

## STOKE-ON-TRENT CCG PATIENT CONGRESS Summary of meeting on Tuesday 20<sup>th</sup> June 2017

### Health Literacy Update

Congress members heard that a cross economy campaign entitled “It’s OK to Ask” will be launched during Health Information Week from 3<sup>rd</sup> July 2017 and will be widely advertised. “It’s OK to Ask” is centred on supporting patients to feel empowered to ask the following three questions: what is my main problem? What do I need to do? Why is it important I do this? This will help patients to play an active part in their care and treatment, ensuring that they fully understand what their health practitioner is telling them about their diagnosis / medication etc.

Training is available for GPs and health practitioners to ensure they check with their patients that they understand what they have been told. The purpose of the campaign will be to reduce repeat appointments, enable patients to be empowered in preventative illness and to take their medication efficiently.

PPGs will hold a key part in supporting this campaign by handing out postcards and pencils to patients walking into GP Surgeries, which will state “It’s OK to Ask” and the three questions, along with space available to make notes, or for the patient’s GP, or a person who may be in attendance with them, to complete on their behalf. Training for PPGs will be made available.

Congress members raised 1) the need for information to be provided and presented in an easy to read format; 2) the need for additional ways of implementing this campaign for people who may have difficulties in reading and are more likely to be anxious about asking their health practitioner to complete the “It’s OK to Ask” postcard and; 3) the need for GPs to support this campaign.

### CCG Website Refresh

Congress members heard that both CCG websites are to be refreshed. The refreshed websites will be launched on the 1<sup>st</sup> July 2017 on a ‘build and fix’ basis.

The refreshed websites will be 1) more user friendly; 2) corporate with information easily assessable on search; 3) easier to navigate through website pages; 4) the CCGs will be able to monitor how many pages are visited and how often; 5) easily accessed and viewed via a Tablet or iPad, they will optimise naturally; 6) will have a function whereby the font size of the website can be increased; 7) there will be a microphone icon that will provide a reader speaker function and; 8) there is a function whereby the content of the websites can be translated into a number of different languages.

### Leek Moorlands Hospital Update

Congress members heard that Staffordshire and Stoke-on-Trent Partnership Trust (SSOTP) staff involved in the delivery service of the Adult Rehabilitation beds at Leek Moorlands Hospital have begun a Management of Change process, following the My Care My Way consultation. This has been implemented based on the assessment from Discharge to Assess (D2A) which predicted that these beds will no longer be required from the end of October 2017.

This does not mean that Leek Moorlands Hospital will be closing. The decision on the future of Community Hospitals will not be made until following the consultation. The CCGs are aware of public concerns around the future of the Hospital and have been unfortunately unable to respond to these concerns due to being in the pre-election Purdah period.

### Audiology Update

Congress members heard 1) in March 2016, Regional Hearing Specialists made the decision to exit the market nationally with the intention to cease providing Hearing Aid Services from April 2016; 2) this resulted in a large number of patients requiring a transfer to an alternative provider; 3) in July 2016, Royal Stoke University Hospital (RSUH) also issued a termination notice to the CCGs for the provision of Hearing Aids services; 4) the decision to withdraw these services was one made by the provider and the CCGs involvement has been to manage the transfer of care for these patients; 5) the CCGs have sourced alternative capacity at a range of locations for patients that are affected and have put dedicated staff and phone lines in place to manage this process; 6) there is a high level of demand for the remaining provider which led to an increase in the length of time patients are waiting for an appointment and; 7) in order to increase the capacity the CCGs and providers are closely working with Specsavers by pulling in additional staff from other areas to provide support.

Congress members raised the following concerns 1) large waiting times for appointments for Hearing Aid maintenance including batteries; 2) communication with patients could have been better and; 3) the need for a clause to be included in future contracts regarding termination of services prior to provider organisations signing contracts.

### Date of the Next Meeting

North Staffordshire CCG and Stoke-on-Trent CCG Patient Congress Meeting In Common  
Wednesday 16<sup>th</sup> August 2017

