

According to...

Tel: 0300 3000 567 [nelccg.accord@nhs.net](mailto:nelccg.accord@nhs.net)

Members Newsletter, June 2018

## Your verdict... Way Forward is much 'Better Together'

In March more than 110 people from across North East Lincolnshire joined the CCG and Northern Lincolnshire and Goole Foundation Trust (NLaG) at the Humber Royal Hotel to consider progress and plans for health, social care and wellbeing services.

This was the first time the CCG and NLaG had joined forces in this way and people who attended told us this was a positive step.

We were also joined by partners from North East Lincolnshire Council, the voluntary sector, Focus Adult Social Work and Care Plus giving people an opportunity to ask questions and comment on proposals.

We have since sent out a Way Forward Feedback Report which can be found on the Accord website.

We are already working with the Accord Steering Group and the Trust membership office to plan the next meeting in September.

Taking on board comments provided by participants in their evaluations forms, we will endeavour to provide more time and opportunities for participants to have their say and influence services changes and plans.

Full programme details will be in the August newsletter.



*Accord member Bernard Henry and Gemma Mazingham from the Hospital Trust PALS team at the Way Forward event*

## Getting Better Together

Join North East Lincolnshire CCG and Northern Lincolnshire and Goole NHS Foundation Trust to discuss health and social care services  
on

**Thursday September 13th from  
10am to 1pm at the Humber Royal  
Hotel, Grimsby DN34 4LX**

or  
'Bite-size' Twilight session  
on

**Wednesday September 19th 5pm  
to 7pm Centre4,  
Wootton Rd, Grimsby, DN33 1HE**

**Everyone welcome!**

# Equality and Diversity - getting it right for all

**By Eveline Dawson - CCG Community Lead for Equality and Diversity**

After retiring from a career in Education, I was keen to use my skills and experience to benefit the local community. My work as Inclusion Co-ordinator in a local school, and my passion for equality and fairness for everyone underpinned my decision to get more involved with Accord .

It is important to me to give something back to the NHS and my role as Community Lead for Equality and Diversity has given me an opportunity to do just that.

The NHS is here for everyone and everyone should have equitable access to its services. Equality and Diversity is about ensuring everyone is treated fairly and not discriminated against either in the planning or delivery of services. My role is to work with the CCG to help ensure that no one is disadvantaged or discriminated against by the policies and services they put in place.

One of the things I am involved with is assessing the impact service plans, proposals and policies will have on people who share a 'protected characteristic' as defined in the Equality Act so that they do not discriminate against disadvantaged or vulnerable people.

## Can you help?

The CCG is keen to involve people from across the protected characteristic groups to make sure the needs of all members of our community are fully considered. This this could be by reviewing and commenting on their plans or coming together to discuss proposals.

If you are interested in helping with this, please let us know. An information session will be held in the near future where there will be the opportunity to discuss how are people from all communities can get involved. To register your interest or for more information please call us on 0300 3000 567 or email us at [nelccg.accord@nhs.net](mailto:nelccg.accord@nhs.net)



## What are Protected Characteristics?

The protected characteristics covered by the Equality Duty are:

- ⇒ age
- ⇒ disability
- ⇒ gender reassignment
- ⇒ marriage and civil partnership
- ⇒ pregnancy and maternity
- ⇒ race
- ⇒ religion or belief
- ⇒ sex
- ⇒ sexual orientation

We also think it is important to also consider:

- ⇒ deprivation

# Ophthalmology services

'A Clearer View - Transforming Ophthalmology Services in North and North East Lincolnshire' public engagement was carried out by the CCG during November and December last year. We invited people to share their experiences of current services and tell us what was important to them about the eye care they received.

A total of 148 people completed the survey and 60 people took part in focus groups. We would like to thank everyone who took part including the community groups and organisations who helped us to reach their members, staff and service users to enable participation.



## What did people tell us was important?

- ⇒ **Facilities** must be well-equipped, accessible with car parking and good transport links with waiting areas suitable for the number of patients in the clinic
- ⇒ **Communications** with patients before, during and after the appointment must be accessible and meet their needs
- ⇒ **Appointment letters** need to be accessible for all and include information about transport options and what to expect at the appointment
- ⇒ **Clinics are prepared** for the appointment with all patients notes/test results on hand; tests coordinated to ensure appointments are no longer than necessary ; and patients are kept informed through their visit
- ⇒ **Patients** can contact the service easily, and have a choice of appointment times to meet patient and/or carers needs and circumstances
- ⇒ **Patients** are listened to and involved in their care
- ⇒ **Emotional support** and information to take away following a diagnosis
- ⇒ **Carers** needs taken into account especially when clinics are running late

**What is being done about it?** The CCG is now working closely with Northern Lincolnshire and Goole NHS Foundation Trust Ophthalmology team to ensure improvements are made with shorter wait times for first appointments and patients being seen on time for their follow up appointment. An Ophthalmology transformation board has been set up by the hospital with clinicians, commissioners and patient representation to drive these changes and progress improvement.

The "Clearer View" report has been shared with the Ophthalmology team and they are reviewing this along with the recent Healthwatch outpatient report. We have drawn up an action plan and intend to publish a 'You Said - We Did' follow up report showing how the CCG and the hospital trust are listening and responding to what patients told us was important to them.

# Have your say

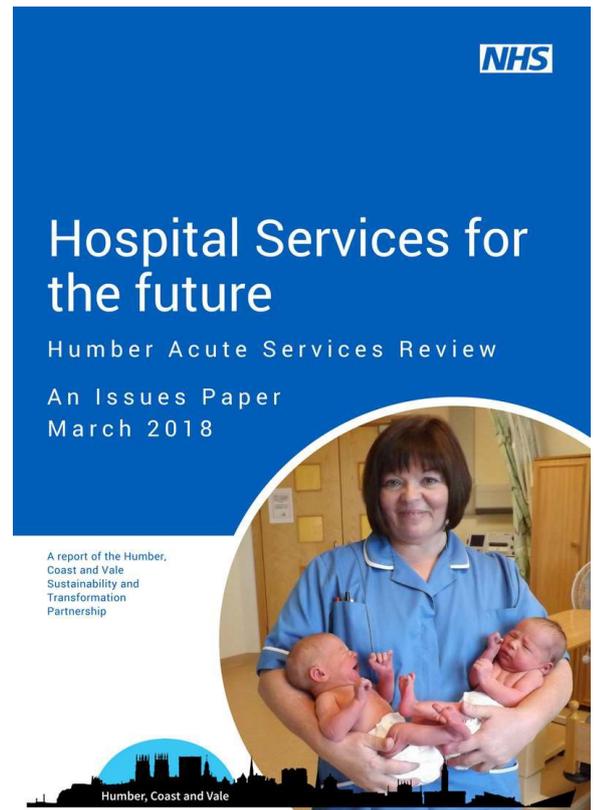
The Humber Acute Services review is a collaborative review of services in the five acute hospitals in the Humber area. You can read more about the reasons for conducting the review in the **Issues Paper** by clicking [here](#)

At this stage of the review, you can have your say by telling us what is most important to you in relation to acute hospital services. Specifically:

- ⇒ What is working well in our local hospitals?
- ⇒ What could we do to improve the services we provide in our acute hospitals?
- ⇒ What is most important to you and your family when you need to use acute hospital services?
- ⇒ What more can we do to attract and retain the workforce we need in our hospitals?
- ⇒ How can services across the Humber work together to be more effective?

To provide feedback on these questions or any of the other issues raised in the document, complete the online survey [here](#).

For a paper copies please contact the Review Team on **01482 344711**



## Keeping your information safe

The General Data Protection Regulations came into effect in May. Over the last few months many people have received emails from companies and organisation about this.

Under the Health and Social Care Act 2012 Clinical Commissioning Groups (CCGs) are required by law to involve the public in the planning and development of services. The Accord membership scheme was established to support this public duty. When people register for Accord they tell us how they want to engage with us and the aspects of health and social care they are interested in. These details are kept on a secure database, and only used for the purpose of developing and maintaining public engagement via the ACCORD membership. Members' personal information is not shared with any other agencies. Paper registration forms are destroyed once new members details have been added to the secure database.

All communications from Accord provide recipients with the opportunity to unsubscribe if they wish to. If at any time a person decides that they no longer wish to be a member of Accord we ask them to let us know.

For more information about the CCG privacy and fair processing notice click [here](#).