



## Introduction

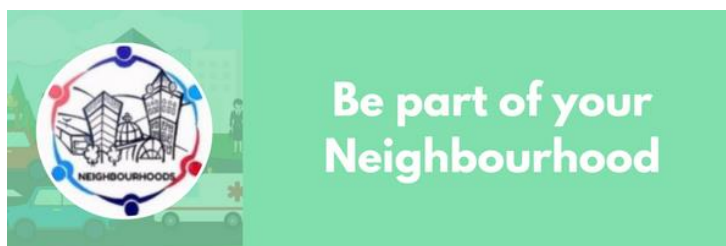
NHS Sheffield Clinical Commissioning Group hosted the fourth meeting of Patient Participation Group (PPG) Network on 19 June 2017 between 10am and 2pm at The Circle, Rockingham Lane, Sheffield.

Twenty-three people attended with seventeen PPGs being represented from all across the City. We were very happy to welcome a lot of new members who had not attended any of the previous meetings and also others who were new to their own PPGs.

## What we talked about

All presentations from this meeting can be found on the PPG section of our website at [www.sheffieldccg.nhs.uk/get-involved/patient-participations-groups-across-sheffield.htm](http://www.sheffieldccg.nhs.uk/get-involved/patient-participations-groups-across-sheffield.htm). We would encourage you to share these with your group and discuss the topics further. While we value your individual input at the PPG Network meetings, we also welcome feedback from the wider Patient Participation Group, so please send your collective thoughts and suggestions to [sheccg.engagementactivity@nhs.net](mailto:sheccg.engagementactivity@nhs.net). We will make sure that all feedback is sent onto our relevant commissioning managers to help influence future service development.

## Neighbourhoods



Where we grow up, and the community we live in, has a massive influence on our health and wellbeing. With an ageing population and increased demand on public services however, health and social care services across the country are trying to find more ways to work together to help people to stay well and get the care they need as close to home as possible.

In Sheffield, GP practices have joined together to form 16 groups across the city – known as Neighbourhoods – along with their ‘neighbours’ from hospital, community, mental health, social care, housing services and local voluntary groups. Each Neighbourhood covers a population of around 30-50,000 people.

You can find more information about Neighbourhoods, including which Neighbourhood your GP Practice belongs to at [www.sheffieldccg.nhs.uk/our-projects/neighbourhoods.htm](http://www.sheffieldccg.nhs.uk/our-projects/neighbourhoods.htm). You can also sign up to the Neighbourhood News e-bulletin at [www.sheffieldccg.nhs.uk/our-projects/neighbourhood-resources.htm](http://www.sheffieldccg.nhs.uk/our-projects/neighbourhood-resources.htm).

Attendees looked at the profiles sheets for their Neighbourhood and discussed the following questions:

- Q1: Are we missing anything obvious from your area?
- Q2: How can PPGs help to support Neighbourhoods?
- Q3: How would you like Neighbourhoods keep you informed and involved?

All feedback has been collated and will be shared with the Neighbourhood Leads to help them to develop and involve their local PPGs further.

We would welcome your group's involvement and feedback in neighbourhoods. Please share any conversations that you have had with us or suggestions for how your PPG would like to be involved at [sheccg.engagementactivity@nhs.net](mailto:sheccg.engagementactivity@nhs.net).

### **Musculoskeletal Outcomes Software**

In 2014, we decided to change the way that musculoskeletal services (they're the services concerned with your bones, muscles, and connective tissues) are provided in Sheffield. We wanted to measure how much difference we were making to the patients we treat (clinical outcomes), rather than just how many we see. In many cases we didn't have very good evidence for the difference we made to the health of our patients. We wanted to improve the care we provide, and to do so, we needed to understand what works well, what doesn't, and to be able to measure the impact of change

To help us do this we are beginning to introduce a system called My Pathway. The online system asks the right patient, the right questions at the right time(s). My Pathway will improve communication between clinician and patient and give useful information back to patients and clinicians about their progress. Patients will also be able to access resources tailored to them that will enhance their treatment and support them to manage their conditions better.

If this system is a success we may look to introduce it to other specialities in the future, so look out for it.

### **Elective Care – Care Closer to Home**

Elective Care is basically planned care and treatment in hospital which many people receive for different health needs. We know from our public engagement work that people would like to see services closer to their home. We want to make sure that patients are treated in the most appropriate place, reducing the need for them to go to hospital and helping them to manage their own health better. Our Elective Care portfolio are starting to use these principles when commissioning new services, with some services starting to be taken out of hospital and provided in the community.

The traditional model of GPs referring patients to hospital specialist care doesn't always meet patients' needs. It can make it difficult for GPs and consultants to talk to each other and learn how to make the NHS work better for patients. Assessing and treating patients has also become much more complex. It often doesn't give patients enough opportunities to get the right information and help to manage problems for themselves.

CASES (Clinical Assessment, Services, Education, Support) is a way of working, not a physical place, and is Sheffield's way to make non-urgent care effective, sustainable, seamless and integrated. You can watch three videos that explain CASES in more detail at [www.sheffieldccg.nhs.uk/cases.htm](http://www.sheffieldccg.nhs.uk/cases.htm). It has been running as a pilot for just over a year and has already started to show improvements to patient care and efficiencies in the way referrals are handled.

Attendees discussed:

- What might patients be worried about if services are moved out of hospital and into the community?
- What should we be considering when moving services into the community?
- How and where do you think follow-up appointments could take place?
- What is your experience of attending follow-up appointments? Is the reason clear?

All the feedback has been collated and will be used by our Elective Care commissioners to help them develop services.

We would welcome your group's involvement and feedback in Elective Care. Please share any conversations that you have had with us at [sheccg.engagementactivity@nhs.net](mailto:sheccg.engagementactivity@nhs.net).

### **Future PPG Network meetings**

In future PPG Network meetings, we would like to hear more from you about how your PPGs are working and how you have overcome some of the challenges you have faced. Please let us know if you have any [good examples of work that your patient group has been involved in that you would like to share with the wider group](#).

We also received feedback that, at times, presenters used jargon and terminology that was not familiar to all. We will be working with future speakers to improve this. We will also be looking at ways that will help attendees to challenge this at future meetings to help us improve.

The next meeting will be on:

**Thursday 12 October 2017**

**6 to 8pm**

**The Circle, 33 Rockingham Lane, Sheffield. S1 4FW**

We hope that you can make this time and look forward to seeing you there.

**You can book your place now at [www.sheffieldppgoc2017.eventbrite.co.uk](http://www.sheffieldppgoc2017.eventbrite.co.uk)**

**Or call us on 0114 305 4609**