

This report covers the financial year 1 April 2009 to 31 March 2010.

### **ENGAGEMENT ACTIVITIES RELATED TO TORBAY CARE TRUST (TCT) PROVIDER/COMMISSIONED SERVICES**

This cannot be a comprehensive list due to the large amount of involvement and participation work undertaken by Torbay Care Trust, both as an organisation but usually in partnership with other organisations.

It should be noted that Torbay is a Care Trust with combined Adult Health and Social Care Services.

<b>1 ENGAGEMENT ACTIVITY UNDERTAKEN BY TCT</b>	<b>SERVICE</b>	<b>ENGAGEMENT ACTIVITIES/OUTCOMES</b>
	<b><u>Consultation/Involvement group 1 LEARNING DISABILITIES</u></b>	1 Ongoing involvement of families at residential home in the development of service for residents
		2 Regular meetings held for families of clients attending day services which develop the programme delivered
		3 Regular/ongoing involvement of SPOT , an organisation run by and for people with learning disabilities in Torbay, in Care Trust processes of commissioning, joint working and decision-making. SPOT also delivered consultation processes in an appropriate format for Housing, Health, Transport, Employment in Torbay.
		4 Peer review of quality – Family carers and people with a learning disability work alongside Torbay commissioners to develop and implement a quality monitoring tool and subsequent checks of services
		5 Involvement of people with a learning disability in delivering training for primary care teams, sexual health teams, reviewing documentation about services for learning disability, and involvement in developing health action plans.
	<b><u>Consultation/Involvement group 2 OCCUPATIONAL</u></b>	OT Team in Torquay North undertook survey (in clients' homes) in terms of access to social care, and analysed the complaints and compliments. They

	<b>THERAPY (OT) SERVICES</b>	related this back to TCT values to address improvements in communication and service delivery. Service Leads were given copies of transcriptions and evaluations relating to their services to develop and inform provision and commissioning decisions. Customers who had requested feedback were visited two months later and informed of the changes planned as a result of the issues that they had raised.
	<b><u>Consultation/Involvement group 3</u></b> <b>HEALTH VISITING</b>	In early 2010 a user evaluation of the service delivered was initiated by all health visitors who sent all parents attending for their babies' eight month developmental an evaluation form that they could either bring with them when they attended the assessment, or could return it anonymously. All of the comments were noted, but where service improvements were suggested, this has resulted in the development of services which affected the commissioning nature of these services. These relate to drop in clinics replacing specific planned clinics in GP surgeries, change of clinic dates and extension of opening times, quality of eight week contacts, plus the development of skills and training generally.
	<b><u>Consultation/Involvement group 4</u></b> <b>OLDER PEOPLE'S SERVICES</b>	Involving users, carers and staff in the discussion of the future for day services for older people in Torbay. Service users, carers and staff were invited to attend focus groups, access consultation information on the net, and/or respond to paper questionnaires. At present the results are being held whilst the implementation of Transforming Community Services is being discussed.
	<b><u>Consultation/Involvement group 5</u></b> <b>ALCOHOL SERVICES</b>	A consultation day was held in mid-2009 which involved service user, carers and stakeholder organisations. The discussions during the day identified priority areas which were taken to the Joint Commissioning Group to influence the decision-making process.
	<b><u>Consultation/Involvement group 6</u></b> <b>KENNETH COURT FOCUS GROUP</b>	Held in July 2009, this consultation activity day included residents and a community member in order to assess the views in relation a the development of a Community Hub, which has since been commissioned.
	<b><u>Consultation/Involvement group 7</u></b> <b>TULIP</b> (formerly direct payments focus and support group)	Ongoing user-led meetings identify feedback and recommendations to the provision of services to people with support needs
	<b><u>Consultation/Involvement group 8</u></b> <b>MINOR INJURIES UNIT(MIU)-</b> Paignton Hospital	Questionnaire handed out to all patients attending MIU between February 2010 and March 2010. Occurs annually. Notices set up at reception and in the waiting room. Patients/carers asked to fill in questionnaires after treatment,

		and to place in box at reception. A patient was supported in the analysis of the report which was taken to the TCT Board along with other surveys.
	<b><u>Consultation/Involvement group 9</u></b> <b>BRIXHAM/PAIGNTON HOSPITAL</b>	A questionnaire relating to privacy and dignity/attitude/cleanliness/care/communication is distributed monthly by the housekeeper (Paignton) and Healthcare Auxiliary (Brixham) on a monthly basis.
	<b><u>Consultation/Involvement group 10</u></b> <b>CARERS' FORUM GROUP, PAIGNTON</b>	Meet every two months and feed back any issues to the Zone Manager
	<b><u>Consultation/Involvement group 11</u></b> <b>TORBAY STROKE PATIENT INVOLVEMENT GROUP</b>	Ongoing group that is facilitated by Torbay Care Trust staff and feeds back any issues to the Stroke Lead
	<b><u>Consultation/Involvement group 12</u></b> <b>MULTIPLE SCLEROSIS INVOLVEMENT GROUP-Torbay Branch</b>	Ongoing groups that feeds back customer experience to the Service Lead
	<b><u>Consultation/Involvement group 13</u></b> <b>BRIXHAM COMMUNITY GROUP</b>	Bimonthly group that shares news, views and feed back to the Brixham Zone Lead
	<b><u>Consultation/Involvement group 14</u></b> <b>FALLS, FRACTURE AND BONE HEALTH PATHWAYS</b>	Users are actively engaged in reviewing services. An SHA event held in 2009, where a group of users were invited to talk to the SHA- without TCT being present to ensure that they felt they could be open and honest. Good feedback in terms of TCT. Further engagement event held in summer 2010 will be presented in next report
<b>2</b> <b>NHS FOUNDATION TRUST</b>	<b><u>Consultation/Involvement group 15</u></b> <b>AUXILIARY NURSE/DISCHARGE CO-ORDINATOR</b>	Telephone follow – up after 48 hours discharge- to check welfare and obtain customer experience

	<b><u>Consultation/Involvement group 16</u></b> <b>CYSTIC FIBROSIS SOCIETY/ME SOCIETY- Torbay Branch</b>	<p>The CFS/ME sends all its patients questionnaires at different stages along their pathway.</p> <p>1st on referral,,  2nd approx after 6 months, or after they have attended an education or self management seminar,  3rd approx after 12 months and  4th on discharge.</p> <p>The basis of the questionnaire pack is for the National Outcomes Database. Non-attributable data is sent to Bristol University. Extra pages were added in the questionnaire for local use.</p> <p>Feedback is regularly asked for on seminars and group programmes.</p> <p>A small survey was held in 2009/10 on patients attending clinic, to ascertain their opinions on the clinic venue and their medical assessment.</p>
	<b><u>Consultation/Involvement group 17</u></b> <b>ORTHODONTIC SERVICE</b>	<p>Fifty questionnaires were handed out to patients attending a clinic in April 2009. Results were fed back to the team addressing service delivery.</p>
	<b><u>Consultation/Involvement group 18</u></b> <b>DIABETIC RETINOPATHY SERVICE</b>	<p>Each year the Torbay branch of Diabetes UK, the National diabetes charity is addressed by the local manager. The group is updated on service provision for screening for diabetic eye disease locally, and questions/comments from members are fed back into service provision and development.</p>
	<b><u>Consultation/Involvement group 19</u></b> <b>INFLAMMATORY BOWEL DISEASE SERVICES (IBD)</b>	<p>Engagement piloted and rolled out 2009/2010.</p> <p>Inflammatory bowel disease (IBD) patient packs/handheld records developed.</p> <p>IBD patient panel meet bi-monthly to feed back issues to address service development</p>
	<b><u>Consultation/Involvement group</u></b>	

	<b>20</b> <b>UPPER AND LOWER GASTRO- INTESTINAL CANCER SERVICES</b>	Annual Survey feeds back into service development
	<b>Consultation/Involvement group</b> <b>21</b> <b>ENDOSCOPY PATIENT SURVEY</b>	Annual survey undertaken and fed back into service development
	<b>Further information on patient/carer services is available on <a href="http://www.sdhct.nhs.uk">www.sdhct.nhs.uk</a></b>	
<b>3</b> <b>NHS TRUSTS</b>	<b>Consultation/Involvement group</b> <b>22</b> <b>MENTAL HEALTH SERVICES</b> Monthly newsletter – c500 copies distributed via post, email, visits (some recipients also run off and distribute copies themselves) - Monthly open meetings for people using services and carers, often with invited guest (e.g., managers, clinical team leads) - Fortnightly visits to Haytor ward, Torbay Hospital, to gather patients' views - Supported individuals to be involved in interview panels for new staff	People found out about involvement opportunities § Feedback/views/ideas widely reported (newsletters are posted on Recovery Devon website too) People heard about and got involved in new initiatives, e.g. 2 Torbay people now sit on South-West Royal College of Psychiatrists Exec Committee - Ideas/requests taken forward, e.g., service leaflets redesigned; meds email helpline set up; people invited to join monitoring groups  - Influence on service development, e.g., ward manager setting up 'protected time' for nursing staff to spend with patients  - People using services & carers played full part in selecting new staff for e.g., Devon Partnership Trust Wellbeing & Access Team, Depression & Anxiety Service, Liaison Psychiatry service
<b>4</b> <b>STRATEGIC COMMISSIONING GROUP</b>	<b>Consultation group 23</b> <b>ENGAGEMENT RESULTS</b>	Chair is outside of TCT, but group involves TCT members, and undertakes a variety of audits, engagement work. Currently audit information is not available to people outside of the group.
<b>5</b> <b>GP PRACTICE</b>	<b>Consultation/Involvement group</b> <b>24</b> <b>RELOCATION OF GP SURGERY</b>	Early conversations with Torbay Care Trust when initial plans were developing in November 2009 discussed patient involvement. To that aim the patients of the surgery to be relocated were informed of proposed plans and invited their

		<p>comments. (A newsletter on patient feedback was developed and circulated). Patients recognised the difficulties with the current facility and the list of benefits gained from a move were positively received .</p> <p>The relocation proposal was designed to improve local access and to provide additional services for patients who were disadvantaged, as they were not offered the latest NHS developments locally. The ability to provide access to a range of local health services, specialist health professionals, healthy lifestyle facilities and a local pharmacy.</p> <p>(All within easy access to over 75% of patients registered .)</p> <p>One stop medical centre offering enhanced services, access to greater integrated care and additional resource such as an onsite pharmacy .Rapid / improved integration.</p> <p>Patients from all surgeries will benefit from improved access to the community services providing true integration</p>
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<b>6 JOINT WORKING</b>	<b><u>Consultation/Involvement group</u> <u>25</u> CHILD HEALTH</b>	<p>For any new pieces of work; Parents and carers are engaged early in the commissioning cycle when considering service change. For example a working party of parents and carers has been formed to act as a reference group for the redesign of respite care services for children and young people- a joint piece of work with the local authority. The aim for Torbay Care Trust would be for a standard to be set so that all commissioning decisions follow an engagement framework. There are a range of engagement forums for children, young people, parents and carers in the Bay some aimed at groups with specific issues/ conditions/ others are more wide-ranging. Engagement happens via a range of methods and takes place in different locations. Every effort is made to enable Children and Young People and families to participate in terms of facilitating easily accessible venues, funding childcare and travel.</p>
	<b><u>Consultation/Involvement group</u> <u>26</u> STROKE PATIENTS</b>	<p>Stroke patients were consulted early last year (2009) at the start of looking at the Life after Stroke Pathway, consultation days with users, carers and stakeholders took place around Devon. Views were sought on different topics and resultant work based on this.</p> <p>EG : stroke contract was changed to being a Peer Led support service because</p>

		<p>that is what users and carers wanted.</p> <p>In future, there is a commitment to try to ensure better patient representation. The Peninsula Heart and Stroke network is in the process of trying to set up a 'pool' of people who are willing to be consulted at different levels and about different topics eg to discuss a specific topic.</p>
	<p><b><u>Consultation/Involvement group</u></b>  <b><u>27</u></b>  <b>HEALTH INVOLVEMENT IN TORBAY</b>  <b>'SAFER COMMUNITIES' INITIATIVE</b></p>	<p><a href="http://www.safercommunitiestorbay.org.uk/yswd.htm">http://www.safercommunitiestorbay.org.uk/yswd.htm</a></p> <p>A link is given above to the Safer Communities web page which gives details about all of the "You Said We Did" events which took place earlier in 2010. Although this is not always specifically health related, TCT staff have been involved at all levels in the developing of policy and input with the different communities.</p>