



Wakefield District Health and Care Partnership

Public and patient involvement

In 2022 Wakefield Clinical Commissioning Group (CCG) received very positive feedback in the NHS England annual assessment. The CCG's duty to involve the public in decisions about the commissioning of health services transferred to the Integrated Care Board (ICB) in July 2022. Our approach to public and patient involvement can be found on the Wakefield District Health and Care Partnership [website](#) and is detailed below.

Continuing to seek views from the public and act on feedback remained a priority throughout the COVID-19 pandemic and beyond. The following work was undertaken in 2022/23:

The Patient and Community Panel was a Committee of the Governing Body of the CCG. It provided advice and assurance on issues relating to public involvement and equality to the CCG Governing Body, considering findings from patient and public engagement activity and equality impact assessments. This developed into our Wakefield District Health and Care Partnership (**WDHCP**) **People Panel**. We worked with our People Panel to consider future arrangements to ensure continued involvement and representation of the public voice in our Health and Care Partnership decision making processes, including our priority areas. The Panel have been involved in shaping our local approach and principles for involvement but also supported consultations such as the West Yorkshire ICB's Joint Forward Plan.

The **Covid Community Champions** brought together diverse community representatives with a specific focus on COVID-19 and the vaccine programme roll out to meet community need. The work of this group has evolved over time to reflect the priorities of our communities, more recently addressing the challenges experienced by our communities such as increased cost of living.

The [Social Care Citizen Panel](#) provides a mechanism to hear the voices of those who use care services and has provided an opportunity to influence the design and delivery of them by sharing experiences and views. The group continued to meet during the year to consider various aspects of social care provision.

Our [Maternity Voices Partnership](#), are a group of women and their families, commissioners, and maternity staff working together to review and contribute to the development of our local maternity care. During the year, we have held several listening events as well as being involved in engagement to better understand experiences of maternity services.

The **Strategic Co-production Group** is for people who are living with either a mental and / or physical health condition or are a carer and would like to be part of the decision-making process within Wakefield District. The members have completed or are in the process of completing NHS England's Peer Leadership Development Programme.

Engagement activities during the last year have included:

- **COVID-19 vaccination** This programme has continued; working with statutory organisations and the voluntary and community sector (VCSE) to support health inclusion groups and develop an effective delivery model to combat local inequalities and achieve maximum vaccination access and participation. We took time to reflect and learn from the vaccination programme and how best we can provide services to those often not reached via mainstream services.
- **Health and Wellbeing Strategy** We engaged on this key strategy supporting our focus on health inequalities. We asked local people for their views about their health and how it affects their lives to support the development of this document.
- **Walk in Centres** The contracts for the walk-in centres at Dewsbury and District Hospital, and King Street, Wakefield were due to come to an end. A review of these services and the wider urgent care provision was carried out, hearing the views of patients and local people to understand what they valued about the walk-in centres. More detail about the review is available in this [report](#).

- Wakefield District came together to have the **Big Conversation**, listening to local people to help us inform several programmes of work including the Wakefield District's new Economic Wellbeing Strategy. More than 1300 conversations took place across the district during the summer of 2022.
- **Extended hours in GP services**, a large-scale engagement to better understand what is important to our communities when it comes to accessing GP services outside of the normal opening hours. The [feedback](#) we received directly informed the way that services developed locally.
- We wrote our **Adults Learning Disability Strategy** before the pandemic. It described what we planned to do. We wanted to check if our plans were still right and we wanted people with a learning disability, their carers and professionals to tell us what is important to them. You can see what people told us [here](#).
- During the year, we listened to what was important to autistic people in the district. This has supported the development of our **Adults Autism strategy**.
- We have worked with Alzheimer's Society to better understand the experiences of people using local **dementia services**. Their [report](#) was shared and discussed at local engagement sessions.
- The district works to hear the voices of children and young people through **Build Our Futures** and Wakefield hosts a Build Our Futures summit every six months.
- We continuously listen as part of our Local Offer, which provides support for families with children and young people aged 0 – 25 years with special educational needs and/or disabilities. You can see what we have heard and what we did as a result of it on the local [website](#).
- In summer 2022, Wakefield District held its first [co-production conference](#). More than 100 people attended, representing individuals, the voluntary and community sector, community groups, the local authority, health and social care.
- Our Primary Care Networks (PCN) (groups of GP practices working together) have worked on individual projects, all with the aim of reducing health inequalities. Working through our PCNs recognises the important role that GP practices play in helping to identify and address health inequalities at neighborhood level.

We have developed an [Experience of Care Network](#) with colleagues in our partnership with a passion to improve experience of care. The network makes sure that the voice of our communities influences the work of the partnership and creates positive change, but also brings colleagues and peers together across the partnership to share and learn.

Born and Bred in Wakefield (**Babi Wakefield**) is an exciting new research initiative across the Mid Yorkshire Hospitals footprint. Starting during pregnancy, data which is routinely collected is linked together to provide a wider picture of the factors affecting health and wellbeing. This includes health, social and educational sources of data. This creates a picture of local people's health and lifestyles over time. As part of this project, we have been out and about talking to families to share the news of the study, raise awareness and encourage participation in research. We have also started to form a group of participants to act as a reference group to guide our engagement and the study.

Equality, diversity and inclusion and our commissioning decisions

We ensure our commissioned services take account of equality and health inequalities, by supporting involvement activity and undertaking equality impact assessments to advise commissioners on potential consequences to ensure appropriate mitigations are put in place or plans changed. Some of the activities that have been supported over the year include: urgent care services including walk-in centres, the potential relocation of a GP practice, the provision of extended primary care services and termination of pregnancy services.

Case Study – The Big Conversation

The Big Conversation has been a journey of discovery. We wanted to understand what it is like to live, work and grow in the Wakefield District. For that, we created meaningful conversation by encouraging a more open-ended chat with our trained conversationalists. Conversationalists were staff from across the district, from across the sectors who received training and support to hold these positive discussions.

The Big Conversation has been about all of us being a part of shaping the future of Wakefield District. The feedback that we have received will inform several

programmes of work including the Wakefield District's new Economic Wellbeing Strategy.

It's the first phase of making our district an even better place to live, work, and grow. Connecting people from the beginning, and listening, means that we will get things right. It's about all of us being a part of shaping the future of Wakefield. Importantly, this isn't just a one off, we want involving everyone from the beginning, listening, and using this to underpin the work of the council and partner organisations.

What did we do?

- A virtual/matrix team of multi-skilled people came together.
- We recruited over 100 conversationists – the people who would mean we could get out there, speak to our communities and begin the change.
- We used an Appreciative Inquiry approach and asked two simple questions...but questions which have delivered a huge amount of meaningful and insightful data.

What did we ask?

We used an appreciative inquiry approach and asked two simple questions about what people love about their local places and what they would like these to look like in ten year's time.

What did people tell us about health?

- Access to green space and connected communities featured heavily in conversations and people valued how access to these improved their mental and physical health.
- Overwhelmingly the majority of conversations about health focussed on mental health, particularly:
 - Better access to mental health support for young people
 - Reducing the gap between seeing a GP and expert help (particularly stress and anxiety) - large waiting lists mentioned
 - Increased awareness of mental health issues across all services

- when engaging with people
- Healthcare, when mentioned in our first question, focused on good quality of healthcare when accessed; however there is a need for better access for all, in particular:
 - Connections with healthcare services be easier to use
 - Better access to appointments with the right healthcare professionals
 - More face-to-face appointments

Where are we now and what's next?

- First phase completed – over 1300 conversations held between May and August 2022.
- Conversations held in over 200 different places across the district involving VCSE, local businesses and our conversationalists' local knowledge.
- High level outcomes from conversations are ready and available.
- More detailed data theming in ongoing.
- We have used appreciative enquiry in other areas of work, for example the work of our healthy and sustainable communities team.

