

According to...

Members Newsletter, December 2015

Opportunity knocks!

Ambassador Training starts in new year

Last year the first cohort of Accord members took part in a specially-designed training programme to develop their role as Ambassadors.

The next training programme for Ambassadors will start in February and this time the Accord steering group are taking the lead in developing the programme learning from their own experiences last year.

The training sessions are 2/3 hours once a week over 6-weeks, they are interactive with plenty of opportunities for discussion, guest facilitators attend most weeks to share their interest in areas of health and social care. Topics will include:

- ⇒ The NHS—from its origins to current challenges
- ⇒ Public involvement in NHS decision-making
- ⇒ The local NHS landscape—who does what
- ⇒ Diversity and Equality
- ⇒ Communications and social marketing
- ⇒ Engagement and networking

Elaine Flower— Ambassador and member of the Steering group reflects on a busy year..."We were involved in the planning and delivery of the Accord annual members meeting in September. We had the opportunity to introduce ourselves and talk to members. As a result of your feedback we hope to hold a further event for members in the near future.

Now we are working on the Ambassador training programme, making changes to improve it based on our experiences from last year, and we look forward to supporting a new cohort of Ambassadors in the new year.

We have also been out and about in the community promoting Accord at various venues and events including Grimsby Pride, Grimsby Institute, Older People's Advice Day and the Independent Mental health Forum .

If you would like a member of the Steering group to attend your group's meeting or event to talk about Accord, please contact us on 0300 3000 567 or email nelccg.accord@nhs.net. We would love share our enthusiasm for Accord with you!



CCG Chair, Mark Webb presenting Elaine with her Ambassador training certificate last year

Welcome Aboard Dave!



Long serving Accord member and active community volunteer Dave McGuire has joined the Accord Steering Group. Dave

brings many years of experience to the group and is looking forward to promoting Accord as an Ambassador and helping to grow the scheme.

'I am very involved in health and social care issues, being a member of the Steering group enables me to get out and about and talk to people about Accord and encourage them to get involved and make a difference'.

What have Accord members been involved in recently?

Suits You enables Accord members to have your say about health and social care services at a level that suits you, in ways that suit you, about things you are interested in.



Armchair - Armchair members are members who want to be involved from home but don't have an email address. We want to be able to contact as many members as possible by email as this saves the NHS money and enables members to respond quickly to news and information. In March we sent out 1,515 Accord surveys by post to members and just 40 completed surveys were returned by Freepost. The Steering group has decided in future we will tell Armchair members about the survey in the newsletter and ask them to ring us if they wish to participate and we will gladly post one out to them. Armchair members will continue to receive their newsletter in the post in print or audio format.

Cyber members - Our cyber members have been helping with a number of online local and national surveys and opportunities to have their say via email over the last few months. These have included...

- ◆ Keeping the Wheels in motion—survey about Patient Transport Services for North and North East Lincolnshire
- ◆ NHS England Maternity Services Review
- ◆ North Lincolnshire Council Safer Neighbourhoods Community Safety perceptions survey
- ◆ Surveys from North East Lincolnshire Healthwatch looking at Patient Transport and GP Services
- ◆ Department of Health consultation 'No voice unheard, no right ignored' for people with learning disabilities, autism and mental health conditions

You told us in the Accord survey that we were not very good at telling people the outcome of surveys, or what difference the views Accord members has made. To get better at this we will always update members about the outcome of local surveys on our website and in this newsletter, and we will look out for the outcome reports of national surveys that we invite Accord members to participate.

Current Opportunities

The Care Quality Commission is the independent health and adult social care regulator. The CQC is currently inspecting the East Midland Ambulance Trust and would like to know your views, go to:

<http://www.cqc.org.uk/content/east-midlands-ambulance-service-nhs-trust-please-share-your-experience>

Keeping the Wheels in Motion



In the last edition of 'According To' we invited members to have their say about NHS funded Patient Transport Services. People had a lot to say and the findings

from this engagement have been put into a report which includes a number of recommendations for commissioners to consider. The full report or a summary document can be found on the CCG's website <http://www.northeastlincolnshireccg.nhs.uk/get-involved/ptsoutcome/>

What happens next? North and North East Lincolnshire CCGs have developed a specification for these services and started the procurement process. The Engagement report has been included in the Invitation to Tender documents for potential providers to take into account when developing their proposals.

You have given us a wealth of information and ideas about the things people need that support them to access health services. This insight is valuable and means we can keep patients and their carers at the centre as we plan services for the future.

We will provide more updates about what people told us in this engagement and what we are going to do about it over the next few months.

Out and about—Accord members meeting

In September over 60 people attended the second Accord Annual Members' meeting at the Humber Royal. This was an opportunity for the steering group to introduce themselves to members and share their experiences. Members also received updates on the work of the Community Forum and CCG Plans. The breakout groups covering a range of topics, which were followed by Question Time panel with health and social care leaders. A big thank to everyone who took part.

The session evaluations told us 82% of respondents rated the session overall as 'excellent' or 'good'; with 86% wanting more informal meetings being held for Accord members. The Steering Group were very pleased that several members expressed an interest in the Accord Ambassador training.

Last year the feedback was that we had not allowed enough time for the Question Panel. This year some members said they were disappointed with the meeting as the break out sessions were not long enough and did not enable people to have their say. We have taken on board these comments and will work with the Steering group to improve opportunities for Accord members moving forward so watch this space...!



Mark Webb, CCG Chair welcomes everyone to the second Annual Accord members meeting

Community Forum movers and shakers

In the summer edition of 'According to...' we advertised a number of roles for Accord members on the Community Forum. We welcome Barry Osborne to the Disabilities and Mental Health Triangle and Terry Simco to the Planned Care Triangle; re-appointed to their Triangle roles were Anne Hames, Unplanned Care and Pam Taylor, Women and Children's. The next round of recruitment to Forum roles will take place in February next year. Information about these opportunities can be found on the back page.



Terry Simco



Barry Osborne



Anne Hames



Pam Taylor

Community Forum Roles

The Community Forum plays an important role in the CCG. The forum is made up of local people who volunteer called community representatives; they work alongside clinical and managerial staff from the CCG. Forum members feed back concerns and compliments from the local community to influence and inform the CCG's decision-making about health and social care. To be appointed to the Forum you must be a member of Accord and complete an Expression of Interest form for the role you are interested in. You may then be invited to an informal interview to discuss the position in more detail. These appointments are to be made in the new year:

Equality & Diversity The CCG wants to build on its award-winning practice and ensure all groups with protected characteristics under the Equality Act 2010 are treated fairly, without discrimination and according to their needs. You will be passionate about equality with the willingness to learn, as information and practice in this area is constantly developing. You will be committed to standing up for others, regardless of their circumstances and enabling disadvantaged groups to have a voice and influence in the CCG's work.

Council of Members The Council of Members is made up of representatives from the CCG's 30 GP member practices and adult social care provider, Focus. This group makes decisions on service changes, which are then approved by the Governing Body. The role of the Community Representative is to bring a community perspective to the discussions and ensure decisions are informed by the patient/public voice.

Older People & Dementia Triangle We aim to ensure older people, those with dementia and informal carers get the high quality, safe, cost effective and sustainable services they need. We do this through health and care organisations and involving the wider community. You need to be committed to improving opportunities and experiences for local people and making sure we take their views into account. Experience of the way we plan services, partnership working with formal meetings is useful but the confidence to offer constructive challenge about how things are done now, and help to shape new ideas about what might work better is essential.



For more information about these opportunities please contact us on;
nelccg.accord@nhs.net or tel 0300 3000 567



Dragon's Den

Throughout the year the CCG has been developing ideas, initiatives and proposals to improve our local health and social care services. Sometimes these are to address a national requirement, others may be local solutions to improve a particular service or to deliver a service more effectively, more efficiently or in a different way.

The annual Dragons Den event brings together local 'dragons' - clinicians, practice staff, community representatives and practice participation group members to prioritise, question, develop and have a say in the projects to be taken forward in to the next financial year. Each panel of dragons hear a 'pitch' from the proposal leads and then have the opportunity to ask questions before scoring the idea. At the end of the session the findings and scores are shared to see which have been assessed by the Dragons as the best ones to implement.

The CCG would like to see more Accord members get involved in future Dragon's Den events. As a Dragon you must be able to:

- ⇒ think strategically about the 'greater good' rather than self-interest,
- ⇒ digest a large amount of written information including financial forecasts
- ⇒ listen well and work in a team
- ⇒ some experience of business planning would be helpful

To register your interest in participating in future Dragons Den events please contact us on 0300 3000 567 or email nelccg.accord@nhs.net