

Merton CCG Commissioning Intentions 2016/17

The table below sets out some of the Clinical and Patient Engagement activity that has taken place over the last 12 months. This work has played a vital role in helping us shape and define our Commissioning Intentions for 2016/17.

Clinical Engagement	Patient Engagement
Services for Adults	
<ul style="list-style-type: none"> • Extensive engagement with clinicians took place as part of the community services procurement. This helped to develop plans for innovative community-based models of care. • End of Life Care Engagement Events for professionals took place in order to inform the Strategy for 2014-19. • Clinical engagement took place in order to inform the development of the Dementia Health Needs Assessment (led by Public Health). • Integration: Information sharing with GPs and clinical leads (both face to face and through regular bulletins) to facilitate joined up care between multiple providers (this applies to all delivery areas) 	<ul style="list-style-type: none"> • Integration: Patient and user “lived experiences” in order to shape pathways for joined up Health and Social Care (also covered Mental Health and Urgent Care) • Extensive engagement with patients and the public took place as part of the community services procurement. This helped to develop plans for innovative community-based models of care. • End of Life Care Engagement Events the public took place in order to inform the Strategy for 2014-19. • Engagement with people with dementia and their carers took place in order to inform the development of the Dementia Health Needs Assessment (led by Public Health). • Towards the end of 2014 a public event 'Joining Up Health and Social Care' took place. The following key themes were explored: <ul style="list-style-type: none"> ○ Crisis ○ End of Life Care ○ Dementia ○ Carers ○ Discharge from Hospital

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	<ul style="list-style-type: none"> ○ Keeping Well at Home ● The insights gained help to shape plans in these areas. ● Patient engagement has informed plans relating to falls prevention and a patient representative is a member of the Falls Task and Finish Group (led by Public Health).
Mental Health	
<ul style="list-style-type: none"> ● Engagement of Clinical Director for Mental Health in all aspects of service development. ● Engagement of Clinical Director for 111 and OOH in IAPT procurement ● Engagement of the CCG's Clinical Reference Group through discussions around approaches to mental health care. ● Engagement of mental health clinicians as part of all service developments including Merton Mental Health Review, Accommodation Review and Norfolk Lodge. 	<ul style="list-style-type: none"> ● Extensive engagement took place with patients and carers in 2014 as part of the Merton Mental Health Needs Assessment and Review. The 2016/17 commissioning intentions are in line with the recommendations of the review in terms of improving crisis response and improving community services. ● Extensive engagement took place as part of the London Borough of Merton-led Mental Health Accommodation Review in early 2015. ● Various forms of engagement (including events, outreaching to user groups and inclusion of patient reps) as part of the procurement and mobilisation of the new IAPT service. ● Engagement on plans to develop an alternative service to Norfolk Lodge, including a specific event, inviting comments on the service specification, and patient, carer and vol sector reps on the working group.
Children's and Maternity Services	
<ul style="list-style-type: none"> ● Clinical engagement is secured throughout all areas of development and improvement through attendance at: <ul style="list-style-type: none"> ○ CAMH partnership Board ○ Multi Agency Provider Board for complex needs ○ SWL network board meetings and work streams. 	<ul style="list-style-type: none"> ● There is on-going engagement with children, young people and families on service development; we have also made use of the CAMH Participation Officer to inform our planning. ● Introducing the "You're Welcome" standards across NHS

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<ul style="list-style-type: none"> The development of community nursing will require the process being co-designed with clinicians. 	<p>providers in Merton, which requires providers to actively engage with children, young people and families. This provides valuable insights into how services are functioning.</p> <ul style="list-style-type: none"> SWL maternity network: patient representatives sit on the Board SWL children's network: patient representation on the board and in work streams Improving continuing care nursing: consultation and co-design on the new model of care with children, young people and families. Improved pathways for children with complex and multi disabilities: engagement with patient representation and gaining feedback through an extensive range of forums and groups.
Long Term Conditions	
<ul style="list-style-type: none"> There is a local GP on each of the Early Detection and Management Task Groups drawing up the plans for the delivery of services. Plans are then shared more widely with other local GPs before being finalised. Extensive engagement with clinicians took place as part of the community MSK service procurement. This helped to develop the plans for a community-based rapid assessment and treatment service. 	<ul style="list-style-type: none"> The Cancer Health Needs Assessment, used to inform plans for Cancer screening services and survivorship programmes, included engagement with patients and the public. Engagement with people with diabetes is taking place to inform the commissioning requirements for diabetes patient education.
Medicines and services in the community	
<ul style="list-style-type: none"> Engagement with Clinicians is crucial for all medicines management commissioning intentions as the clinicians are the prescribers. Engagement routinely takes place via <ul style="list-style-type: none"> Direct engagement with GP locality leads 	<ul style="list-style-type: none"> Community pharmacy services work on plans to engage with patients, carers and the public to ensure they are meeting the needs of all patient groups and do not introduce inequality. The feedback gained helps inform plans for improvement and

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<ul style="list-style-type: none"> ○ Discussion and GP practice locality meetings ○ Discussion and debate at practice nurse forums ○ Working with pathway development GP champions ○ Inclusion of clinicians (both primary and secondary care) on the Medicines Management Committee, SWL Medicines Commissioning Group and all relevant working groups supporting their work. 	<p>enhancement.</p> <ul style="list-style-type: none"> ● Information sharing and feedback gathered at the Mitcham Carnival particularly around medicines use and waste.
Transforming Primary Care	
<ul style="list-style-type: none"> ● Merton's Transforming Primary Care Board includes; clinical chair, locality leads. There are also a number of GP clinical engagement forums which the CCG has established to ensure primary care is engaged and owns primary care developments, (for example, PMS Review). These include; locality GP forums, CCG wide GP forum and CRG. ● Through the review of routine and urgent care, there is a project workstream specifically on Clinical Modelling which will ensure Clinical Directors input to the options analysis. ● GP Referral Support (Outpatient Navigation) has robust clinical engagement in terms of the process steps of designing the pathway and also in terms of clinical sign off. This is supported by pathway champions, lead Clinical Directors, Locality meetings and CRG oversight. ● Health Help Now (website and smartphone app) development includes a range of stakeholders, including; community pharmacy, 111, out-of-hours, mental health and Merton CCG clinical leads for integration and access. 	<ul style="list-style-type: none"> ● The primary care support team triangulate information from a range of patient sources, including; Healthwatch, patient survey, NHS Choices, and its patient reference group and expert patient programme. ● Through the review of routine and urgent care, there is a project workstream specifically on patient and public engagement. Local residents will have the chance to give us their views about these services and how they would like to access them in the future. ● Health Help Now (website and smartphone app) development includes a range of patient consultation events, including; Merton's PRG, young advisors via MVSC, health champions via MVSC, feedback from other groups accessed by MVS, teenagers (from Local Council groups), young families (from Local Council groups), and older people via MVSC. The project has also launched an extensive online survey and has a member of Merton's Patient Expert Programme on the delivery steering group.