

BLOG: 13 September 2016

With You, For You

Read about our community health services procurement and how we have involved YOU.

We are re-procuring some local services in West Lancashire. These include community health services and GP out of hours and walk-in services – (you can read more about what this involves in our previous [blog update on the process.](#))

As a public organisation responsible for commissioning healthcare within the funding allocated to us, we have a duty to involve you. Early on when we were established as a CCG, we created our strapline *With You, For You*, to encompass our commitment and dedication to bringing the best to West Lancashire by working together. We are local people* who want the best for the community, and naturally want the best for ourselves and our own friends and family. We access NHS services locally to us and understand the importance of being able to use safe, quality services close to your home. We are committed to making a positive difference while being open and transparent with everything we do. Yes, sometimes we are bound by confidentiality laws and other times there are discussions that are commercially sensitive by nature so cannot be held openly, but everything we can share, we do.

In this procurement process, we have involved various stakeholders in a number of ways, such as:

GP membership involvement

We are a membership organisation made up of local GPs so their views matter and shape what we do.

- Local GPs and their clinical insight helped to create this vision for joined up care through multi stakeholder planning events known as visioning events.
- Engagement with our GP membership is continuous throughout this process through regular meetings and bulletins.

Existing community staff involvement

The staff who are out there delivering this service and caring for patients everyday are essential to this process and to the future.

We are mindful of this and have therefore gone beyond the typical levels of involvement with existing staff with a proactive approach to truly engage with staff and ensure they are listened to.

- We have held four involvement sessions in January and May 2016. We have issued regular updates to staff via their existing employers and created a set of Frequently Asked Questions to address queries about their terms and conditions and pensions.
- Staff volunteers who would like to work with the chosen provider(s) have been identified.
- All staff views have been captured in an insight report *What You Told Us* and have been considered as part of the outcomes framework. This is published online for anyone to read.

Patient/public involvement

It is imperative that we listen to patient/public/carer experiences of using local community health and urgent care services.

- Public listening events were held in June/July 2015 where we welcomed views about community health services.
- We went out to the community to have conversations about this vision and process by visiting local groups for example, pensioner forums, University of the Third Age meetings and visiting GP practice waiting rooms
- A survey and patient story forms were promoted which further captured views from the local community.
- There were several pop up stand events in June 2016 across West Lancashire which looks at our measures of success and asked for further views.
- A dedicated webpage was created to ensure everything we can share was published online. See link below.
- We created public facing summary documents which explained our vision.
- Regular updates are issued in our My View bulletin, CCG website, Twitter and through the local media, to ensure the local community is informed and knows how to find out more, therefore encouraging two-way communication. There is also information available in GP practices.
- All views captured are recorded in the patient insight report *What You Told Us*.

Other stakeholder involvement

- We held a bidder day in 2015 which invited potential bidders and other important partners such as ambulance services and community groups from the voluntary, community and faith sector (VCFS), to hear more about our vision and take part in interactive discussions about improvements we can make together.
- Partners and stakeholders continue to receive a regular stakeholder briefing from us. These updates are published on our webpage for anyone to read.
- Regular face to face stakeholder briefings continue to take place with organisations and partners like the Lancashire Health Overview & Scrutiny Committee.
- There is ongoing dialogue with Southport & Ormskirk Hospital NHS Trust to ensure we continue to work together and have a smooth transition of services.
- Our local voluntary community and faith sector (VCFS) has remained involved with the development of the vision and is an integral part of local joined up care going forwards. We

have had discussions with this sector in a number of ways such as through participation in our bidder days and through our joint West Lancashire CVS and CCG events in 2014 and 2015.

- We communicate with the local 38 Degrees group

For further reading, we have also created a dedicated webpage for more information which is regularly updated: <http://www.westlancashireccg.nhs.uk/have-your-say/community-health-services/>. This page includes plenty of useful information such as Frequently Asked Questions, infographics, timescales, information on what services are included and lots more.

Alternatively, if you have a question, please contact us via 01695 588 203 or myview@westlancashireccg.nhs.uk

*Most CCG board members live locally in West Lancashire but some individuals reside nearby in surrounding areas.