

# Involvement and Engagement Tracker

It is really important that we are able to listen to local people and communities across Stockport about their experiences of using health and care and to help shape services. Our Engagement and Experience Tracker records the level of activity and demonstrate how it has informed and influenced decision-making across the organisation.

The Partnership Involvement Network activity will also be added as well as external engagement activity as it informs the Stockport Commissioning priorities All the activity is often delivered jointly with our partners within Stockport Council, Stockport NHS Foundation Trust, Pennine Care NHS Foundation Trust, Viaduct Care, Mastercall and Greater Manchester Health and Social Care Partnership.

When	No of people	We asked (Activity)	You Said	We Did (Impact)	For more information
01/04/2018	80	Mental Health Training Sessions with TPA	As part of extending confidence in holistic assessments to partner colleagues TPA colleagues asked for training on a list of commonly encountered difficulties relating to clients mental health	To help improve competencies of non-health staff in managing distressed patients within a social prescribing setting, a series of training sessions covering the list was developed and delivered in a small group interactive setting	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/mental-health-training-sessions-with-tpa">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/mental-health-training-sessions-with-tpa</a>
01/05/2018	96	Mental Health training with Stockport Homes	We asked: Whilst attending a Public Health led discussion with colleagues from Stockport Homes, ABL, CGL, and START it became clear that they frequently work with distressed or challenging residents. The Clinical Commissioner for Neighbourhoods, Steve Bradshaw, offered to deliver bespoke training sessions to these colleagues to help with these challenges.	Feedback during follow up question and answer sessions reflected better confidence and knowledge subsequent to the training. Colleagues now have a better understanding of communicating with mentally distressed clients and social prescribing to complement their area of expertise.	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/mental-health-training-with-stockport-homes">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/mental-health-training-with-stockport-homes</a>
01/05/18		Red Bag Scheme - We	<b>A number of positives have been received about the scheme:</b>	A Pathway Development Plan has been developed with actions for	

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		would like the Residents and families from the Residential and Nursing homes to give continual feedback that it has supported their transition into hospital and the safe discharge back home again.	<ul style="list-style-type: none"> <li>•Staff at the hospital are engaging with the scheme and service users are coming home quicker.</li> <li>•Families are happy (not losing glasses etc)</li> <li>•Reduced phone calls to the care home</li> <li>•Protects providers – evidence that information has been sent to the hospital-check list</li> <li>•Positive feedback and support from NWS and ED</li> </ul> <p><b>However there are still some area that require improvement:</b></p> <ul style="list-style-type: none"> <li>•GP's / Consultants require training</li> <li>•Notes not always returned -Paperwork needs to stay in the bag.</li> <li>•More promotion in the hospital so all staff are aware, due to high turnover of care and nursing staff.</li> <li>•Person Centred info poor quality or not always read</li> </ul>	each of the providers such as Nursing, Residential, Extra Care Homes, NWS and Hospitals to ensure Champions have been identified and the necessary staff are well trained and fully aware of the scheme.	
14/05/2018	13	Continuing and Complex Health Care survey – Families were asked to rate the service they had received from the service .	<p><b>The patient experience survey results are as below: 13 people in total filled in the survey from July 2018 to March 2019.</b></p> <p><b>All those asked to think about the Continuing Healthcare process –</b> 9 out of the 13 people asked said they were happy with the CHC process from their first contact with the CHC team to placement or implementation of their care as above. 4 people commented that there was some aspect of communication that could be improved; the team is reviewing to learn from the comments.</p> <p><b>Did you understand the process?</b> 10 of the 13 asked said that they understood</p>		<a href="https://stockport-haveyoursay.citizenspace.com/continuing-and-complex-health-care/51d2393f">https://stockport-haveyoursay.citizenspace.com/continuing-and-complex-health-care/51d2393f</a>

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			<p>the process, 1 person said 'No' as they were a relative that lived a long distance away and hadn't been involved in the process. 2 people said the process was new to them and found it difficult.</p> <p><b>Were you kept well informed?</b> 9 out of the 13 people were kept well informed, 1 person said no but indicated that they were invited to the meeting but that they lived far away and could not attend. 3 people commented that there was some aspect of communication that could be improved; the team is reviewing to learn from the comments.</p> <p>There were 0 complaints regarding quality of care of providers and all responses stated that care was good or very good.</p>		
29/05/2018	30	Team around the Town meetings - As Neighbourhood Clinical Commissioner, Steve Bradshaw has indicated an interest and wish to be involved in the development of social prescribing networks.	<p>As Clinical Commissioner for the Neighbourhoods, Steve Bradshaw was invited and attended three meetings over the last 12 months</p> <p>You said: TPA Community Connectors arrange periodic 'Team around the Place' meetings. These offer the opportunity for local groups/residents to meet and share their values along with what their group can offer as a means of promoting greater local knowledge.</p>	<p>An example of a positive outcome was that at the Marple meeting it was noticed that there was a clash of meeting times between two groups both of whom would have benefited the same group of attendees. Therefore one group agreed to change their meeting times.</p> <p>The overall outcome of all meetings is a better local knowledge between groups of what are already available and potential gaps. This will hopefully also then lead to on-going cooperation and signposting between groups.</p>	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/team-around-the-town-meetings">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/team-around-the-town-meetings</a>
11/06/2018	52	Osteoarthritis of the Knee Workshop Questionnaire	This is the first time Stockport Together have collaborated to provide this workshop. We would value your feedback, so we can decide if this is a suitable event to run, and how we	A knee workshop was set up and around 40 patients were invited to attend. Other professionals attended the event such as	<a href="https://stockport-haveyoursay.citizenspace.com/stock-together/d2e9fced">https://stockport-haveyoursay.citizenspace.com/stock-together/d2e9fced</a>

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			can improve it for the future	podiatry, ABL, Patients were given a presentation and invited to ask questions. A survey was circulated to all those that attended which showed patients now had greater confidence in managing their condition.	
26/06/2018	11	Citizens Representation Panel 26th June 2018	A number of topics were discussed: Mental Health Commissioning Intensions - Adults and Children and Young People; Stockport's Devolution Difference event; presentation by Karen Snelson and Andrea Stewart on the Outpatients Project.	The attached paper provides an outline of activity for the CCG and Partners to complete on behalf of the CRP.	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/crp-26th-june-2018">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/crp-26th-june-2018</a>
24/07/2018	100	Healthwatch - NHS 70yr birthday celebration event	Celebration of the NHS at 70 years old	During the event members of the public shared their stories of the NHS, and were happy to hear from not only people who have benefitted as patients but also former NHS staff members too.	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/healthwatch-nhs-70yr-birthday-celebration-event">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/healthwatch-nhs-70yr-birthday-celebration-event</a>
26/07/2018	51	AGM 2018	During the meeting we shared highlights and achievements from over the past year as well as discussing some next steps and future developments planned for the year ahead.	We publish all the documents and questions and answers raised at the AGM on the CCG website.	<a href="http://www.stockportccg.nhs.uk/news/consultation-and-engagement/agm/">www.stockportccg.nhs.uk/news/consultation-and-engagement/agm/</a>
08/08/2018	7	Mental Health Advisory Group	To improve the representation at this multi-agency advisory group we sought user and carer representatives. This was first raised at the August meeting. This was achieved by contacts with Mind and SPARC and meeting with volunteers. The first meeting attended by service users was 10th October. We asked for interested service users/carers to become involved in this multi-agency bi-monthly mental health advisory group.	Two volunteers came forward and after further discussion regarding the nature of the group have joined and attended.  In the three meetings held since joining their contribution has been extremely valuable. In particular in respect to suicide prevention and crisis pathway development.	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/mental-health-advisory-group-1">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/mental-health-advisory-group-1</a>
25/09/2018	10	Citizens Representation	Topics for discussion: Theme 3	The attached paper provides an outline of activity for the CCG and	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/crp-25th-september-2018">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/crp-25th-september-2018</a>

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		Panel 25th September 2018	Dermatoscope and Dermatology Project Commissioning Intentions 2019/20 Neighbourhood Update Update on Heaton's Neighbourhood	partners to complete on behalf of the CRP	<a href="#">on-and-engagement/crp-25-septemb 2018</a>
08/10/2018	6	Mental Health Third Sector Contract Review - Reviewing current provision and future aspirations. We asked: What is being done well? Where are the gaps? What could be done better? What are our aspirations?	You said: <ul style="list-style-type: none"> <li>• During the discussion a number of themes emerged for example:</li> <li>• How Stockport Mind is involved in GM wide developments</li> <li>• Challenges of being a small single borough provider</li> <li>• The activities led through SPARC</li> <li>• Challenges for Carers</li> </ul>	All the information from the workshops were considered and discussed. The Local Authority is using this to re-draught contracts and nuance aspiration. These contracts are out for competitive tender at the time of writing this.	<a href="https://stockport-haveyoursay.citizenspace.com/consultations-team/6a486be0">https://stockport-haveyoursay.citizenspace.com/consultations-team/6a486be0</a>
10/10/2018	100+	Devo Difference event - evaluation	More than 100 people attended the Devolution Difference event on 9 October 2018. The event was held to reflect on how health and social care in Stockport is changing for the better, helping local people live healthier, happier lives.  The borough was handed the power to begin making these improvements two years ago when Greater Manchester took control of the region's £6bn health and social care budgets with the aim of transforming services.  To mark the anniversary the event showcased the positive changes that have happened in health and social care services in Stockport	The event was supported by over 25 local voluntary, charity and health and care organisations that formed a drop-in market place, allowing guests to find out more about how the changes will affect them and talk to staff in the services available in local communities.	<a href="https://stockport-haveyoursay.citizenspace.com/consultations-team/6a486be0">https://stockport-haveyoursay.citizenspace.com/consultations-team/6a486be0</a>

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			<p>that are making a difference to the lives of local people.</p> <p>Jon Rouse, the Chief Executive of Greater Manchester Health and Social Care Partnership delivered a key note speech and there was further insight into the transformation by leaders of NHS Stockport CCG, Stockport Council and Stockport NHS Foundation Trust.</p>		
01/11/2018	55	Osteoarthritis of the Knee Workshop Questionnaire V5		<p>A knee workshop was set up and around 40 patients were invited to attend. Other professionals attended the event such as podiatry, ABL, Patients were shown a presentation and invited to ask questions. A survey was circulated to all those that attended which showed patients now had greater confidence in managing their condition.</p>	<a href="https://stockport-haveyoursay.citizenspace.com/stocktogether/42ef9c4b">https://stockport-haveyoursay.citizenspace.com/stocktogether/42ef9c4b</a>
10/12/2018	77	SEND Workshop December 2018 - We asked Special Education Needs and Disability (SEND) parents and carers to look at the SEND review undertaken by Ofsted and CQC and give us their	<p>To see a full report of all the feedback and themes please go to the Local Offer page - <a href="https://stockport.fsd.org.uk/kb5/stockport/fsd/localoffer.page">https://stockport.fsd.org.uk/kb5/stockport/fsd/localoffer.page</a></p>	<p>The full details of activity, plans and outcomes to date can be found on the 'Local Offer' page via this link - <a href="https://stockport.fsd.org.uk/kb5/stockport/fsd/localoffer.page">https://stockport.fsd.org.uk/kb5/stockport/fsd/localoffer.page</a></p>	<a href="https://stockport-haveyoursay.citizenspace.com/communications-team/a2ca4264">https://stockport-haveyoursay.citizenspace.com/communications-team/a2ca4264</a>

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		feedback			
11/12/2018	14	Citizens Representation Panel	Topics for discussion: Update from members of key activity, Strengthening involvement & Engagement in Stockport, Mental Health Conference and Send Inspection Report; Neighbourhood Update and Viaduct Care	The attached paper provides an outline of activity for the CCG and partners to complete on behalf of the CRP	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/copy-of-crp-25-september-2018">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/copy-of-crp-25-september-2018</a>
13/12/2018	8	Tea with the GP - The scheme is simply asking patients to participate once invited, in order to improve their wellbeing by improving contact with GP surgery staff.	Feedback after the event from patients was excellent and it was enjoyed by all.	We are arranging a further event in this Neighbourhood and then approach the charity (Contact the Elderly) to gain permission/obtain funding for further Neighbourhoods.	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/tea-with-the-gp">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/tea-with-the-gp</a>
15/01/2019	<b>Send workshop</b>	SEND Workshop January 2019 - We asked Special Education Needs and Disability (SEND) parents and carers to look at the SEND review undertaken by Ofsted and CQC and give us their feedback.	To see a full report of all the feedback and themes please go to the Local Offer page - <a href="https://stockport.fsd.org.uk/kb5/stockport/fsd/localoffer.page">https://stockport.fsd.org.uk/kb5/stockport/fsd/localoffer.page</a>	There are a number of actions raised by parents for the Local Authority and CCG to work on. This includes a number of workstreams which all have parent representatives on them. The full details of activity, plans and outcomes to date can be found on the 'Local Offer' page via this link - <a href="https://stockport.fsd.org.uk/kb5/stockport/fsd/localoffer.page">https://stockport.fsd.org.uk/kb5/stockport/fsd/localoffer.page</a>	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/send-workshop-january-2019">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/send-workshop-january-2019</a>

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18/01/2019	5	Practice Champion Scheme - Stepping Hill Neighbourhood	The Bracondale Practice Champions agreed they would be glad to assist where they could and would welcome more volunteers working in the neighbouring Stepping Hill Neighbourhood.	Stepping Hill practices are going to decide if they wish to 'host' a Practice Champion scheme and would like more information from Public Health as to what is involved. The Practice Champions will wait to hear if a Stepping Hill practice wishes to engage and work with them later on this year.	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/practice-champion-scheme-shillneighbourhood">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/practice-champion-scheme-shillneighbourhood</a>
29/01/2019	19	End of Life Conversation - The aim of the engagement was to learn from experiences of family carers what works well, what needs improvement, what is missing and what suggestions people might have to improve our local palliative care offer.	<p><b>Strengths:</b> End of life team at home End of Life assessment Enhanced care team highly valued but only in last 2 weeks of life Advanced care planning works especially well for dementia patients but not necessarily for other conditions</p> <p><b>Weaknesses</b> Not a person-centred care plan, no choice provided Not possible to book respite care Variable support from GPs: some very supportive GPs and some carers reported not having received much support from their GP Lack of conversations to discuss and plan end of life care No bereavement support offered Lack of training for staff; staff don't know when / how to start conversations and what services are available Treatment for pain was lacking</p> <p><b>Challenges</b> Adapting home gave stress and had an impact financially; home environment felt less homely Need to start conversations earlier Skills of family carers not appreciated by care</p>	<p><b>What we did or will do as a result (ie how this will influence decision-making)</b></p> <p>The feedback from the participants confirmed that the new model needs to have: A single contact point for patients and family More opportunities for respite for the carer Right balance between peer support for carers based on condition and more generic; to create more opportunities to meet others in a similar situation for carers looking after someone with a less common condition Clearer signposting on bereavement support offer Continuity in contact with carers by services in days after person passed away to avoid abrupt ending of support on day person passed away Based on the feedback we have now Made a split between the palliative</p>	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/end-of-life-conversation">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/end-of-life-conversation</a>

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			<p>home staff when cared for moves into care home</p> <p>Support for deaf people in end phase of life was lacking</p> <p><b>Barriers</b></p> <p>Disjointed services</p> <p>Lack of training for family carers</p>	<p>care and bereavement pathway to acknowledge the different needs</p> <p>reviewed respite opportunities and are looking in creating more options for respite</p> <p>looked at continuity in support for carers in first days after death</p> <p>improved joint working between elements of the pathway</p> <p>extended enhanced support team involvement</p> <p>looked at training opportunities to up skill staff e.g. home care staff</p>	
04/03/2019	66	Over the Counter Medicines	NHS Stockport CCG wants the views of local patients, the public and other stakeholders on the NHS England recommendations before taking any further decision on whether to remove these products from routine prescriptions locally.	Started in March and is ongoing until 1 <sup>st</sup> April 2019	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/otc">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/otc</a>
05/03/2019	10	NHS Stockport CCG Meeting with NHS Watch Consortium – an open discussion was held,	A number of topics were discussed, these included: National Signposting Scheme, length of time for GP appointment, Right Care, Right Time services and recruitment of staff.	It was agreed there would be regular discussions with NHS Watch and other colleagues.	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/nhs-stockport-ccg-meeting-with-nhs-watch-consortium">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/nhs-stockport-ccg-meeting-with-nhs-watch-consortium</a>
12/03/2019	13	Citizens Representation Panel 13th March 2018	<p>Topics for discussion included:</p> <p>Update from members on key activity</p> <p>Proposal for Stockport Partnership Involvement Network (SPIN)</p> <p>Update GM Carers Charter</p> <p>Mental Health Advisory Group</p>	The attached paper provides an outline of activity for the CCG and partners to complete on behalf of the CRP	<a href="https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/crp-12th-march-2019">https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/crp-12th-march-2019</a>