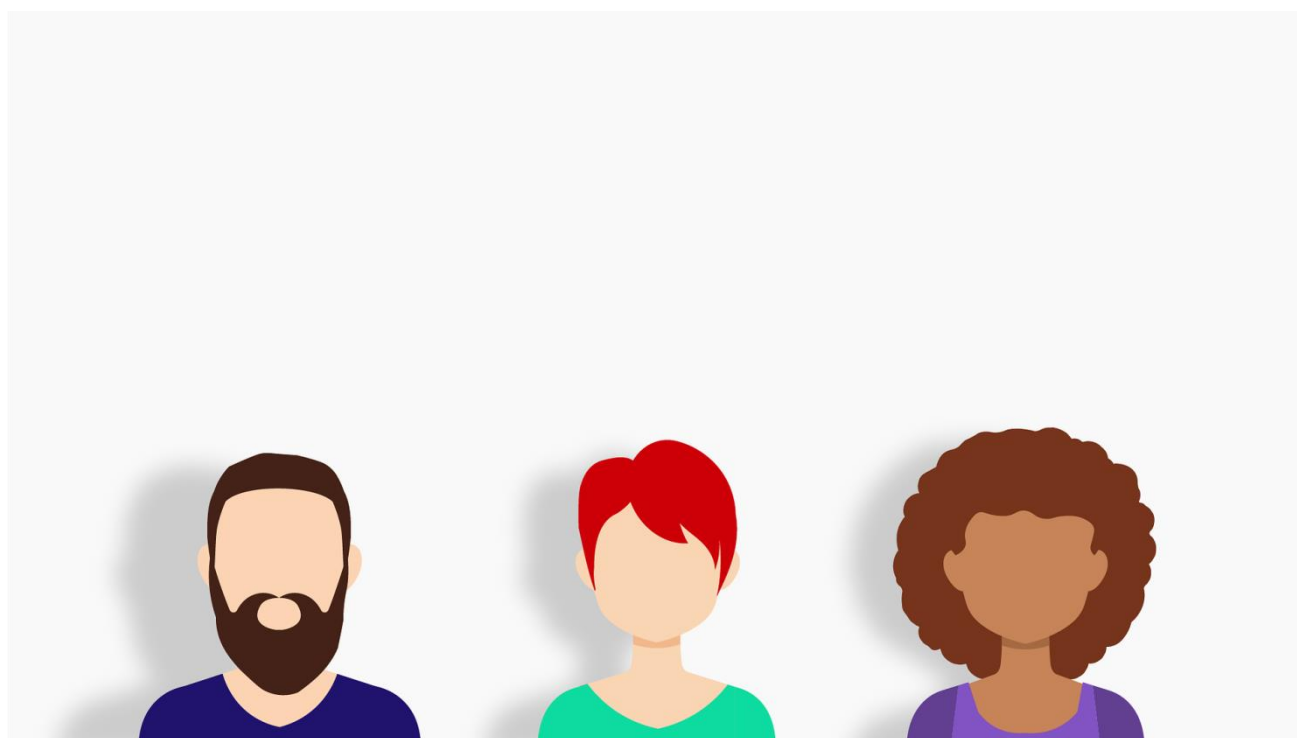


Engagement event report

June 2020



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1. Background to the event

NHS North Kirklees and Greater Huddersfield Clinical Commissioning Groups (CCGs) hold regular events to give the public an opportunity to hear about the work that the CCGs have been doing, our priorities and plans for the future. The last event was held in February 2020, a copy of the report from this event can be accessed [here](#).

The next event was scheduled to be held at Batley Town Hall in June 2020 but in response to COVID-19 it was not possible to hold the event in the usual format or venues. The team therefore reviewed the options available to hold an event online, it was agreed that Microsoft Teams Live Events would be the most suitable platform to use.

The online event was held on Wednesday 24 June at 12pm – 1pm. The event focused on how the CCGs had dealt with COVID-19 in relation to Primary Care, and included Dr Steve Ollerton talking about his experiences as a GP.

2. Promotion of the event

An email invite was sent to all the organisations and people registered on our database. In addition to this we promoted it on our websites and using social media.

People were able to register for the event via Eventbrite.

All those that registered were sent an email that included a joining link and information on how to access MS Teams Live Events, two days before and a reminder was sent on the morning of the event.



3. Attendance at the event

93 people signed up to attend the event (see appendix A for a full list of the organisations that signed up to attend) and 52 people attended. Unfortunately the functionality of MS Teams Live Events meant that whilst we were able to track how many people signed in to attend the event, it wouldn't allow us to track all of the people that signed in, as most people signed in anonymously. However, we were able to see that we had representatives from 21 organisations (see Appendix B).

4. Presentations

A number of presentations were delivered (see appendix C and D), these were:

Update - delivered by Dr Khalid Naeem (Chair of NHS North Kirklees CCG) – provided an update on the future configuration of the CCGs in Kirklees; West Yorkshire vascular consultation; Impact of COVID-19; and Healthwatch Kirklees engagement.

Kirklees Primary Care COVID-19 Response – delivered by Catherine Wormstone (Head of Primary Care Strategy and Commissioning) – provided an overview of the work taking place in primary care to support GP practices, and shielded patients.

GP experience during COVID-19 - delivered by Dr Steve Ollerton (Chair of NHS Greater Huddersfield) – provided an overview of the changes that GP practices have seen during COVID-19.

5. Questions / comments raised

The following questions / comments were raised in response to the presentations:

1. Many other services continued to deliver a face-to-face service. What was the thinking behind GP's delivering a triage service?
2. Where will Greater Huddersfield patients get cancer care?
3. When will annual diabetic check-ups begin again?
4. Do you know when hospital outpatients will be seeing patients whose appt were cancelled?
5. Has the triage system released more time for GPs and reduced the number of patients contacting surgeries?
6. When will antibody tests be available for members of the public?
7. What strategy is in place for individual antibody testing?
8. Are the CCG supporting community healthcare staff in getting an antibody test?
9. The CCGs have been trying to introduce telephone and video consultations. The coronavirus pandemic has let them introduce them by the back door, a very costly back door both in lost lives and financially. Do the CCG still think it's a good idea?
10. Has there been much engagement with the volcomm sector in relation to supporting the shielded population?
11. Is that every practice live with e-consult in all of Kirklees?

12. When do the CCG plan to close down the clinical assessment centre in Dewsbury Health Centre?
13. Were Link workers involved in supporting GP Practices or local authorities with shielding patients?
14. Are there any plans to support patients without the necessary IT kit and skills to benefit from online consultations with GPs or consultants - perhaps by sending out someone to their homes to help them?
15. Given that photographs are posted on the web, how secure is e-consultation through the GP websites?
16. What top 3-5 areas of support that have been set up as a result of Covid would the CCG like to see absolutely retained and become the norm as we move gradually into a recovery/reset phase?
17. Are there any local COVID-19 clinical trials that we can volunteer to take part in?
18. Older South Asian patients have been reluctant to seek help because of the high viral hospital loads and the national disproportionately of outcomes which has been highlighted
19. How will the longer term impact of coronavirus be managed?
20. What is the CCG doing to reassure and counteract fears in relation to access to health care particularly amongst BAME communities?
21. How is the CCG addressing health inequalities as exposed by this crisis
22. I am a Kirklees Councillor for the Ashbrow Ward. I would like to commend you all for your hard work and dedication at this difficult time. How has the partnership relationship worked with the Council been working and are there any improvements that can be made, or can I help in any way.

Questions / comments that we didn't get chance to publish were;

1. Are you planning a public communication/consultation strategy?
2. When will hospital services begin accepting referrals again? I have been awaiting a referral to gynaecology since March
3. Would the panel like to update anything on the Covid Cleckheaton outbreak?
4. A lot in the media at present regarding students in the NHS - has the CCG been involved
5. Not allowing us to accompany fearful relatives will lead to more preventable deaths

The questions asked tended to fall in the following topics, for more information on each of these areas please click on the link provided.

- [Antibody testing for the public](#)
- [Being part of a clinical trial](#)
- [Cancer services at Calderdale and Huddersfield NHS Foundation Trust](#)
- [E-consultations in GP practices](#)
- [GPs delivering a triage service](#)
- [Kirklees Council Covid-19 Community Response](#)

Hospital outpatient appointments

- [Mid Yorkshire Hospitals NHS Trust](#)
- [Calderdale and Huddersfield Foundation NHS Trust](#)

6. How well did the online format work?

This was the first time that the team had run an online event and as with any platform there are pros and cons. The following issues were identified;

- **Accessing the event** - Some people were unable to access the event. It's unclear if this was due to the device they were using, as the link worked for others. We will develop a simple troubleshooting section for attendees for future online events.
- **Tracking attendees** – as previously mentioned, as many people signed in anonymously we were unable to track who attended, or who was asking the questions.
- **Slides** - On the day of the event the slides did not display correctly which impacted on the attendee experience. We will investigate the reason for this.
- **Questions** - We allocated two sessions of questions of 10 mins each. However, we were unable to answer all of the questions within the event. We will look at how we can balance the time given to presenters with the time available for questions.
- **Staffing** – running an online event is very resource intensive.
- **Limitations of an online event** – the format we used limited interaction between the presenters and attendees to just asking questions. This works well when the main focus of an event is sharing information. However, we will need to use a different approach when more in-depth discussions and feedback is required.

- **Benefits of an online event** – we had more people signing up and attending the event than we've had for our usual events, and as such we were able to reach a much wider audience.

7. Feedback from the attendees

A few people have been in contact to share their views;

I would just like to say a very special thank you for such a good presentation this afternoon. It was simple and easy to understand and the speakers were so forthright and earnest about their work. It was a real eye opener into what doctors and nurses feel about their patients. Thank you for all the effort that you put in to bring these presentations to us.

Many thanks, interesting despite the hiccup with the presentation

Thoroughly enjoyed it, a very clear confident delivery of a plan.

A very good first try, I could only access via phone so limited visuals but audio good and subject matter very relevant.

Great to tune in virtually and hear directly from speakers.

Thank you for the event today I really thought it was informative.

I found the event to be extremely informative and useful - please do let me know about any future engagement events.

Today's virtual meeting went pretty well I think....there were some technical hiccups about image sizes but all things being equal, we had the meeting, we were able to see and hear the presentations ask questions and be brought up to date with everything that has been going on during the lockdown period so I think it was a great success well done for all that work.

Is it also possible for you to pass on my admiration and gratitude to everyone involved in the Coronavirus outbreak, listening to all the detail about how the NHS and partners are coping with the situation across Kirklees it really is a feat of amazing organisation so well done to all the team.

8. Next steps

This report will be emailed to all those that registered to attend the event and will be published on our websites.

The team will use the learning from this event to support the plans and running of the next event which is scheduled to be held in September, date and time to be confirmed.

Appendix A - Organisations signed up to attend the event

93 people signed up to attend the event, with representatives signed up from the following organisations:

1. Action on Hearing Loss
2. Batley Care and Drop-In
3. Carers Count
4. Central Asylum Yorkshire
5. Connect Health
6. Curo Health GP Federation
7. GP from Brookroyd Surgery
8. Huddersfield University
9. Kirklees College
10. Kirklees Council
11. Kirklees Visual Impairment Network
12. Kirkwood Hospice
13. Local MPs
14. Locala
15. Local Care Direct
16. Marie Curie
17. MEDO
18. Mid Yorkshire Hospitals NHS Trust
19. My Health Huddersfield GP Federation Ltd
20. NHS England & NHS Improvement
21. NHS Wakefield CCG
22. Oasis Care Support Services
23. Patient representatives and Chair from the CCGs Patient Engagement Assurance Group
24. Patient Safety Translational Research Centre
25. PRG Member from Almondbury Surgery
26. PRG Member from Calder View Surgery
27. PRG Member from Dr Mahmood and partners
28. PRG Member from Eightlands Medical Practice, Dewsbury
29. PRG Member from Grange Group Practice
30. PRG Member from Meltham Group Practice

31. PRG Member from Shepley Health Centre
32. PRG Member from Waterloo Practice
33. Ravensthorpe Community Centre
34. Royal Voluntary Service
35. Salford University
36. South West Yorkshire Partnership Foundation NHS Trust
37. St Anne's Community Services
38. Talkthru
39. Thurstonland Village Association
40. TLF
41. Vision Health
42. Voluntary Action Calderdale

Appendix B - Organisations that attended the event

As previously mentioned due to how people signed in we were unable to track all of the attendees on the day, however of those that signed in the following organisations were represented;

1. Action for hearing loss
2. Carers Count
3. Curo Health GP Federation
4. Fusion Housing
5. Huddersfield University
6. Kirklees College
7. Kirklees Council
8. Kirklees Visual Impairment Network
9. Kirkwood Hospice
10. Local Care Direct
11. Locala
12. Mid Yorkshire Hospitals NHS Trust
13. My Health Huddersfield GP Federation Ltd
14. NHS England & NHS Improvement
15. NHS Wakefield CCG
16. Patient representatives and Chair from the CCGs Patient Engagement Assurance Group
17. Patient Safety Translational Research Centre
18. PRG Member from Waterloo Practice
19. Salford University
20. South West Yorkshire Partnership Foundation NHS Trust
21. Talkthru

Appendix C – Presentation – accessible version

SLIDE 1

WELCOME!

The event will start soon.

If you have a question, please use the Q&A box on the right of your screen.

We will answer as many questions as we can during the session.

SLIDE 2

Event programme

- Welcome and updates – Dr Khalid Naeem, Chair of NHS North Kirklees CCG
- Kirklees Primary Care COVID-19 Response – Catherine Wormstone, Head of Primary Care Strategy and Commissioning
- GP experience during COVID-19 - Dr Steve Ollerton, Chair of NHS Greater Huddersfield CCG

SLIDE 3

Update on the future configuration of the CCGs in Kirklees

- We undertook a process with our member practices to decide whether we should merge our two CCGs and create a single commissioning organisation for Kirklees
- The decision whether to create a single Kirklees CCG was one for the member practices of the two existing CCGs
- We do not have the support of both sets of member practices to progress a merger application
- We will therefore proceed as two separate organisations, exploring the detailed implications for each of the decision not to merge, and continuing to work in close partnership
- The feedback we received from our last engagement event in February 2020 along with information from practices, staff and other stakeholders will be helpful in informing the future development of both organisations

SLIDE 4

West Yorkshire vascular consultation

- NHS England and Improvement's Regional Commissioning Committee for North East and Yorkshire has approved proposals to have two specialised vascular centres instead of three in West Yorkshire

- One at Leeds General Infirmary due to its status as a major trauma centre and the other at Bradford Royal Infirmary due to its co-location with renal care
- Calderdale and Huddersfield NHS Foundation Trust will continue to provide vascular day- case surgery, diagnostics, outpatient appointments and rehabilitation services
- However, no large-scale service movement will be undertaken whilst responding to the immediate COVID-19 crisis

SLIDE 5

Impact of COVID-19

COVID-19 has affected all our local health services. At the start of the pandemic we saw services responding rapidly, for example:

- Critical care capacity in hospitals was increased
- Hospital bed capacity was increased
- Postponement of non-urgent elective cases
- National re-prioritisation of community services
- Support being mobilised for shielded patients
- Primary care moving to total triage model
- Introduction of testing
- Urgent and emergency services continued to operate
- Introduction of 24 hour mental health telephone line

SLIDE 6

Impact of COVID-19

- Now in a new phase where services and CCGs are working together and making plans to re-start.
- COVID-19 will be with us for some time to come
- The 'new normal' will not be the same as before
- Safety is paramount
- PPE will be an important feature in many settings
- Services will look different and may operate in different way
- Prioritisation of most vulnerable/those in greatest need

SLIDE 7

What does the new normal look like?

- Pontefract hospital has become a dedicated cancer centre for patients in North Kirklees and Wakefield
- National cervical screening programme has resumed
- Many services will continue to be delivered online or via telephone
- Social distancing and face coverings for patients who attend services
- Hospital visiting restrictions in place
- Reminding people that GP, urgent, emergency and other services are 'still here for you'

SLIDE 8

Image promoting the engagement work being carried out by Healthwatch Kirklees

SLIDE 9

Any questions?

SLIDE 10

Kirklees Primary Care COVID-19 Response

Catherine Wormstone,

Head of Primary Care Strategy and Commissioning

SLIDE 11

CCG – Support for GP Practices

- Practices in Kirklees have reacted quickly, responsively and positively to the COVID-19 pandemic
- Practices have not been closed. They have had to introduce a new way of working
- The operating procedures they followed were set nationally
- Remote triage model supported by telephone triage, video consultations and online consultations
- The NHS has worked under a command and control structure - daily SITREP reports completed to show daily pressures
- Early pressure on staff, remote working and availability of PPE

SLIDE 12

COVID-19 Kirklees – Testing

Antigen Testing – swab test

- Drive Through Facilities, home testing kits, mobile testing units

- Primary Care Staff tested from 10 April
- Care Home – staff and residents

Antibody Testing - blood test

Test Track and Isolate

- National call team of 25,000
- Must isolate for 14 days
- Incident Management Team

SLIDE 13

Shielded Patients in Kirklees

- Shielded patients were identified nationally, locally by GPs, Acute Trusts and by patients self-identifying
- Initially 9,380 Kirklees patients were identified, and this has now increased to 19,089
- Patients received a shielding letter which asked them to register on a national portal
basic care needs are being met

Assistance available with:

- Food - The Local Authority has a system in place for emergency food deliveries and dietary requirements
- Medicines - The CCGs Medicines Management team are providing support with the ordering of medicines, community pharmacies are responsible for deliveries
- Social contact – Ensuring contact calls with individuals who are shielding
- The Local Authority has established an outward bound call centre.
- Contacts all those individuals indicating via the national portal
- Pro-actively makes contact with patients who have not registered via the national portal
- Social Prescribing Link Workers have supported the work with shielding patients
- GPs have reviewed the lists

SLIDE 14

Kirklees Shielded Patients – Dashboard

Number of Shielded Patients in Kirklees - 19,089

Number of Shielded Patients Registering on National Portal - 9,943

Number of Shielded Patients Requesting Assistance on National Portal - 2,221

- Basic Care Needs – 555
- Special Dietary Requirements – 1283
- No one to Carry Food Delivery inside – 864

Number of Patients Contacted by Local Support Offer -

- From National Portal – 2,221
- Add calls from Local Prioritisation – 8,306
- Support with Food – 378
- Support with Medicines – 207
- Support with Social Contact – 204
- No Assistance Requested – 10,469

Assistance with Food

National

- Delivered to an Individual – 3,185
- No Longer Needed – 219
- No Answer Left on Doorstep – 845
- Unable to Access Issue – 51

Local - Emergency Food Deliveries - 194

SLIDE 15

Shielded Patient Advice Updated

Image of latest guidance

SLIDE 16

GP Experience during COVID-19

Dr Steve Ollerton,

Chair of NHS Greater Huddersfield CCG

SLIDE 17

Triage model for GP practices

GP practices have moved to a total triage model

Image showing the triage process

SLIDE 18

Digital First during COVID-19

Greater Huddersfield

- Following the launch of the E-Consult system in GH on 10 March, 37 practices out of 37 are now offering their patients online consultations
- 37 out of 37 using video consultations

North Kirklees

- A numbers of practices now using on-line
- Consultation software
- 27 out of 27 NK Practices have gone live with GP online consultation software - Engage Consult
- All 27 practices have used video consultations during COVID-19

Rose Medical Practice Feedback:

A Patient called the practice....very very happy with e-consult service wanted me to pass message on "Very impressed and extremely thankful with the introduction of this new service... Wanted to thank us all with how efficient our service was regarding this"

SLIDE 19

North Kirklees CCG - COVID-19 –Clinical Assessment Centre (Hot site)

- Went Live - 1st April 2020
- Single site for North Kirklees, run by Curo GP Federation at Dewsbury Health Centre (vacant Victoria Medical Centre space)
- For patients that are COVID-19 positive, suspected positive, or a household isolating member of a COVID-19 patient
- The service provides clinical cover to CoHoRT Home Visiting team
- Co-ordination role for PPE

SLIDE 20

Greater Huddersfield CCG - COVID-19 Clinical Assessment Centre

- GH site went live on 6th April 2020
- Single site for Greater Huddersfield, operated by My Health Huddersfield (MHH) GP Federation at Princess Royal Health Centre
- Appointments Monday to Friday between 2pm – 5pm
- Started with 2 clinicians
- Supporting CoHoRT Home Visiting team.
- MHH - PPE co-ordination role hot site, home visiting and practices
- Service now flexed due to decreased demand

SLIDE 21

Kirklees COVID-19 Home Response Team –CoHoRT

- A same-day service for housebound patients that are symptomatic (or confirmed positive) for COVID-19 (or housebound patients within a household where someone is COVID-19 symptomatic or positive) and need face-to-face support
- The NK and GH CoHoRT teams are managed by the GP Federations - My Health Huddersfield and CURO, alongside and out of, the two Kirklees COVID-19 Clinical Assessment Centres
- On a daily basis there are four CoHoRT clinical colleagues (two on each side) with 32 appointments available to book, following GP triage
- Staffed in partnership with Locala

SLIDE 22

Support for Care Homes

- Care Homes under pressure during COVID-19
- Work undertaken to align care homes to GP practices
- Care Homes are supported by
- Daily nurse check ins
- Weekly Multidisciplinary Team meetings/check ins
- A named Clinical Lead for each Care Home
- Support for structured medication reviews
- Support for Advanced Care Planning
- Delivered by video consultations or visits where necessary
- Care homes have also received support with training for
- Infection Prevention and control
- Donning and doffing of PPE
- Carrying out swab tests
- Bereavement counselling

SLIDE 23

Any questions?

SLIDE 24

Thank you for attending today

This event has finished

Appendix D – Presentation – PowerPoint version


Greater Huddersfield Clinical Commissioning Group
North Kirklees Clinical Commissioning Group

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Greater Huddersfield Clinical Commissioning Group
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- Reminding people that GP, urgent, emergency and other services are 'still here for you'



Hello!

If you have made contact with (or tried to contact) any of the health and care services below, during the Covid-19 outbreak, please fill in our survey.

Whatever your experience, we want to hear from you.



Type this link into your internet search bar to complete our survey:
<https://www.surveymonkey.co.uk/r/ptnrs20>

If you do not have access to the internet please call us on 01924 450379 and we arrange to take your feedback over the telephone.

healthwatch
Kirklees

Thank
You

Any questions?

Kirklees Primary Care COVID-19 Response

**Catherine Wormstone,
Head of Primary Care Strategy and Commissioning**

CCG – Support for GP Practices

- Practices in Kirklees have reacted quickly, responsively and positively to the COVID-19 pandemic
- **Practices have not been closed.** They have had to introduce a new way of working
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- **Remote triage model** supported by **telephone triage, video consultations and online consultations**
- The NHS has worked under a **command and control structure - daily SITREP reports completed** to show daily pressures
- Early pressure on staff, remote working and availability of PPE
- **Care homes** became the focus of a national effort to support the sector and GP practices are playing an active role in this

COVID-19 Kirklees - Testing

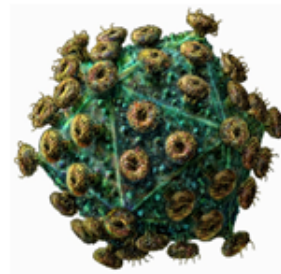
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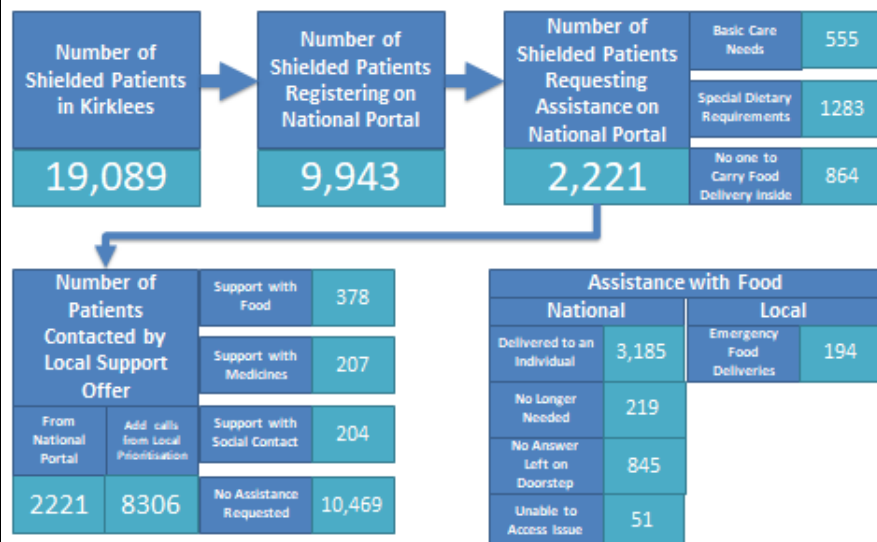
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Kirklees Shielded Patients - Dashboard



Shielded Patient Advice Updated

NHS

Greater Huddersfield Clinical Commissioning Group
North Kirklees Clinical Commissioning Group



Coronavirus

Guidance for the clinically extremely vulnerable

From 6 July you can gather in groups of up to 6 people outdoors whilst maintaining social distancing and form 'support bubbles' with another household if you live alone

From 1 August you can return to work if necessary and participate in activities such as going to the shops or a place of worship

Until 6 July you should continue to shield in line with the current guidance

Shielding support package will be continued until the end of July

From August continue accessing priority supermarket delivery slots and NHS Volunteer Responder scheme

NHS

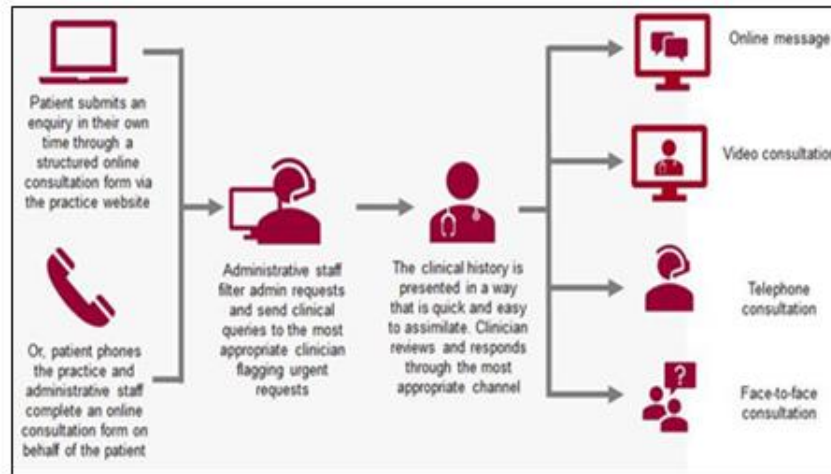
Greater Huddersfield Clinical Commissioning Group
North Kirklees Clinical Commissioning Group

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Dr Steve Ollerton,
Chair of NHS Greater Huddersfield CCG

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Support for Care Homes

- Care Homes under pressure during COVID-19
- Work undertaken to align care homes to GP practices
- Care Homes are supported by
 - ☐ Daily nurse check ins
 - ☐ Weekly Multidisciplinary Team meetings/check ins
 - ☐ A named Clinical Lead for each Care Home
 - ☐ Support for structured medication reviews
 - ☐ Support for Advanced Care Planning
- Delivered by video consultations or visits where necessary
- Care homes have also received support with training for
 - ☐ Infection Prevention and control
 - ☐ Donning and doffing of PPE
 - ☐ Carrying out swab tests
 - ☐ Bereavement counselling



Any questions?

Thank you for attending today

This event has finished