

Healthwatch Committee meeting

19 September 2019

Project updates and new priorities – paper 2

Presented by: Steph Edusei

Members of the Committee are asked to:

- Note the contents of the report

Quality statement: 1, 6, 7, 12, 13, 14, 15, 22

Rachel Wilkins and Lyndsay Yarde, leading our projects, have spent the summer scoping and developing our work on the following two projects:

- Children and young people's mental health
- Effective GP practice participation groups

Effective GP practice participation groups

Work has progressed well with this project and the Healthwatch award is now in its final stages of development. The North East and Cumbria Academic Health Science Network is keen to work with us and will bring expertise around evaluation of the award's effectiveness, as well as resources to help us reach more practice participation groups (PPG) and to spread the work once the project is complete.

The award launch event takes place on Wednesday 25 September, and several PPGs and one primary care network have told us that they wish to attend. This will be an opportunity for them to find out more about the award before they sign up to take part.

The project highlight is below.

Children and young people's mental health

This project has taken a little longer to get moving, mainly due to Newcastle Gateshead Clinical Commissioning Group's (CCG) survey on the single point of access and the Kooth online counselling service. We decided to wait to see the output of this survey before deciding how we would approach this project. The CCG survey had around 70 responses with fewer than ten coming from children, young people or their relatives and carers. We have decided to continue with our original plan, focusing on awareness and experience of the two services which have now been running for over 12 months.

The project mandate is included below and the project initiation document is attached for discussion.

1. Project highlight report

Project Board: Healthwatch

Project name:	Participation in Practice	Reporting period:	Sept 2019
Project sponsor:	PPG Advisory Group	Project Manager	Lyndsay Yarde
Author:	Lyndsay Yarde	Date report approved:	

Project overview

Healthwatch Newcastle and Healthwatch Gateshead chose mental health as a priority for 2019–20 for the following reasons:

1. From 1 April 2016 it has been a contractual requirement for all GPs to have a PPG that gathers the views of patients and carers, to engage with that PPG and to make reasonable efforts for it to be representative of the practice population. In addition, CQC inspections require evidence that GPs practices encourage patient participation and act upon patient feedback.
2. However, over the last few years, several GP practices and a couple of PPG members have contacted us to tell us their PPG is not working effectively and/or to ask for help to enable it to be more effective.
3. We know that Newcastle Gateshead CCG is also concerned that some local PPGs are not functioning well and we believe our work in this area will support the CCG's aim of increasing the effectiveness of PPGs.
4. Our key remit is to ensure that all service users and the public are involved in the ongoing development of health and care services, especially those who may struggle to have a voice or to get involved.

Initial research has highlighted that a number of PPG good practice 'toolkits' are already in existence. NAPP (National Association for Patient Participation), the Patients Association and the LMC and other Healthwatch (Sunderland and Leeds) have all produced tool kits or other forms of guidance. To avoid duplication we have decided to take a different approach and introduce an award, the 'Healthwatch Participation in Practice' award, which PPGs can work towards. The award will be based upon the requirements outlined in the 2015–16 General Medical Services (GMS) contract, which are for all practices to:

- Develop and maintain a PPG for the purpose of obtaining the views of patients and enabling the practice to obtain feedback from the practice population
- Make reasonable efforts for this group to be representative of the practice patient population
- Engage with the PPG at a frequency and in a manner agreed with the group to review patient feedback (whether from the PPG or other sources) with the aims of the practice and PPG agreeing improvements that could be made to services
- Act on suggestions for improvements, where the practice and PPG agree

The plan is to launch the award at a Healthwatch event to be held in September, to which all local GP practices and their PPGs will be invited. At the launch and during other work leading up to the launch, we will endeavour to recruit a number of practices (4 - 8) from across Gateshead and Newcastle to take part in a pilot that will run from September 19 to April 20. During that time Healthwatch will support practices and their PPGs to meet the award criteria. Support will take the form of one to one visits, running local workshops and sharing best practice materials. The intention is that by April all practices involved in the pilot will have met the award criteria. We will then hold a further event where the practices receive their awards.

We will then evaluate the pilot and investigate how the award can be rolled out more generally across Newcastle and Gateshead and potentially wider.

Project mandate

Project title	Children and young people's mental health services	Project manager	Rachel Wilkins	Date	05/09/2019
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How has the project been identified

This project idea was put forward as a potential area to look at based on our own internal knowledge.

In 2015-2017 the 'Expanding Minds, Improving Lives' listening and consultation exercise took place. The aim of this project was to transform services for children and young people's mental health. This project pulled together the views of children, young people, parents and carers from those people directly and also from VCS organisations. These views informed the design of some new models of service delivery and these new models were consulted on.

As a result, children and young people's mental health services have been changing since then, with the set-up of a single point of access for referrals and online consultations (Kooth). Other work is also being delivered as described within the children and young people's mental health and emotional wellbeing action plan 2017-19 [Z:\Healthwatch Newcastle\Project Management\8. Children and young people's mental health\To read\9 Copy of UPDATED-LTP-ACTION-PLAN-02.04.19-1.xlsx](#).

This project was prioritised by our stakeholders and members of the public.

Since then, Newcastle Gateshead Clinical Commissioning Group (CCG) promoted a survey asking for people's views on the single point of access and Kooth (an online counselling service). This survey asked for views from young people, parents or carers, teachers, GPs, school nurses and social workers, etc.

Only 67 people responded to this survey, most of whom were professionals. Two were young people and five were a parent or carer.

We would like to add to this survey by gathering young people's and parent and carer views about the impact of the single point of access and Kooth, specifically in relation to the main findings of EMIL.

We would also like to get a better understanding of the progress made against the action plan stemming from EMIL.

We aim to:

- Run 6 to 8 focus groups with 5 to 12 people (people; min: 30, max 96) by 30 Nov 2019
- Promote a survey to gather views from children, young people, parents and carers by 30 Nov 2019
- Get a detailed update on the actions stemming from Expanding Minds, Improving Lives via an information request
- Share our findings and recommendations with the public and stakeholders via a report by March 2019

Eligibility criteria

Does it meet one of the following; review in line with project management decision making framework

Strategic objectives	<input checked="" type="checkbox"/>
Statutory obligation	<input checked="" type="checkbox"/>
Income opportunity	<input type="checkbox"/>
Research opportunity	<input checked="" type="checkbox"/>

Benefits

As a result of the information request, Healthwatch Newcastle and Gateshead will have a better understanding of the progress against the actions stemming from Expanding Minds, Improving Lives.

As a result of the information request, Healthwatch Newcastle and Gateshead will have information that could help us collaborate with NHS Newcastle Gateshead Clinical Commissioning group to drive the actions forward.

As a result of engagement work, Healthwatch Newcastle and Gateshead will have a better understanding of the impact the single point of access and Kooth and whether the implementation of these services has resolved some of the problems that were highlighted during Expanding Minds, Improving Lives.

As a result of the engagement work, Healthwatch Newcastle and Gateshead will have information that could be used to support NHS Newcastle Gateshead Clinical Commissioning Group, to make further improvements to services.

Healthwatch Newcastle and Gateshead have been able to identify key themes around the impact of the single point of access and Kooth and has shared these with Newcastle Gateshead Clinical Commissioning Group, Northumberland Tyne and Wear NHS Foundation Trust, Kooth, and the public.

Healthwatch Newcastle and Gateshead have been able to make recommendations to improve services for children and young people and these are shared with Newcastle Gateshead Clinical Commissioning Group, Northumberland Tyne and Wear NHS Foundation Trust, and Kooth.

Newcastle Gateshead Clinical Commissioning Group, Northumberland Tyne and Wear NHS Foundation Trust, and Kooth have used the work to make improvements.

Healthwatch Newcastle and Gateshead have been able to identify good practice and share this with relevant stakeholders and the public.

Resources

Identification of resources to deliver project

	Estimated
Staff travel	£50.00
Volunteer expenses	£50.00
Report printing costs	£300
Interpreters	£250
Participant travel	£50
Catering/refreshments	£80
Misc printing	£150
VCS support	£750
Total	£1,680

Can this project be delivered using the project resources in the service: Yes

Will additional resources be required (If yes what?)

None

Approval

This project is

Approved
Rejected

Chief Executive signature:

Date:

Inform originator if applicable of outcome:

Date:

Print name of originator