

Involvement and Engagement Tracker 2019-2020

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 (Listened)	We Did (Impact)	For more information
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 closed on 1 April 2019.	https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/otc
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.	https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/nhs-stockport-ccg-meeting-with-nhs-watch-consortiu
12/03/2019	13	Citizens Representation Panel 13th March 2018	Topics for discussion included: Update from members on key activity Proposal for Stockport Partnership Involvement Network (SPIN) Update GM Carers Charter Mental Health Advisory Group	The attached paper provides an outline of activity for the CCG and partners to complete on behalf of the CRP	https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/crp-12th-march-2019
10/04/2019	16	Mental Health Advisory Group	To improve the representation at this multi-agency advisory group we sought user and carer representatives.	<ul style="list-style-type: none"> • Psychological Medicine in Primary Care • Transition • Terms of Reference • IAPT update and Alignment in Neighbourhoods 	https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/copy-of-mh-advisorygroup10042019


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21/04/2019	20	SEND Coproduction Group	Listening and co-producing services with children and young people that have special educational needs and disabilities, and their families, is an essential part of the work we do.	The SEND Group meets regularly to review progress and ensure local families and communities are engaged and able to co-produce local services.	https://stockport-haveyoursay.citizenspace.com/communications-team/send-coproduction-group-23-april-2019/ https://stockport.fsd.org.uk/kb5/stockport/fsd/service.page?id=0arGv3ga2B0&familychannel=999
1/05/2020	500	<p>Stockport CCG Strategic Plan 2019-2024</p> <p>An engagement programme was delivered between May and July 2019 with over 500 people involved in the development of the CCG Strategic Plan, through a range of different methods.</p>	<p>Feedback from staff, clinicians, patients and the public was generally supportive and people recognised the influence of previous engagement and co-design work on the delivery plans and highlighted that the CCG needed to focus on implementing changes.</p> <p>Key themes from feedback included:</p> <ul style="list-style-type: none"> • the importance of tackling health inequalities among community groups • the need to invest more in mental health services • the importance of preventing ill health • an acknowledgement that previous plans did not include enough on children's health • the need for public services to work together to support individuals • support for more care undertaken closer to home 	<p>All of the feedback from the engagement work was captured in a 'You Said, We Did' table and how the information had been used to shape the Strategic Plan.</p> <p>Full details of the engagement work can be found at: https://stockport-haveyoursay.citizenspace.com/we_asked_you_said/</p>	www.stockportccg.nhs.uk/about-us/what-are-our-plans-and-priorities/
17/05/2019	15	<p>Health Checks for Adults with Serious Mental Illness</p> <p>Engagement focused on building an understanding of health checks with adults with SMI and to gain an</p>	<p>Recommendations from feedback: To link the physical health check with the Wellbeing and Self Care Service.</p> <p>Primary Care are encouraged to take an approach that 'engages' with adults with Serious Mental illness (SMI) in the health check process, this recognises that some effort needs to be put into building an</p>	<p>Recommendations from the engagement were: To link the physical health check with the Wellbeing and Self Care Service.</p> <p>To take an approach that 'engages' with adults with SMI in the health check process.</p>	www.stockportccg.nhs.uk/our-health/your-health-services/mental-health/

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		understanding of these adults felt was important to include in a health check.	understanding with the patient with SMI why the health check is important.	Meaning that its not just a case of sending them a letter inviting them to a health check as that won't work. Has to be some effort put into building an understanding of why the health check is important.	
21/5/2019	20	SEND Coproduction Group	Listening and co-producing services with children and young people that have special educational needs and disabilities, and their families, is an essential part of the work we do.	The SEND Group meets regularly to review progress and ensure local families and communities are engaged and able to co-produce local services.	https://stockport-haveyoursay.citizenspace.com/communications-team/send-coproduction-group-21-may-2019/ https://stockport.fsd.org.uk/kb5/stockport/fsd/service.page?id=0arGv3ga2B0&familychannel=999
12/6/2019	12	Mental Health Advisory Group	To improve the representation at this multi-agency advisory group we sought user and carer representatives.	Transition Suicide Prevention Service updates Update on Adult Social Care (ASC)	https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/mh-advisorygroup
18/06/2019	14	Citizens Representation Panel	Topics for discussion included: <ul style="list-style-type: none"> • Discussion on CCG Strategic Plan • Over the Counter Medicines • Engagement feedback • JSNA Development 	The attached paper provides an outline of activity for the CCG and partners to complete on behalf of the CRP.	https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/crp-2-june-2019
24/6/2019	20	SEND Coproduction Group	Listening and co-producing services with children and young people that have special educational needs and disabilities, and their families, is an essential part of the work we do.	The SEND Group meets regularly to review progress and ensure local families and communities are engaged and able to co-produce local services.	https://stockport-haveyoursay.citizenspace.com/communications-team/send-coproduction-group-24-june-2019 https://stockport.fsd.org.uk/kb5/stockport/fsd/service.page?id=0arGv3ga2B0&familychannel=999

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31/7/2019	20	SEND Coproduction Group	Listening and co-producing services with children and young people that have special educational needs and disabilities, and their families, is an essential part of the work we do.	The SEND Group meets regularly to review progress and ensure local families and communities are engaged and able to co-produce local services.	https://stockport-haveyoursay.citizenspace.com/communications-team/send-coproduction-group-31-july-2/ https://stockport.fsd.org.uk/kb5/stockport/fsd/service.page?id=0arGv3ga2B0&familychannel=999
27/08/2019	20	SEND Coproduction Group	Listening and co-producing services with children and young people that have special educational needs and disabilities, and their families, is an essential part of the work we do.	The SEND Group meets regularly to review progress and ensure local families and communities are engaged and able to co-produce local services.	https://stockport-haveyoursay.citizenspace.com/communications-team/send-coproduction-group-27-aug-2019 https://stockport.fsd.org.uk/kb5/stockport/fsd/service.page?id=0arGv3ga2B0&familychannel=999
9/9/2019	401	In Vitro Fertilisation (IVF) services	Public consultation seeking views on proposals to review our current policy on commissioning In Vitro Fertilisation (IVF) services.	The CCG reviewed and reflected on the feedback and reports from local partners and it is clear that we need to stop and thoroughly review the consultation process we have undertaken.	https://stockport-haveyoursay.citizenspace.com/pmo/seeking-your-views-on-ivf/
13/09/2019	7	Frailty Pathways	Consultation regarding people's experience of living with or caring for someone with a health or social care condition or other related issue, with a view to creating a small group of people to take part in a Lived Experience Panel. The Panel will work alongside health and care professionals to develop better pathways for patients.	We have now trained (with support from AQUA on quality improvement methodology) 7 members of the panel who will support with evaluation, monitoring and (re)designing of frailty care pathways across primary, community and secondary care. The panel is facilitated through Healthwatch but a result of a funding application made by SCCG.	https://www.healthwatchstockport.co.uk/news/2019-09-13/lived-experience-panel-%E2%80%93-opportunity

2/10/2019	20	SEND Coproduction Group	Listening and co-producing services with children and young people that have special educational needs and disabilities, and their families, is an essential part of the work we do.	The SEND Group meets regularly to review progress and ensure local families and communities are engaged and able to co-produce local services.	https://stockport-haveyoursay.citizenspace.com/communications-team/send-coproduction-group-2-oct-2019 https://stockport.fsd.org.uk/kb5/stockport/fsd/service.page?id=0arGv3ga2B0&familychannel=999
08/10/2019	23	Citizens Representation Panel	Topics for discussion included: <ul style="list-style-type: none"> • Outcomes based commissioning • Breast Service update • IVF Consultation • Over the Counter Medicines 	The attached paper provides an outline of activity for the CCG and partners to complete on behalf of the CRP.	https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/crp-8-october-2019
9/10/2019	11	Mental Health Advisory Group	To improve the representation at this multi-agency advisory group we sought user and carer representatives.	An update on Suicide Prevention - Roll out of the Safe Tool A services update Physical Health Check for people with Serious Mental Illness Mental Health Crisis Pathway	https://stockport-haveyoursay.citizenspace.com/consultation-and-engagement/mhadvisory-group-9oct2019
20/11/2019	50	GP Practice Training delivered by the Mental Health Carers Group	The local Mental Health Carers Group Stockport delivered bespoke training for Practices at the November Masterclass on the 'Triangle of Care'.	Feedback from delegates included significant raised awareness of the importance of working with carers of people with Serious Mental Illness and the importance of good communication.	https://stockport-haveyoursay.citizenspace.com/general-practice-development/mh-carers-group-workshop-masterclass
20/11/2019	8	End of Life engagement	For many, the end of someone's life is often difficult to talk about particularly before the person has passed away. Why it is still a taboo subject for many is probably the fact that it is so difficult to envisage losing the people we love. They told us their stories, what worked well	Helped to improve access to care and support services Developed a leaflet bereavement services.	https://www.healthwatchstockport.co.uk/report/2019-05-01/end-life-report

			and offered solutions to what could have been improved at this precious and difficult time in their life.		
3/12/2019	20	SEND Coproduction Group	Listening and co-producing services with children and young people that have special educational needs and disabilities, and their families, is an essential part of the work we do.	The SEND Group meets regularly to review progress and ensure local families and communities are engaged and able to co-produce local services.	https://stockport-haveyoursay.citizenspace.com/communications-team/copy-of-send-coproduction-group-3-dec-2019 https://stockport.fsd.org.uk/kb5/stockport/fsd/service.page?id=0arGv3ga2B0&familychannel=999
8/01/2020	20	SEND Coproduction Group	Listening and co-producing services with children and young people that have special educational needs and disabilities, and their families, is an essential part of the work we do.	The SEND Group meets regularly to review progress and ensure local families and communities are engaged and able to co-produce local services.	https://stockport-haveyoursay.citizenspace.com/communications-team/send-coproduction-group-8-jan-2020 https://stockport.fsd.org.uk/kb5/stockport/fsd/service.page?id=0arGv3ga2B0&familychannel=999
09/01/2020	14	Therapy Services TFG To agree and develop a joint approach to commissioning of therapy services for children and young people aged 0 - 25 and to develop a joint commissioning plan to improve access to therapy services, address the deficits in children's therapy services and improve post 16 pathways.	<ul style="list-style-type: none"> • Improve access to children's therapy services – achievement of NHS 18 week referral to treatment standard • Improve access to therapy services for young people post 16 • Improved information for families whilst their children are waiting for assessment and treatment 	<p>The CCG has approved a short term commissioning plan for improving access and waiting times for Speech and Language Therapy.</p> <p>The likely start date is March or April 2020.</p> <p>The CCG has now approved a short term plan to recruit 3 SALT therapists for a 6 month period to meet the needs of those on the waiting list and establish a sustainable position</p>	https://stockport-haveyoursay.citizenspace.com/commissioning/therapy-services-for-young-people-jan-2020

				<p>The CCG has progressed a rapid review of the OT service and made recommendations which have been shared with the senior leadership team in the FTs children's service.</p> <p>The CCG has employed a consultant to support work on children's commissioning. They have done a rapid review of the service and have made recommendations.</p>	
15/01/2020	15	<p>Attention Deficit Hyperactivity Disorder TFG</p> <p>To redesign the 5-16 year's assessment and treatment service for ADHD and ensure it is able to meet need / prevalence and to develop a plan to ensure that those currently waiting for assessment and treatment receive a timely service.</p>	<p>Reduce the current waiting list for assessment and treatment for ADHD receive a timely service</p> <p>Streamline the process for ADHD diagnosis and treatment.</p> <p>Improve information on ADHD services for children, young people and families.</p>	<p>Recruited a temporary consultant Paediatrician to provide short term support (6 month post) who will provide extra ADHD clinics.</p> <p>Stockport FT has been providing some additional clinics and waiting times have improved.</p> <p>A new ADHD patient information leaflet has been drafted. This has been shared with parents groups who have commented on it. We aim to finalise the leaflet in January 2020.</p> <p> Patient information leaflet ADHD Draft vC</p>	<p>https://stockport-haveyoursay.citizenspace.com/commissioning/adhd-assessment-treatment-service-jan-2020</p>
16/01/2020	16	EIA Training	NHS Stockport CCG wants all staff to ensure all staff is aware of.	Training for all appropriate staff to attend.	<p>www.stockportccg.nhs.uk/about-us/equality-diversity/</p>
28/01/2020	15	Partnership Involvement Network	We want to actively involve people, the public, patients, carers, clinicians and managers to create better, stronger planning and delivery.	Burning questions from members.	<p>https://stockport-haveyoursay.citizenspace.com/consultation-and-</p>

			Development of an inclusive approach of stakeholder engagement, including people from outside of Stockport who access our services.	Proposed Terms of Reference for the Partnership Involvement Network (PIN).	engagement/crp-28-jan-2020
30/1/2020	17	<p>Autism Spectrum Disorder (ASD) Task & Finish Group (TFG)</p> <p>To improve access to the assessment and diagnosis pathway for ASD</p>	<p>Improve access to assessment and diagnosis pathway for ASD and improve the timeliness of the process.</p> <p>Improved information for families whilst their children are waiting for assessment and treatment - December 2019.</p>	<p>The CCG has developed a performance framework in relation to the SEND commissioning programmes it is leading on.</p> <p>Baselines and trajectories in relation to the ASD assessment and diagnosis pathway have been clarified.</p> <p>The plan has now been approved and is being mobilised.</p> <p>Redesigned the ASDAT patient information Leaflet.</p>	https://stockport-haveyoursay.citizenspace.com/commissioning/copy-of-cyp-asd-task-and-finish-jan-2020
05/02/2020	11	<p>Fetal Alcohol Spectrum Disorder (FASD) awareness workshop to raise awareness of FASD and to identify how parents and health and social care professionals would like the offer for the prevention, pregnancy, assessment, diagnosis.</p>	<p>Stockport midwives trained to administer LARC should be promoted and we should train our midwives to have the "are you drinking alcohol "conversations?".</p> <p>Early diagnosis is vital.</p> <p>Future issues for children with FASD include; Drug and alcohol misuse, Youth Offending/Penal.</p> <p>Current issues are; Accessing services in the right area, Lack of knowledge by professionals, Incorrect assessments, Community in do not understand, Various secondary illnesses.</p> <p>Education and transition to adulthood as</p>	<p>FASD NICE guidelines are currently being written and until these have been agreed pathway work cannot start.</p>	https://stockport-haveyoursay.citizenspace.com/commissioning/fetal-alcohol-spectrum-disorders-feb-2020

			<p>reduced mental health age, 18years olds.</p> <p>Adoptive parents need training in FASD.</p> <p>Children with FASD are not affected any differently to trauma than other children.</p>		
05/02/2020	20	SEND Coproduction Group	<p>Listening and co-producing services with children and young people that have special educational needs and disabilities, and their families, is an essential part of the work we do.</p>	<p>The SEND Group meets regularly to review progress and ensure local families and communities are engaged and able to co-produce local services.</p>	<p>https://stockport-haveyoursay.citizenspace.com/communications-team/send-coproduction-group-5-feb-2020</p> <p>https://stockport.fsd.org.uk/kb5/stockport/fsd/service.page?id=0arGv3ga2B0&familychannel=999</p>
25/02/2020	16	Partnership Involvement Network	<p>We want to actively involve people, the public, patients, carers, clinicians and managers to create better, stronger planning and delivery.</p> <p>Development of an inclusive approach of stakeholder engagement, including people from outside of Stockport who access our services.</p>	<p>Developing the Terms of Reference for the Partnership Involvement Network.</p> <p>Reviewing Membership to ensure representation.</p> <p>Review of Governance.</p> <p>Nolan Principles.</p>	<p>https://stockport-haveyoursay.citizenspace.com/communications-team/partnership-involvement-network-25-february-2020/</p>
3/03/2020	100+	SEND Information Day	<p>Workshops:</p> <ol style="list-style-type: none"> 1. Stockport Entitlement Framework: Come and find out what you can expect schools to provide for children and young people with Special Educational Needs and/or Disabilities 2. Healthy Young Minds 3. Children's Therapy Service 4. What does co-production mean <p>Market stands: An opportunity to learn about the provision and services available for children and young people with special educational needs and disabilities locally</p>	<p>The SEND Information Day saw more than 100 local people, families and health and care colleagues join together to share learning and celebrate best practice.</p>	<p>https://stockport-haveyoursay.citizenspace.com/communications-team/pips-information-day</p> <p>http://www.pipstockport.org/events.html</p>

5/03/2020	200	Stockport STAR Care Awards	The STAR awards are held to recognise the hard work of both Care Home staff and Home Care staff, and to improve staff moral and to retain staff.	<p>Shortlisting takes place via a panel of judges comprising of Healthwatch Stockport, a local Councillor, a representative from the Royal College of Nursing and a CCG Safeguarding Lead.</p> <p>The awards are presented after dinner by a celebrity presenter.</p> <p>This year Mayor of Manchester, Andy Burnham, was due to attend.</p>	Due to the Coronavirus Pandemic the Star Awards were postponed and plans are being developed for a virtual ceremony.
13/03/2020	50	Stockport Joint Strategic Needs Assessment (JSNA) 2020	Every few years Stockport's Health and Wellbeing Board undertakes an in-depth review of health and social care needs in Stockport to inform our strategies and service plans; this is called the Stockport JSNA.	<p>The engagement on the JSNA included a review of key areas including:</p> <ul style="list-style-type: none"> • Frailty & Falls • Healthy Lifestyles • NHS Right Care • CYP Mental & Emotional Health • Health & Social Care Service Use • Demographics & Population • Socio-Economic Context • Long-term Conditions • Mortality & Health Life Expectancy <p>Views are used to inform the final version of the JSNA in which will be published by the Stockport Health and Wellbeing Board in May 2020.</p>	The revised JSNA will be published for the public and professionals: www.stockportjsna.org.uk/