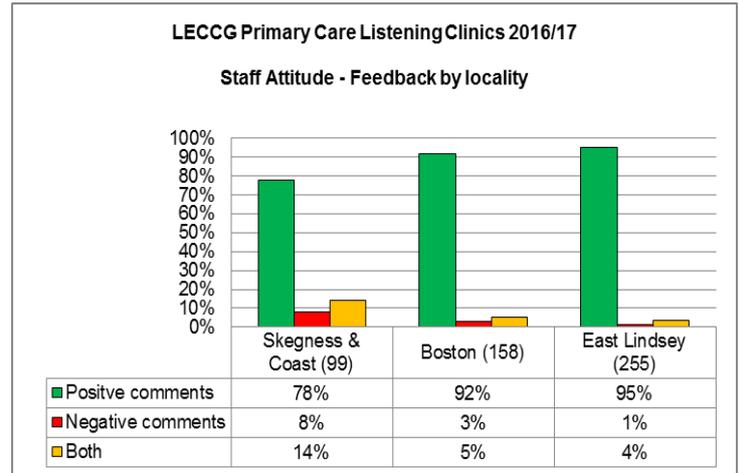
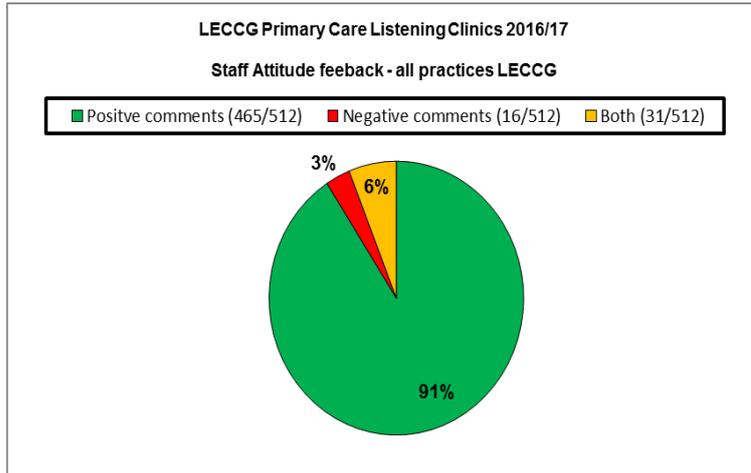
Feedback relating to access: appointments



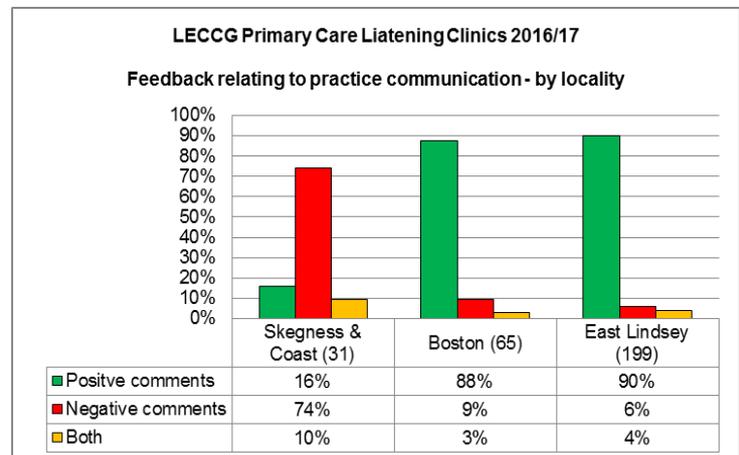
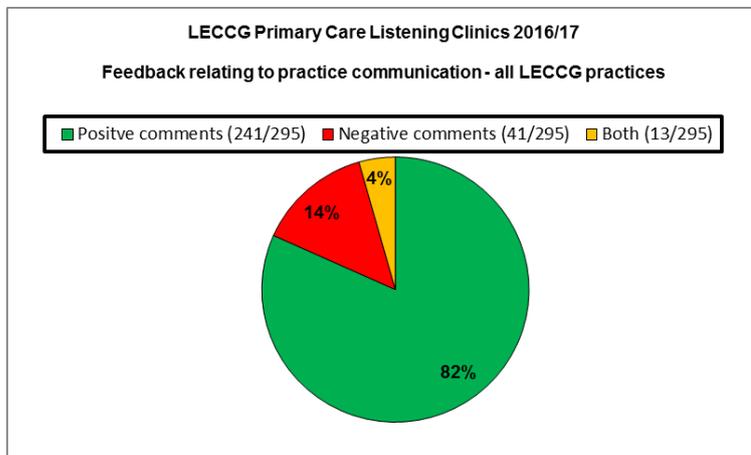
Feedback relating to Prescriptions



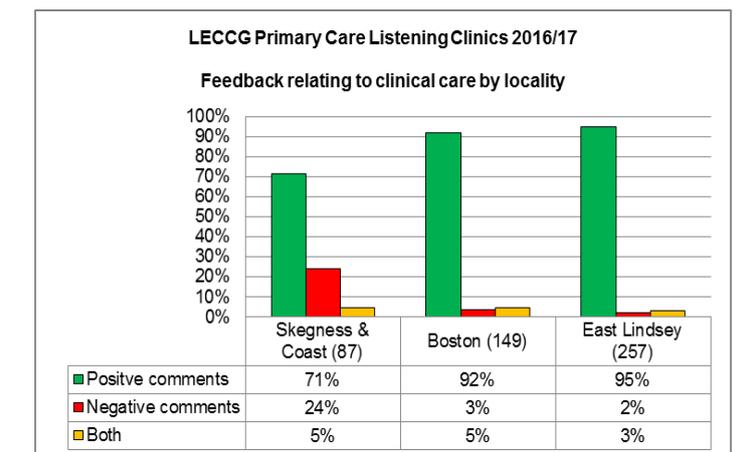
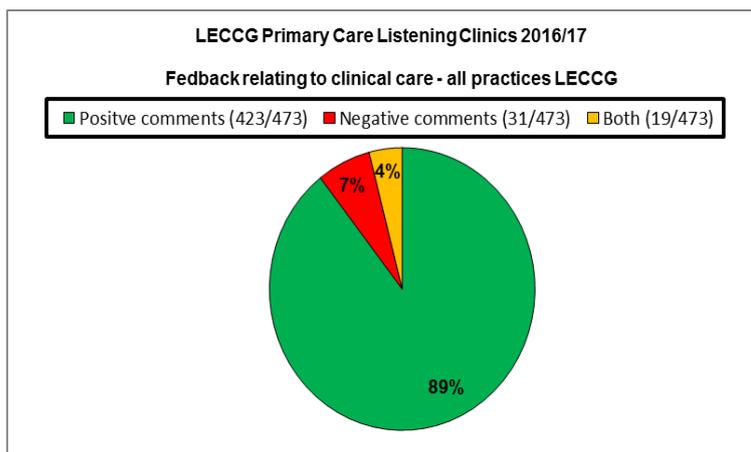
Feedback relating to Staff Attitude



Feedback relating to Communication



Feedback relating to clinical care and feeling looked after



Appendix 2 - List of practices per Locality

Boston practces	Westside
	Stuart House
	Kirton
	Greyfriars
	Parkside
	Holbeach
	Liquorpond
	Old Leake
	Swineshead
Skegness & Coast Practices	Spilsby
	Marisco
	Beacon
	Wainfleet
	Merton Lodge
	Hawthorne
	Stickney
East Lindsey Practices	Binbrook
	Caistor
	Coningsby
	Horncastle
	James Street
	Kidgate
	Newmarket
	Market Rasen
	North Somercotes
	North Thoresby
	Tetford
	Woodhall Spa New
	Tasburgh Lodge
Wragby	

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