

Patient and Public Advisory Committee

Activity Report

April 2018 to March 2019

Atiha Chaudry, Lay member for Patient and Public Involvement and Chair of the Patient and Public Advisory Committee

I am delighted to present the Patient and Public Advisory Committee's Annual Report. This has been another very busy year for our committee as the Manchester Health and Care Commissioning Board continues to develop and move forward from strength to strength in addressing and improving the health and care needs of our patients and residents. I would like to take this opportunity to give a huge thank you firstly to all our committee members for their commitment, dedication and contribution of many volunteering hours to the work of this committee and secondly I want to thank the MHCC Engagement team for all the support they provide for the committee and its members. I am really proud of all the achievements of this committee and we know that there is so much more we want to do and can do to voice and represent the needs of our community and ensure that MHCC continues to place patients and public at the core of its work. We are living in times of great change and challenge in the health and care world. We can see it as a great opportunity for us to work together, do things differently and strive to make positive changes for our communities' wellbeing.



Making a difference

- Co-production of a city-wide patient information leaflet on how to make a complaint to your GP practice leaflet.
- Co-design of a new Home Care specification and participation in the procurement process for a new provider.
- Co-production, participation and design of the Mental Health grants programme working in partnership with Macc.
- Co-production in the development of the carers' development and training programme with Manchester Carers Network.
- Development of a patient information leaflet to inform and encourage the uptake of statin medication across the city in partnership with the Medicines Optimisation team.
- Informed and influenced the development of the MHCC operational framework in partnership with the Planning and Strategy team.
- Promotion and awareness of the Lung Health Check Service in north and east Manchester.
- Promotion and awareness of the Our Manchester Locality Plan.
- Influencing service and patient experience improvements through Performance, Quality and Improvement walk rounds of provider services.
- Audit and review of GP practice websites to ensure consistency of information across the city for patients and carers.
- Informed and influenced the procurement of the Manchester Local Care Organisation.
- Co-design of a User Involvement Strategy for the Manchester Macmillan Supportive Palliative Care Programme.
- Participation in the development of the Winning Hearts and Mind pilot work in Collyhurst and Cheetham Hill.
- Participation in the Greater Manchester Improving Specialist Care Programme Patient Reference Group.

Activity and Commitment

- 23 active volunteers from the Patient and Public Advisory Committee, Expert Panel members, User Involvement representatives and Personal Health Budget Peer Support Group members.
(The total number of volunteers supporting MHCC is currently 71)
- 560 volunteering hours attending monthly committee meetings, knowledge briefings and focus sessions.
- 170 volunteering hours attending working group meetings.
- 397 volunteering hours attending Manchester Health and Care Commissioning committee meetings and steering groups.
- 300 hours of volunteers reading time in preparation for all committee meetings, steering and working groups and external meetings.
- 100 hours of volunteering in reading, participating and evaluating of information for procurement processes.
- 60 hours of volunteering to participate in the recruitment of MHCC staff and for work programmes.
- 90 hours of volunteers reviewing and providing feedback for patient information and leaflets.
- 30 hours of volunteers participating in Performance, Quality and Improvement walk rounds.
- 40 hours of volunteering supporting community events and external meetings.
- 40 hours of volunteering development and training sessions and training courses.
- Commitment to participate in regular volunteer supervision sessions by PPAC members.

23 Active Volunteers 1787 Volunteering Hours

The Patient and Public Advisory Committee were nominated for a Greater Manchester Health and Care Champion Award 2019. The committee were congratulated by Jon Rouse, Chief Officer, Greater Manchester Health and Social Care Partnership and Andy Burnham, Mayor of Greater Manchester for being nominated.

Tom Harrington, Deputy Chair of the Patient and Public Advisory Committee

This is a new era for health and social care in Manchester with so many changes happening across the city. It is an exciting time for volunteers – especially for patients, carers and the public to be involved in shaping services not just to meet the needs of the present day population but for the future as well. As volunteers of Manchester Health and Care Commissioning, we do this for our fellow residents and why we happily offer our time freely, to input into the various pieces of work through co-production and co-development with everyone around the table. We need to be aware of how our local communities across the city are constantly changing, and how we need to keep adapting to these changes. We also need to be aware of the workforce that we have, to ensure that Manchester is the best place to work, and support them in their roles and development.

Developments for 2019/2020

- Training needs identified and budget secured from HR and Organisational Development team.
- Training identified and secured for volunteers to assist in HR recruitment selection processes and walk-rounds.
- Volunteering roles identified to support the Performance, Quality and Improvement Adult Social Care team.
- Working in partnership with Manchester Local Care Organisation and neighbourhood leads to involve residents in their work.
- Participation in MHCC and MCC procurement processes of health and care services.