

# Consultation and Engagement Annual Report

April 2018 – March 2019



We have been working with patients to get their views about health service. We work with;

Patient Participation Groups (PPG)



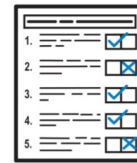
Healthwatch



Halton Peoples' Health Forum (HPHF)



surveys



We are committed to involve people in decisions over services we provide. This engagement has to be in line with our constitution, vision and values.



We are here to improve the well-being of people by stopping people getting ill, and becoming more independent. This is done by working together with community groups, and organisations.



We try hard to listen to the public and have met 3500 people over the year.



Our engagement is in line of the NHS's guidance & law and we use EDS2 to work closely with equality groups and people who have poor health.



There are key meetings;

Youth voice



Local council



NHS staff



Patients



Third sector



The structure of the engagement is, Engagement and Involvement Group is the place where people go to share ideas where we formally engage but HPHF and PPG Plus will meet



Then the quality committee ensure that the engagement gets done.



The Governance Body are the ones that makes the decisions.



We have done many engagement activities like the car park for the UCC last year.



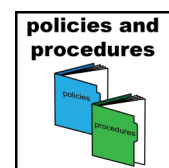
Looking forward to next year, we have three engagement activities:



Head and Neck SALT



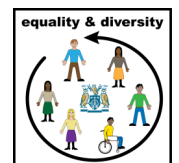
NHS Long Term Plan Chapter



Wheelchair Services



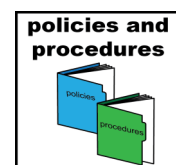
We are assessed on how much we involve patients and public to improve services..



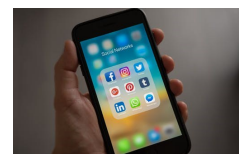
From April 2018 we are working together with Knowsley, Liverpool, Southport & Formby, South Sefton, St. Helens and Warrington Clinical Commissioning Groups to review policies.



These policies will ensure the best treatment for patients, and the best value of money for the NHS.



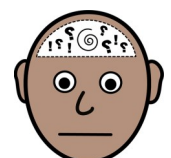
We have done a lot more on social media due to people are using social media. Therefore, we have to use social media to engage with people.



We have a few media campaigns;



NHS Long Term Plan where we have to have a significant culture change between staff and patients to improve services.



Self-care which is awareness of taking of yourself.



Disability Awareness Day which is an event to help disabled people understand health issues, this took place on 2nd July 2019.



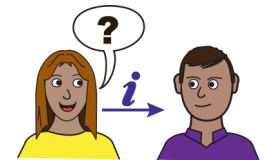
Learning disability annual health check, which is to get more people to learn to have their health check.



Eastern cancer Sector Hug which is improving cancer services by building a new cancer centre.



We also have great staff who are dedicated to involving patients, carers, the public, Third sector and voluntary engagement organisations in our work



If you want more information about this, please contact:



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You are welcome to discuss any concerns you have directly with the practice or feel free to contact our Patient Advisory and Liaison Service (PALS) on 0800 218 2333 who will be happy to help. The PALS opening times are Monday to Friday 9 am to 5