

Question 1

Mr. Robin Ward

Will gives an indication of how the future patient representation will be accomplished in the locality, but it is all in the future and, from my experience of representing the views of Bury Patients for almost forty years, I have heard it all before and rarely, if ever, comes to fruition and what happens in the interim?

This strategy was published in January 2020 which, in two months, will be three years ago. Since then, there has been little, or no, Patient or carer involvement in NHS decision making within the BMBC catchment area.

My thoughts, for what they are worth are that effective Patient, and Carers, consultation in the NHS arena needs to have a strong commitment from the providing organisation to involve patients in decision making at all stages by having a range of patients who are able to understand the issues, represent the views of their peers and speak on the issues to be decided whilst maintaining confidentiality [just like councillors]. It is not something that every patient or carer can do as many issues to be decided, and commented upon, are complex and often highly contentious.

That commitment was sadly lacking in Bury CCG during 2018, when recruitment to the Patients' Cabinet was stopped, despite the number of members falling, as it had become a 'talking shop' due to agenda items being presented for discussion only after they had been discussed and voted on by the Clinical Cabinet and the Governing body.

All I can hope for is that the commitment to involve patients and carers in decision making, before decisions are made, and not afterwards is present in Bury ICS.

Answer 1:

In response Will Blandamer advised the following:

Apologies that my use of the future tense suggested that there is little or no patient / carer involvement at present. It was intended to reflect a new organisation who are refreshing its strategy in that context but are absolutely continuing to develop the community led approach that has been developed in recent years. To show our commitment to inclusive approaches I'm outlining here some of our recent or current work:

- Cancer – the answer cancer project is being led by the voluntary sector and specifically involved targeted outreach with ethnic minority groups to encourage uptake of national screening programmes but also include engagement and gathering feedback on barriers to uptake of screening programmes to inform future initiatives. The outcome is a co-produced cancer inequalities action plan for Bury, held by the Elective Care and Cancer Recovery and Reform Board and accountable to the Integrated Delivery Collaborative Board.

- People with lived experience and carers have been engaged in the development of neighbourhood health and care plans especially in the North of the borough where the focus is on improving dementia care and in Whitefield where the focus is on improving services for people with dual diagnosis (MH and drug /alcohol problems). In both cases we are looking at opportunities to strengthen the voice of people with lived experience e.g in Whitefield looking at the opportunity to involve people with prior MH and substance misuse problems in designing and delivering training to health care professionals
- Working with the VCFA, Bury's Wellbeing Service and NCA Cardio team to explore reasons for non-acceptance and compliance with cardiac rehabilitation particularly in marginalised communities. We are now six months into the project and have carried out almost 50 1-2-1 consultations with patients as well as a number of awareness days within Bury's communities.
- Children and young people also shape provision through ongoing involvement including the annual circles of influence event – at the last one young people told us they wanted more mental health support and in response we secured additional funding to increase provision of early intervention services. This year we have launched our mental health in schools programme and give online support via Kooth which offers counselling and the Getting help line. Through our ongoing involvement with the Youth Council we're co-producing a mental health campaign. We also work closely with our Parent Carer Forum and wider parents' network, which has been instrumental in developing service pathways and provision. We recently started a review of a pathway which was started by engaging with parents, understanding their experiences and listening to their ideas about how it could be better. Parents are part of the review and remain involved. Finally, parent representatives sit on our strategic meetings and been integral to our speech and language review and progressing our Autism in School project, to name but two.

As outlined previously, we have moved away from limiting representation through a panel to community led approaches at a neighbourhood level that build community capacity for change and co-production (because we know it's important to work with communities to understand them in their everyday lives and then help them to find their own solutions with their own communities). Ultimately this will support the public sector workforce to shift how it works with communities. Collaborate Out Loud have been specifically commissioned to work across health and care services to do this by creating new opportunities for local people, especially marginalised groups whose voices may not often be heard by public voices. They have recruited several community connectors and are undertaking a public consultation exercise around what matters most to people about health and care services which will inform the project as it progresses. This work is being led by people with lived experience. We would welcome your experience and you can get involved in the community conversations or any other aspect by contacting Claire Haigh at Claire@collaborateoutloud.org. It is being supported by the council, public health, VCFA, Healthwatch and the Integrated Delivery Collaborative.

Question 2 (Supplementary)

Mr Ward thanked Will Blandamer for his response and asked if the Citizens Panel been convened yet?

Answer 2 (supplementary)

Will Blandamer, Executive Director for Strategic Commissioning advised no, the Citizens Panel is currently work in progress with Collaborate Out Loud and they would be very keen to discuss this with you further. In addition Will Blandamer advised the Committee he is committed to meeting with Mr. Ward outside of the meeting to discuss further opportunities.