

According to...

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Members Newsletter November 2020

Keeping in touch with you during Covid

It would be fair to say that 2020 has thrown us all many challenges that we didn't expect at the start of year—and it has been no different for the Engagement Team & Accord. We had planned to hold our Way Forward events at Centre4 in March, and were looking at other opportunities to involve our communities in CCG decision making. The brakes were put on all of these plans when the Coronavirus restrictions came into force and we all started to become used to the concept of social distancing and no face-to-face meetings. The Accord Steering Group were then faced with a conundrum—how could we continue to involve our Accord members during the pandemic? The Steering Group quickly came up with the idea of holding virtual events online, and after a short survey of Accord members to find out what technology they had been using during lockdown; we set the wheels in motion for our first event.

In **August** we held our first Zoom meeting looking at Primary Care services. The hour long meeting which included presentations from Dr Ekta Elston, CCG Medical Director, provided an update on how local practices have adapted their services to keep patients and staff safe, whilst ensuring local people continue to have their health needs met during the pandemic. You can view a recording of the event by clicking [here](#).

In **September** we held our annual Getting Better Together event virtually, which focused on the Covid response in North East Lincolnshire, and included updates from the Director of Public Health, as well as the Medical Director for Northern Lincolnshire & Goole NHS Foundation Trust (NLaG). Attendees were also given the opportunity to take part in a question and answer session. You can view a recording of the event by clicking [here](#).

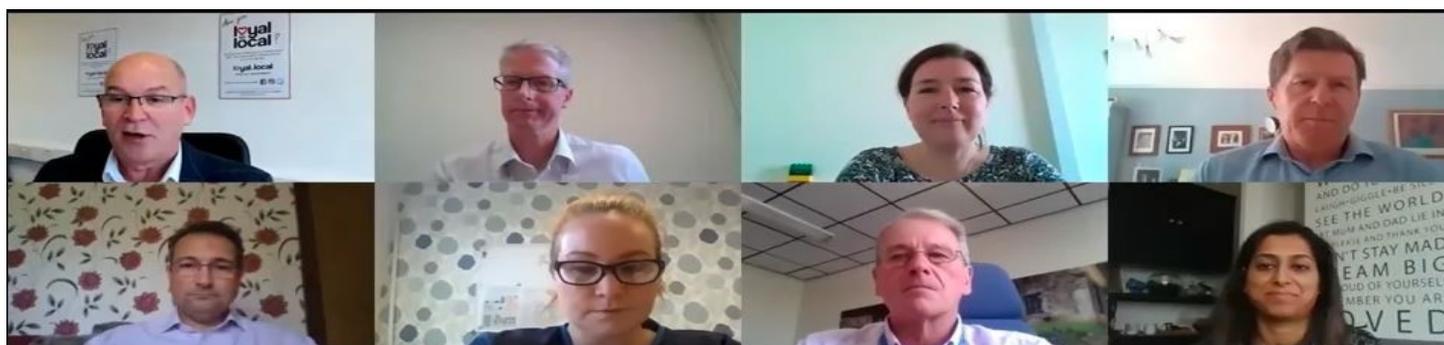
We have already started planning our next event! In **January**, we will be jointly hosting an event with NLaG looking at acute hospital services in North East Lincolnshire. This is an opportunity to ask your questions to senior leaders at the CCG & Hospital Trust. More details will be released shortly, but make sure to make a note of the date to the right in your diary!

Save the Date!

Hospital Services in North East Lincolnshire—Thursday 14th January from 5pm to 6.15pm

This event will be held on Zoom, and you can also join by telephone.

To register please email nelccg.accord@nhs.net or call 0300 3000 567



Citizens Panel update from Liz

Over the last few years, we have provided Accord members with updates on the work of the Citizens Panel which has been formed as part of the review into Acute hospital services across the Humber and has representatives from each of the four CCG areas.

Accord Steering Group Chair Liz Read is one of the panel members representing our patch and the views of Accord members. Here is Liz's update.

The Review has three work programmes: an interim clinical plan, which includes a number of service areas where urgent transformation is needed over the next two years to ensure they can continue to be delivered safely; Hospital Services for the Future—looking at the long term model for hospital services across the Humber; and Building Better Places—working with partners to develop the hospital estate in the region and deliver very significant benefits for each of the four CCG areas.



The major difference in the future will be the 'reworking' of the services on offer, so that each discipline has its own team, consisting of health professionals and specialist equipment, which can quickly link clinical expertise across hospital sites (both digitally and in person). This means that the patient can have quicker and more reliable access to the very best of care. This change is already happening in some areas, e.g. Neurology, and will mean that patients will not necessarily have to travel to the regional hospital (in the case of neurology, Hull Royal Infirmary) but will be able to access the clinical excellence which has been on offer there much closer to home, via remote consultation or a face to face clinic in Grimsby.

All those involved with the Review understand the need to maintain local services in a region where the distances involved in travelling from one hospital site to another (Hull, Grimsby, Scunthorpe, Goole) are great, making access by public and private transport difficult for some of our members. Core services will be delivered locally where possible – something that we all want to see.

By establishing central 'hubs' the benefits should be felt by all of us. Medical practitioners will hopefully be attracted to an area where they are able to improve their skills and expertise in their chosen field, money and equipment will be available to all and the patients will see improved outcomes, less frequent travel and reduced waiting lists.

During the Review so far, many of our members have had the opportunity to attend workshops and express their views. The intention is to do more engagement on the services which have now become the focus of our planning, namely Ophthalmology, Paediatric and Maternity care. Due to the continuing covid pandemic, engagement will be mainly conducted digitally, with patients receiving care now, or having received care in the recent past, being contacted for their feedback.

This is our chance to help shape our regions future hospital services. Decisions relating to our care are being made, and we should take every opportunity to be part of the decision making process. The Review is committed to delivering the best possible outcome for the people of our region. With the constraints of geography, finance, personnel and now the pandemic it is quite a challenge. You can keep up to date on the work of the Review by visiting their [website](#).

Hello to Margaret & Peter

Earlier this year, we held an event at Centre4 in Grimsby to promote the wide range of volunteering opportunities available with the CCG. We had a great turn out at the information session, with people wanting to find out more about how they can get involved in their local NHS.

We received lots of interest in the newly created role of Primary Care Community lead, and we are delighted to have appointed Peter Vickers to this role. Peter will work with the CCG to, amongst other things, support the development of digital technology in North East Lincolnshire to enable patients to access services online. Peter will also be part of the Community Forum, working alongside our other Community Leads. Welcome to the team Peter!

Also joining the team is Margaret Lake, who has become the latest addition to our Accord Steering Group. The Accord Steering Group play a key role in ensuring that our Accord members have meaningful opportunities to have their say on local matters, and also help the Engagement Team to plan our twice yearly engagement events. Since the start of the pandemic, they have led the way in the development of our virtual engagement events. Margaret, a retired nurse, has been an Accord member for a number of years and brings valuable knowledge and experience to compliment the existing team of Liz, Trevor, Dave, Elaine & Barry.

Margaret said: 'I have been a member of Accord for many years although not an active member.

I have now retired and have joined the steering group because there have been so many changes in the local health sector due to the pandemic and I felt that I may be able to use my knowledge and experience to help in some way.

Accord is the way for people to have a voice in the CCG and keep informed about how local services are adapting in these difficult times and I will do my best to ensure that voice is heard during these processes.'

Welcome on board Margaret!

Pictured is Margaret, with some of her Accord Steering Group colleagues meeting remotely using video call to discuss plans for our future events.

We are always looking for people who may be interested in working with the CCG, and we currently have a couple of vacancies on our Accord Steering Group. Contact Sally, Katie or Jonathan for more information using the details on the front page.



Accord Steering Group members Barry Waby, Elaine Flower & Margaret Lake, pictured with Katie Thomas, CCG Communications & Engagement Officer

Plans for new A&E department in Grimsby—what do you think?

Northern Lincolnshire & Goole NHS Foundation Trust has announced plans to build a new Accident & Emergency department at Diana Princess of Wales Hospital in Grimsby.

The multi-million pound project will see a new 2200 square metre A&E building built out from the existing A&E department and ambulance bay. Subject to planning permission, once the new building has been constructed and operating, the Trust plans to use the existing A&E building to house a new service called Acute Assessment Units which will allow patients to be seen quickly by specialists in a range of conditions and illnesses, meaning that they will not need to be admitted onto a ward for treatment.

The new department will have a larger waiting area, allowing the service to cope with increases in demand and social distancing requirements, and there will be an increased number of cubicles to enable flexible use depending on the needs of patients. New car parking facilities will be built to replace the spaces that will be taken up by the new building, and a dedicated ambulance bay will reduce the amount of time it takes for Ambulance crews to get patients into the hospital.

You can find out more about the plans by clicking [here](#).

The Trust are still welcoming comments on the plans from the public, and these can be emailed to dpowaandplans@nhs.net.

Northern Lincolnshire and Goole NHS FT
Urgent and Emergency Care
Diana, Princess of Wales Hospital
Proposed Emergency Department and Parking
Artist's Impressions: View 01

P+HS
architects



Could you help shape the future of our borough?

A multi-agency survey is being launched for people in North East Lincolnshire to have their say on the future of the borough. The Our Place Our Future survey covers many aspects of life in North East Lincolnshire, including: health and wellbeing, community life, environment, economy and housing, crime and safety and skills and learning.

An extensive survey has been published, covering every aspect of living and working in the area.

The survey responses will help organisations to understand how they can work better to tackle challenges and make the most of opportunities.

The Our Place, Our Future survey can be completed online by clicking [here](#) or over the phone, by calling (01472) 324380 to arrange a suitable time.

The information collected will be used to influence decisions to help create a better North East Lincolnshire.

The survey was last carried out in 2017 and various things were implemented as a result of the feedback. This included conducting a review of the council website, with a completely new site launching in September this year. A free Wi-Fi map was also created and published.

