

How NHS West Norfolk Clinical Commissioning Group has involved and engaged with patients and the public

2018 -2019



Draft Annual Engagement Report



Who are we and what do we do?



NHS West Norfolk Clinical Commissioning Group is a commissioning organisation.



We receive a **budget** from the Government.

We use this to plan and pay for health services for people who live in West Norfolk.



We are required by law to **involve** the people who use the services we buy.

This helps us to decide how these services can be improved.



We involve people in different ways.

To do this we try to **explain** the work we do in a clear way and hold public events in places that are easy to get to.



We want to make sure that everyone can **understand** what we do, so we do our best to provide information in a range of formats and languages.

How do we involve people in what we do?



We hold meetings



We work with lots of local groups and communities



We hold special events for people who live in West Norfolk



We run workshops – this is when we get together with groups of people to discuss things



We do Surveys – this is when we ask people a list of questions either on paper or on the computer



Many of our surgeries have **Patient Participation Groups**



We work with a lot of other local organisations that are involved in healthcare

What have we done this year?



We have held meetings – these have included Governing Body and Primary Care Commissioning Committee meetings that are held in public

It also included our Annual General Meeting which was held in July



Here are some of the ways that we have worked with groups and communities:

We held regular **Community Engagement Forums** for local groups and people who work in health and care organisations

At these events we talked about things that are happening in local healthcare and we asked people to tell us what they thought about this



We asked **Community Action Norfolk (CAN)** to ask local people about their experiences of health care in West Norfolk

We published the results of this work on our website www.westnorfolkccg.nhs.uk/our-work-partners/community-action-norfolk-report





We published regular online newsletters for people and patients living in West Norfolk



We have collected information from patients about their experiences and concerns

We will use this information to improve services in the future



We took part in a schools' event organised by the Queen Elizabeth Hospital, which told the children how antibiotics work



We helped to set up a West Norfolk Heart Support Group which helps patients who have had a problem with their hearts



We are working with a small group of local organisations to set up a Mental Health Hub



We communicated with people via Social Media, particularly Twitter and Facebook



We held a **Patient and Public Forum**

This was where we got together with a lot of people who work with us, to tell them about some of the work that we have done during the year, and about some of our plans for the future

We also asked people to tell us about the differences that they would like to see in local healthcare



We have run **workshops** with the Breathe Easy Group in King's Lynn to help improve local services for people with breathing problems



We have run **workshops** and **learning sessions** for our local doctors and nurses, and for GP surgery staff



Every year we take part in a **survey** called the **360° Stakeholder Survey**

This means that we ask the organisations that we work with to tell us what they like and what they don't like about West Norfolk Clinical Commissioning Group





We have asked people to tell us what they like or don't like about our website

You can give your views by visiting our website www.westnorfolkccg.nhs.uk/contact-us and filling in the feedback form



We worked with the other Clinical Commissioning Groups in the area to review the local Adult Mental Health Service

This included an online survey



Many local GP surgeries have a **Patient Participation Group**

These groups have a say in how their local GP surgery works

If you would like to join your local Patient Participation Group contact your GP surgery



Other groups and organisations that we work with include:

Norfolk and Waveney Sustainability and Transformation Partnership: this is a group of organisations that are working together to improve health and care in the area

West Norfolk Local Delivery Group: this is a group of health and care organisations based in West Norfolk

Healthwatch Norfolk: this is an organisation that helps children, young people and adults speak up about health and social care in Norfolk

Health and Wellbeing Board: this brings together local organisations to help improve the health and wellbeing of people living in the Norfolk and Waveney area

Find out more about getting involved with
NHS West Norfolk Clinical Commissioning Group at our website
www.westnorfolkccg.nhs.uk/get-involved