



Wandsworth
Clinical Commissioning Group

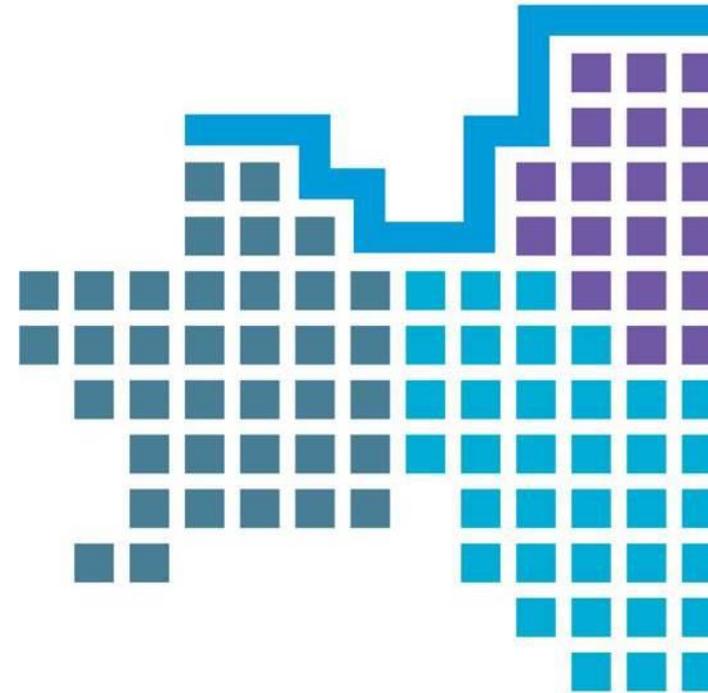
You said, We did.

How your comments and feedback have helped
us to add value and improve local services

A lot of our members have advised that although the CCG spends a lot of time engaging with stakeholders, it does not always let them know how their input had made a difference, or added value to local services.

Due to this feedback, we have developed a 'you said, we did' approach, ensuring that commissioners respond to the feedback they receive and provide examples of how their actions have been influenced.

This will be promoted through our publications, meetings, and communication channels.



Wandsworth Self-Management Service

You said

Certain Self-Management courses should be tailored for Black and Minority Ethnic (BME) communities, as they do not access self-management services in the same way as other communities

We did

To address these concerns, the Expert Patients Programme course has been co-produced with Wandsworth **Community Empowerment Network**, ensuring it is more relevant to BME users. The courses are also being delivered with local partners such as the Hindu Society Centre and Shree Ganapathy Temple, organisations with strong ties to the community.

Furthermore, the front page of the course feedback questionnaire is now produced in a simpler Plain-English format, enabling more people to fully participate in giving feedback about the service.

Voluntary Sector Coordinator

You said

The CCG should strengthen its relationship with the community and voluntary sector, and take a more coordinated approach to working the hundreds of community and voluntary organisations in Wandsworth

We did

We have developed the role of the Voluntary Sector Coordinator alongside Wandsworth Care Alliance to engage with the community and voluntary sector.

The Coordinator has encouraged both CCG staff and community and voluntary organisations to share ideas, skills, and networks to positively influence local services.

This closer working relationship has also raised the profile of Wandsworth CCG, as we have received more input from seldom heard groups that we would not normally engage as much with.

Events Calendar

You said

There should be one central place to find out more about getting involved in local health and care events, and if the event venues are accessible for people with disabilities.

We did

Due to this feedback, we are developing a 'get involved' calendar for the website. This calendar will allow people to see details of local health and wellbeing events, alongside the accessibility arrangements of each venue.

Making information more accessible

You said

The CCG needs to make its language simpler and jargon free, as clear communication is vital to reducing health inequalities.

We did

We are developing a series of easy-read guidelines for commissioners, to assist them in creating public-friendly documents, presentations, and engagement materials.

These will be co-produced with Aspire2Inspire Dyslexia and Wandsworth Community Empowerment Network, two organisations with specialist knowledge on this subject.

Staff training and development

You said

Staff should have more training and knowledge of Wandsworth's diverse population, and its health needs- especially health inequalities.

We did

The CCG is now providing in-depth training and guidance on equality, diversity, and inclusion to develop staff capacity and capability for reducing health inequalities. This began with our 'Dyslexia Awareness' workshop.

Wandsworth and Merton joint working update

You said

As Wandsworth and Merton CCGs and now working more closely together, we would like more updates on this, and how it effects healthcare in Wandsworth

We did

We now have a 'Wandsworth/ Merton Local Delivery Unit' update as a standing item for each Patient and Public Reference Group. This will give updates on key operational and strategic decisions.

Long- Term Conditions Clinic

You said

When dealing with older people's care- the language must be appropriate and accessible. The current name of the service- **Multi-Morbidity Clinic** is *'not user-friendly'*

We did

Due to this feedback, the service's name has now been changed to the **Long-Term Conditions Clinic**.

Wandsworth Joint Prevention Framework

You said

There needs to be a greater emphasis on how issues such as empowerment, language, accessibility and disability can become barriers for people trying to make better healthcare decisions

We did

Due to this feedback, the new Wandsworth Joint Prevention Framework will place a greater emphasis on these topics, and highlight how people can access support for resolving them. Information accessibility will also be a paramount of importance for developing the Framework

Working with the local Community

You said

As a commissioning organisation, you should sometimes come to visit local organisations- rather than expect all groups to come to you. There are often very small community groups that do not have time to come to your meetings.

You should also be more active in sharing information with us on what changes will impact us.

We did

We are now holding regular monthly meetings and visit with local organisations and Healthwatch Wandsworth. This allows us to keep abreast of local events, and allows us to proactively plan our work around topics that are important to the people using our services.

This also allows us to inform local groups about topics that are coming up, and how they can be more involved.

'In Focus' newsletter item

You said

The CCG and PPI Team have invested a lot of time and money into the Community and Seldom Heard Grant Scheme, but more could be done to promote the recipients- as these small organisations do not have large marketing budgets.

We did

The CCG now has a new section called 'in Focus' in our monthly Newsletter. This section will focus on one of the organisations that have been awarded the Seldom Heard Grant Scheme, its achievements, its struggles, and highlight how people can get involved.

Furthermore, we will promote these organisations on our social media channels. This will enable so people and staff are able to see how the grant has benefited the organisation, and how it has subsequently added value to the community.

You said

More should be done to embed a 'patient voice' to the Integrated Urgent Care Clinical Quality Review Group

We did

Two patient representatives have been recruited and are regularly involved in informing commissioning decisions, service improvement, and contract negotiations.

This involvement has led to providers developing, analysing and reporting on several patient experience measures, such as:

- online surveys
- postal questionnaires
- telephone surveys
- questionnaires at treatment centres
- complaints and compliments

Enhanced Care Pathway (ECP)

You said

The CCG should make it easier for patients and carers to understand the overall ECP process, and where to access more information

We did

Healthwatch representative has been invited to attend PACT ECP Mobilisation meetings to provide support, scrutiny and challenge. The representative has provided useful feedback regarding wording, language, and making it easier for patients and carers to understand the ECP process.

Due to this involvement, commissioners have developed a front sheet to add the Care Plan, which explains clearly to the patient and carer the purpose of the document and who to contact if they require support.