

Gloucestershire Health and Wellbeing Board

Report Title	General Report on Activity on HWB related matters in Gloucestershire
Item for decision or information?	Information
Sponsor	
Author	Mary Hutton, Accountable Officer Gloucestershire Clinical Commissioning Group
Organisation	
Key Issues:	
At the Board development session on 17 July 2018 it was agreed that it would be useful to include information on the agenda on Board related matters for information.	
Recommendations to Board:	
The Board is recommended to note the contents of the report and identify any other areas for information that it would want included in future reports.	
Financial/Resource Implications:	
None	

1. Department of Health and Social Care and NHS England Consultations

Information regarding Department of Health and Social Care consultations is available via the GOV.UK website:

https://www.gov.uk/government/publications?publication_filter_option=consultations

Information regarding NHS England consultations is available via the NHS England website: <https://www.engage.england.nhs.uk/>

These websites also include responses to closed consultations.

- Calorie labelling for food and drink served outside of the home
<https://www.gov.uk/government/consultations/calorie-labelling-for-food-and-drink-served-outside-of-the-home>

This consultation is seeking views on making places that serve food and drink outside of the home show calorie information (calorie labelling).

This consultation closes at 11:59pm on 7 December 2018.

- Ending the sale of energy drinks to children
<https://www.gov.uk/government/consultations/ending-the-sale-of-energy-drinks-to-children>

The government is seeking views on whether the sale of energy drinks to children should be stopped.

This consultation closes at 11:59pm on 21 November 2018

- Department of Health and Social Care Policies

The following web link provides access to Department of Health and Social Care Policies:

<https://www.gov.uk/government/policies?keywords=&organisations%5B%5D=department-of-health>

2. Gloucestershire's Joint Strategy for Children & Young People with Additional Needs, Including Special Educational Needs & Disabilities (SEND) 2018-2021

- The Special Educational Needs (SEND) reforms introduced in 2014 expected effective multi-agency working in local areas to meet the needs of children and young people
- Gloucestershire local area had a successful Ofsted & CQC SEND inspection in June 2016 and our successful joint working needs to continue to improve outcomes for children and young people to meet statutory requirements.
- The rise in the number of children and young people with additional needs and/or SEND and the stable (or reducing) budget across organisations is requiring a more significant shift in how the needs of children and young people are identified and met through effective multi-agency planning and commissioning
- This strategy sets out the county's vision to develop and provide services that achieve positive outcomes for children and young people with additional needs. It has been developed as a partnership with all stakeholders including

parents and carers, schools and colleges, health and social care. It replaces the county's SEND strategy taking into account the engagement with children and young people and their families through our work with the Parent Carer Forum and direct discussions with other parent carers and children and young people's groups (through schools and youth groups).

- Delivery of this strategy will be through existing resources across both organisations, and all other services currently supporting children and young people with additional needs
- One-off project funding for specific pieces of work (i.e. Quality Lead role and co-producing participation strategy) will be funded through the 2018/19 SEND Reform Grant held by the County Council.

The strategy is available at this link

http://glostext.gloucestershire.gov.uk/documents/s48713/StrategyFinal16Aug_18%202.pdf.

3. England/Wales Cross-border Healthcare

There are currently approx. 8,800 residents in Gloucestershire who are registered with a GP practice that is registered with the NHS in Wales.

Whilst NHS Gloucestershire CCG remains the legally responsible commissioner for this population, Aneurin Bevan University Health Board commission and pay for health services for these residents on the CCG's behalf.

Following an inquiry by the Welsh Affairs Committee, the UK Government recommended further work should be undertaken nationally to review health care arrangements for patients living on both sides of the border.

A Statement of Values and Principles (SVP) has now been developed, replacing the Protocol for Cross-Border Healthcare Services 2013. The SVP aims to ensure smooth and efficient interaction between health care organisations on both sides of the England/Wales border, supporting better outcomes for patients and avoiding the fragmentation of care.

These arrangements ensure that Gloucestershire residents, who are registered with a Welsh registered GP practice, are able to receive secondary care in accordance with their rights under the NHS Constitution.

4. GP Patient Survey 2018

The GP Patient Survey (GPPS) is an England-wide survey, providing practice-level data about patients' experiences of their GP practices. Ipsos MORI administers the survey on behalf of NHS England. For more information about the survey please visit <https://gp-patient.co.uk/>

The survey questionnaire has been redeveloped for 2018 in response to significant changes to primary care services as set out in the GP Forward View, and to provide a better understanding of how local care services are supporting patients to live well, particularly those with long-term care needs. The questionnaire (and past versions) can be found here: <https://gp-patient.co.uk/surveysandreports>.

The GP Patient Survey measures patients' experiences across a range of topics, including:

- Making appointments
- Perceptions of care at appointments
- Managing health conditions

The GP Patient Survey provides data at practice level using a consistent methodology, which means it is comparable across organisations.

The survey has limitations:

- Sample sizes at practice level are relatively small.
- The survey does not include qualitative data which limits the detail provided by the results.
- The data is provided once a year rather than in real time.

However, given the consistency of the survey across organisations, GPPS can be used as one element of evidence. It can be triangulated with other sources of feedback, such as feedback from Patient Participation Groups, local surveys and the Friends and Family Test, to develop a fuller picture of patient journeys.

Practices and CCGs can then discuss the findings further and triangulate them with other data – in order to identify potential improvements and highlight best practice.

The results of the National GP Patient Survey 2018 were published on 9 August 2018. In NHS Gloucestershire CCG, 20,334 questionnaires were sent out, and 8,987 were returned completed. This represents a response rate of 44%.

Gloucestershire CCG achieved above the national average (positive results) for all questions overall in the survey in 2018. The results below are a selection of results from the survey questionnaire, which represent the overall GCCG results. It should be noted there is variation between practices within Gloucestershire. Results for individual practices can be found on the GP Patient Survey website.

- Overall experience of GP practice

89% of Gloucestershire respondents rated their overall experience as good (compared to national average of 84%).

- Ease of getting through to the GP practice on the telephone

83% of Gloucestershire respondents said it was easy to get through (compared to national average of 70%).

- Helpfulness of receptionists

93% of Gloucestershire respondents said receptionists were helpful (compared to national average of 90%).

- Ease of use of practice website to look for information or access services

85% of Gloucestershire respondents said it was easy to use their practice website (compared to national average of 78%).

17

- Overall experience of making an appointment

76% of Gloucestershire respondents said they had a good experience of making an appointment at their GP practice (compared to national average of 69%).

- Mental health needs recognised and understood

90% of Gloucestershire respondents felt that the healthcare professional had recognised and/or understood any mental health needs they had (compared to national average of 87%)

➤ Support with managing long term conditions (last 12 months)
84% of Gloucestershire respondents said they had enough support from local services or organisations to help them to manage their condition/s (compared to national average of 79%).

5. Safeguarding

The Annual Report of the Gloucestershire Safeguarding Children Board is available at this link <https://www.gscb.org.uk/gloucestershire-safeguarding-children-board/annual-report-and-business-plans/>.

The Annual Report of the Gloucestershire Safeguarding Adults Board is available at this link <https://www.gloucestershire.gov.uk/gsab/safeguarding-adults-board/safeguarding-adults-annual-reports-and-strategic-plan/>.