



Engagement Planning Form

1. Project Title: Enhanced Clinical Care Scheme

2. Project Lead: Sue Wilkinson

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3. Complete Equality Impact Assessment (to complete)

4. A description of the project

a. Describe the engagement (what are we changing and why?)

Enhanced Clinical Care (ECC) is a service provided by GP practices which is over and above the care they are contracted to provide. Currently GP practices are funded to provide reactive services to care homes. This is a GP service which reacts when a health problem is identified. It is generally agreed that proactive services in care homes where GPs visit patients on a regular basis provides better care and helps prevent hospital admission. The ECC also offers patients a monthly multi-disciplinary team (MDT) care review and in-depth medication reviews.

There are 50 care homes in Leeds West. 15 of these are nursing homes providing 24hour nursing care. The remaining 35 are residential homes without in-house nursing support.

Currently the ECC scheme is offered by two practices in Leeds West. Thornton Medical and Robin Lane GP practices provide the ECC scheme their patients in ten residential care homes. This means that two patients in the same care home who are registered with different GP practices currently receive different levels care.

This engagement project seeks the views of patients, families and care home professionals to understand what good primary care services look like for care home residents

b. What is the level of service change?

This a level two project. It a relatively minor project which could affect approximately 2500 patients and their families. The proposed change from Local Enhanced Service (LES) to an NHS contract in 2014 will impact patients in homes in Leeds West. **and potentially for care home residents who are registered with a West CCG GP, but the care home is outside the west geographical area**

c. Outline the key objectives

- Produce a patient/family/professional survey
- To gather the thoughts of patients, family and professionals
- Develop and run two focus groups with families of care home residents
- Recruit two patient representatives to be involved in the project working group
- Feedback results from the focus groups/survey to the project group
- Feedback results from the engagement to people involved in the engagement

d. Outline expected outcomes

- We will have two patients on the project group
- Patients and families will be informed about the service
- An engagement report outlining the feedback from participants will be produced
- Evidence generated that patient/family feedback has influenced the project

e. To what extent will patient involvement affect the outcome?

We will use feedback from patients and key stakeholders to understand the role of primary care in care homes. This feedback will inform the development of the project. One or two patient representatives will be recruited to the project working group. Their role will to provide assurance that patient feedback is considered in the development of the project.

f. How does the project support LWCCG organisational vision and priorities (delete as appropriate)

- Ensures that local people are at the centre of our commissioning decisions
- Commissions services based on what we would want for our own families and friends
- Commissions services which are the best possible value for money
- Promotes working in collaboration with our partners
- Supports the better management of long term conditions
- Reduces the number of people who need to go to hospital
- Treats people with dignity and respect
- Take people's views into account

g. How does the project support the NHS Constitution? (delete as appropriate)

- reduces unnecessary hospital outpatient follow-up appointments; and
- reduces unnecessary diagnostic tests,

h. Which other departments do we need to work with?

- Comms and Engagement Team
- Commissioning Team
- Finance

5. Pre-consultation information

a. Have we done something similar before?

Leeds S&E CCG are currently running an engagement that we are hoping to learn from

b. How can we avoid duplicating work?

We are in discussions with LS&E CCG to look to share systems they have already used

c. What learning can we use from previous events?

6. What timescales are you working to?

(include planning implementation, evaluation and feedback)

Complete engagement planner	8 Nov
Write survey	8 Nov
PAG	6 Nov
Send out survey and on website	13 Nov
Job Description	26 Nov

Focus group	W/c 18 Nov
Recruit Professional Patient	29 Nov
Survey deadline	10 Dec
Write report	13 Dec (for Becky @ SMT)
Sue to take to CCC	Jan 2014
Feedback to patients	Jan 2014

7. Engaging with our stakeholders

(consider using a stakeholder mapping tool)

a. Who is the change going to effect and how?

- Residents/patients
- Family/carers
- Care homes and their staff
- GP practices/multi-disciplinary teams

b. What methods will we use to recruit?

- GP practices to contact patients
- PRG's
- Care homes to contact residents, families and carers
- We will invite residents/patients, families and carers to attend focus groups
- LWCCG Network (patient and vol sector)

c. What will we do to engage under-represented groups?

This engagement will impact mainly on older people in Leeds. A significant number of these people will have mental health conditions such as dementia. Where patients are not able to represent themselves we will work with family and friends. We will also engage with older people and mental health organisations through our voluntary, community and faith sector network.

d. What methods will we use to engage how will this change for different groups?

We will use patient/family surveys for the majority of residents. We will use a staff survey with professionals working in the care homes. These surveys will be available in paper and electronic formats. An online survey will also be available.

We will also hold two focus groups with families of residents and, where appropriate, residents.

e. What local knowledge can support recruitment and engagement?

We will work with the following people to support engagement:

- GPs with patients in the care homes
- Staff in the care home
- Care home pharmacists

8. What resources do you need?

a. Who is on your project team?

Engagement lead – Jayne Garnett
Engagement support – Chris Bridle
Project Lead – Sue Wilkinson

b. What other staffing do you need?

IT support – Natasha Noor

c. What other resources do you need (equipment, venues etc)?

Room for the focus groups
Equipment for the focus groups
Patient/staff survey
Flyer needed for Care Homes

9. What are your consultation/engagement questions?

a. How will you pilot the questions to ensure they are suitable?

We will develop a survey
SW/CB/JMG discussed the survey questions further and it was decided that this project was not an evaluation of the current service but that the information gathered will inform us of the care that residents and their families would like from their GP's
We will use a multi-disciplinary approach to develop the questions.

b. How will you demonstrate that you have consulted with a representative sample?

We will outline our engagement plan to the NHS Leeds West PAG.
We will seek demographic data from the people who take part in the engagement.
We will produce an engagement report at the end of the project which we will share with the NHS Leeds West PAG and our stakeholders.

c. How will you ensure anonymity with your results

We will omit patient identifiable data from all reports in line with our data protection guidance.

d. How will participants evaluate the event?

Stakeholders will be given the opportunity to evaluate the focus groups. We will also share an engagement report with all stakeholders at the end of the project.

10. Results

a. Who will collate the results?

The team will work together to collate the data

b. Who will analyse the results?

The team will work together to analyse the data

c. Who will write the report?

The engagement team will write the engagement report

d. How will you use the feedback – what will you do differently?

All residents, stakeholders and network members involved in the engagement will receive a copy of the engagement report

11. Feedback and Evaluation

a. What will you feedback?

We will feedback the results of the engagement and demonstrate how this has impacted on the decision making process

b. How will you use the evaluation to improve future events?

We will use the feedback and evaluation to amend future events and identify under-represented groups. We will consider ways in which we can engage with these groups in future consultations.

c. Will there be ongoing feedback or a follow-up event?

Residents, family and carers will receive an update report at the end of the project

d. Have you filled in the PPI events Record log

This is the responsibility of the engagement lead.