

Patient and Public Advisory Committee

Activity Report

April 2019 to March 2020



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



This has been another busy and active year for the Patient and Public Involvement Committee. I would like to thank all our volunteer members for their dedication and hard work throughout the year which has provided support and influence to Manchester Health and Care Commissioning. Our members provide significant hours of volunteering time in attending meetings of the committee as well as other committees and working groups. They take part in walk-rounds that provide assurance and advice that lead to improvements in services and patient and carers experiences. Their commitment is always full of enthusiasm, expert knowledge and a deep passion for the work we do to support our health and care services. Our aim is that our work supports the continual strengthening and improvement to our health and care services across the city for all our residents.

We are living in times of great change and challenge in the health and care world. The COVID-19 crisis has brought further significant change and anxiety for all of us and there is so much yet to understand. It is a time of the unknown. Our lives have changed, the way we work, communicate and interact has fundamentally shifted and it may never be quite the same as it was before COVID-19.

I am really proud of our Patient and Public Advisory Committee members for the way they have adapted to the challenges before us, the way we have had to work and to the engagement team for the support they provide. I am privileged to be a lay member on the Board of Manchester Health and Care Commissioning and working with a great team of board members, staff and volunteers at a time of great challenge for us all.

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



We have continued to be busy during the year, and members have supported each other during the more recent challenging times along with our networks and communities across the city. As well as our monthly committee meetings, we have held weekly meetings to share experiences to inform the health and care system about what is working well and what needs adjusting to work for patients and carers. Moving forward we are probably going to see new ways of accessing services, using modern technology, but also keeping some of the traditional ways too. In turn this will free up more appointments in the system. There is learning from the current COVID-19 situation, which will help to improve services even more, as we all adapt and change.

Making a difference

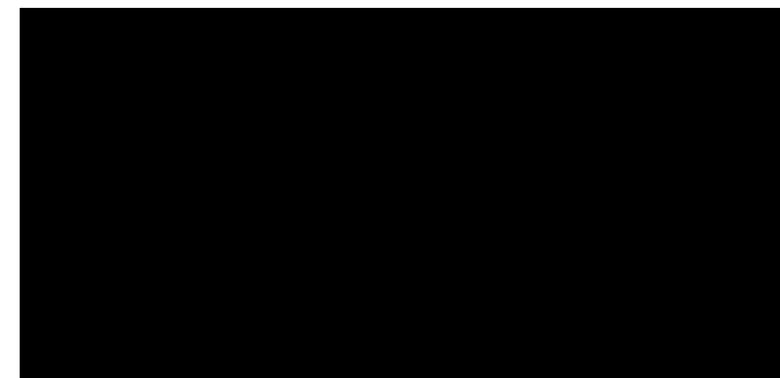
- Evaluated provider bids in a second round of procurement for new homecare providers with Adult Social Care.
- Informed the development of the Primary Care Networks.
- Evaluated and moderated bids in the procurement of a new community dermatology provider for Manchester and Trafford.
- Influenced and participated in the development of the carers' learning and training programme with Manchester Carers Network.
- Informed the development of a patient passport for the red bag scheme to be used by nursing and care homes.
- Informed and influenced the development of the MHCC plan on a page and the operational framework for 2020
- Promotion and awareness of the Lung Health Check service in north and east Manchester.
- Influenced service and patient experience improvements through Performance, Quality and Improvement walk-rounds of provider services
- Informed, influenced and participated in the contract assurance board for the procurement and monitoring of the Manchester Local Care Organisation.
- Participation in the Greater Manchester Improving Specialist Care Programme Patient Reference Group.
- Supported the development of the digital offer in general practice

Activity and Commitment

- 19 active volunteers of the Patient and Public Advisory Committee
- 16 Expert Panel members
- 29 Respiratory User Involvement representatives
- 64 Personal Health Budget Peer Support Group members
- 748 volunteering hours attending monthly committee meetings, knowledge briefings and focus sessions.
- 100 volunteering hours attending working group meetings.
- 594 volunteering hours attending Manchester Health and Care Commissioning committee meetings and steering groups, such as:
 - Performance, Quality and Improvement Committee
 - Medicines Management Prescribing Committee
 - Inclusion Health Group
 - Manchester Care Record
 - Manchester Autism Partnership Board
- 120 hours of volunteers reading time in preparation for all committee meetings, steering and working groups and external meetings.
- 120 hours of volunteering in reading, participating and evaluating of information for procurement processes.
- 22 hours of volunteering to participate in the recruitment of staff and for work programmes.
- 100 hours of attending Manchester Macmillan Supportive Palliative Care Service programme meeting.

128 Volunteers

2182 Volunteering Hours



- 30 hours of volunteers reviewing and providing feedback for patient information and leaflets.
- 100 hours of volunteers participating in Performance, Quality and Improvement walk rounds.
- 20 hours of volunteering supporting community events and external meetings.
- 200 hours of volunteering development and training sessions and training courses.
- 40 hours commitment to participate in regular volunteer supervision sessions by PPAC members.

Activity Plan for 2020/2021 includes...

- Planning a training and development programme for volunteers and a budget has been secured from the HR and Organisational Development team.
- Informing the development of the Manchester Health and Care Commissioning priorities for the COVID-19 recovery and operational plans for 2020/2021.
- Developing co-production and engagement activities to raise awareness of the Manchester Feedback and Complaints Service
- Developing co-production and engagement activities to design and inform the development of North Manchester General Hospital
- Commissioning of voluntary and community sector organisations to deliver co-production and engagement activities to improve health inequalities in Manchester