



Southampton City
Clinical Commissioning Group

Healthy communities

An evening seminar to share ideas

31 October 2017

Event Report



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Executive summary

The CCG held an engagement event on 31 October at Southampton Solent University's 'Spark' building.

The event centred on the theme of how we can support communities and how communities can support the NHS of the future. Over 160 people attended, including twenty one organisations taking part in the exhibition which preceded the main event.

Over the course of the evening, a short film about the future of primary care featuring staff from Solent NHS Trust was shown followed by a workshop to discuss how primary care was changing in the city. A second workshop was run by Cllr Satvir Kaur, Cabinet Member for Communities at Southampton City Council, to debate how the community could work together with the council, businesses and the arts to improve health outcomes. The feedback from these workshops has been analysed in this report and a number of actions have already taken place since the event.

The event also included updates on our Mental Health Matters consultation and the work of the CCG. This gave our clinical leads and senior commissioners an opportunity to showcase the excellent work undertaken by the CCG in recent months.

The Black Heritage choir provided a musical interlude. They were set up with funding from the city council's Community Learning and Adult Skills Service. We were concerned that people from the BME community have a low uptake of education sessions about COPD and evidence exists to show that singing can support breath control, as well as reduce loneliness and help people to relax.

Attendees were asked to make a pledge on what they could do to support the NHS and their community, following everything we discussed at the event. The pledges made range from promising to lose weight and take more exercise, to pledging to run a dementia awareness festival in 2018.

The purpose of the event was to engage communities and motivate them about improving their health. The event included a light-hearted interactive session using voting handsets; the outcome of this was proof that people were keen to take a bigger role in supporting the health of their communities.

The vast majority of attendees thought the venue was either good or very good and they indicated they were satisfied with the range of topics covered.

This report outlines what was achieved during and as a result of holding this seminar and, therefore, it recommends that actions are taken forward following the workshops and another large scale engagement event is held by the CCG in 2018.

Acknowledgements

We would like to thank Wessex Academic Health Science Network and We Make Southampton for their sponsorship of our event. We would particularly like to thank Claudia Murg for producing the excellent 'primary care: looking to the future' film.

A number of local NHS, public sector and community organisations attended as exhibitors and we are grateful to them for their support.

We are grateful to our staff who have provided support before, during and after the event, contributing to its success. We also thank Andrew Gittins for taking photographs during the event.

Introduction

On Tuesday 31 October 2017, Southampton Clinical Commissioning held an evening seminar at The Spark, Solent University Conference Centre.

The aims of the event were:

- to engage in discussion and debate about how we can support communities and how communities can support the NHS of the future.
- increase participation and engagement
- keep the public informed about key issues facing the city
- motivate the community despite challenges
- improve partnership working and capacity building of individuals, organisations and communities.

In addition to an interactive programme for the evening, there were also twenty one different exhibition stands providing information about local health services and opportunity to network with voluntary organisations, community groups, clinicians and health trusts.

A full list of exhibitors can be found at Appendix 1.

The event

The event was opened by our chair for the evening, Matt Stevens, lay member of the CCG's Governing Body.

The opening presentation was made by Dr Sue Robinson, Chair of Southampton CCG.



- [Dr Sue Robinson](#)

Sue thanked everyone for coming and set the scene for the rest of the event, by explaining the role of a CCG and how decisions are made. Sue also took the chance to explain some of our recent achievements and developments, including:

- a new foot care pathway for people living with diabetes,
 - a new blood pressure monitor to GP practices which also detects whether people have atrial fibrillation, which is a type of heart rate and a cause of stroke
 - a new clinical decision support tool for GPs, which makes it easier and quicker for GPs to make decisions about how best to care for patients
- a whole programme around cancer, so that we are best equipped to identify and treat the condition.

Sue explained that she will be standing down at the end of the year and that Dr Mark Kelsey would be our new clinical chair from January.

- [Dr Mark Kelsey](#)



Dr Mark Kelsey introduced himself and explained his background as a GP in the city. He explained how long he had worked in Southampton and reflected on how much the city and its people had changed. We are now living longer, which is a good thing, but it means the NHS must adapt so that it can help people live independent lives.

Specifically, there are challenges around primary care. Mark explained how some GP practices were making decisions about how they would work in the future, such as deciding to do more in partnership with other practices or even fully merging.

- **Workshop 1: Primary care**



Our first workshop was on primary care and, as a starting point for discussion, Mark introduced a film the CCG had created about the future of primary care. This film was created in collaboration with Claudia Murg, who runs the We Make Southampton community journalism initiative. Claudia spent a huge amount of her time helping the NHS with this film and

we would like to thank her for everything she's done.

We would also like to thank all of the staff at Solent GP Surgery for their help and time in creating this short film.

The film can be viewed online here: <https://www.wemakesouthampton.co.uk/gp-practices-in-southampton-looking>

Attendees on all tables then set out to discuss two questions:

1. **What do you like about your local GP practice/ primary care and would like to see kept?**
2. **What do you think you can do to help your local GP practice, particularly in light of all of the challenges and change taking place in the city?**

Each table was asked to provide their top three answers to each question. A broad range of feedback was received from the table top discussions, however, there were a number of themes which emerged as key for the CCG to consider.

These are summarised below:

What do you like about your local GP practice/ primary care and would like to see kept?

- New ways of having appointments with new technology
- Nurses in GP practices, particularly advance nurse practitioners
- Walk in services

- Available appointments
- Very efficient children's services
- Reminders of appointments and flu vaccinations
- 7 day access
- Self-check in service instead of having to go to reception
- Access / variety of choice
- Seeing the most appropriate person for your needs
- Face-to-face contact
- Small and simple GP practices
- Trusted, calm and professional staff who have good relationships with the patients
- Pharmacies close to the GP surgery so it's easier to pick up prescriptions

What do you think you can do to help your local GP practice, particularly in light of all of the challenges and change taking place in the city?

- Teach people about GP surgeries and available services
- Being advocates for online access
- Leave feedback and say thank you to the doctor / nurse or the receptionist at your local GP surgery
- Make people more aware of variety of different clinical staff
- Actually go to appointments and don't skip them or tell the GPs if you cannot go
- Make more people aware of the 7 day appointment service
- Inform the GPs of any changes of address or phone number
- Individuals should take responsibility of their own health and lifestyle – self care
- Dementia awareness
- Cultural change – challenge conversation or observed behaviour
- Advertise what the surgery can offer
- Help reduce isolation
- Have a well-stocked medicine cupboard
- Give your school sick notes if you can't go because of doctors
- Writing down important information before you go so then it's easier for you and the GP
- Take people with you / if you can't speak your GPs language take an interpreter with you to help break language barriers
- Set up or join a PPG



- **Break: Black Heritage Choir**

During the break, we were delighted to be joined by a very special group.

Many months ago, our Integrated Commissioning Unit, who work on behalf of both the CCG and Southampton City Council, helped to bring together members of Black Heritage, Priority Road Luncheon Club and St Denys Activities Group and created a singing group.



Southampton has a higher than average range of Chronic Obstructive Lung Disease. We were particularly concerned that people from the BME community have a low uptake of education sessions about COPD. Evidence exists to show that singing can support breath control, as well as reduce loneliness and help

people to relax.

With funding from the city council's Community Learning and Adult Skills Service, we helped to set up this singing group. Other projects funded include supporting awareness around end of life for carers, Safer Places for vulnerable residents of Southampton and working with support workers to give them the skills to better support independent living skills for their clients with a learning disability.

This choir is a great example of organisations and voluntary groups working together to improve communities and people's health. They performed two songs during the break and everyone stopped to enjoy their singing, available to view [online here](#).

- **Workshop 2: Bridging the Gaps**

Following the break, the second workshop began. This was themed 'bridging the gaps' and was introduced by Cllr Satvir Kaur, Cabinet Member for Communities at Southampton City Council.

The aim of the workshop was to discover ways in which the NHS, the city council, businesses, arts and the wider community can work together and find solutions to some of the health problems in the city.



Cllr Kaur outlined the health inequalities which exist in Southampton. This included information, collected and analysed by Public Health, on how the health of people in Southampton is generally worse than the England average. About 23% (10,000) of children live in low income families.

Life expectancy for men is lower than the England average. Life expectancy is 8.4 years lower for men and 5.7 years lower for women in the most deprived areas of Southampton than in the least deprived areas. Among the most deprived areas in the country which are located in the city are:

- Golden Grove, St Mary's
- International Way, Weston
- Lydgate Road, Hightown
- Northam
- Mansel Park, Millbrook



Cllr Kaur then introduced a range of speakers.



Sandeep Sesodia, from Hampshire Chamber of Commerce, spoke about the work businesses in Southampton already do to support people's health and facilitate healthy living.

Ronda Gowland, head of Education at the John Hansard Gallery, spoke about how the arts can improve people's wellbeing. Matt Salvage, Director of the SoCo Project, which helps people of all ages to get involved in music and is partly commissioned by the CCG and Southampton City Council.

Attendees were then asked to complete two questions in their tables. These were:

- 1. Considering the diversity of the population of our city, what are the gaps in local health services?**

2. What can the council, the NHS, business, arts and communities do to help bridge these gaps?

Each table was asked to provide their top three answers to each question. A broad range of feedback was received from the table top discussions, however, there were a number of themes which emerged as key for the CCG to consider.

These are summarised below:



Considering the diversity of the population of our city, what are the gaps in local health services?

- Mental health issues and treatment for children and adults
- Loneliness in older people
- Communication / language barriers
- Drug services
- Activities for young people
- Transition help for teenagers – adulthood
- Transport
- Technology / lack of networking
- Hospital discharge
- Gap in motivating people to be more proactive in improving their lifestyles
- Accessibility
- Community support
- Care homes

What can the council, the NHS, business, arts and communities do help to bridge these gaps?

- Join certain services together
- Make opportunities more sustainable
- Have more than one approach
- Empower communities and provide funding support
- Educate younger people in schools and universities
- Church involvement
- Talk to each other more – join up services especially mental health
- Improve transport links
- Better engagement and communication
- Put more / better exercise equipment in parks

- Increase social mobility
- Increase understanding and awareness of cultural differences
- Restrict fast food outlets
- Offer community navigation
- Further develop PPGs

- **Mental Health Matters update**



Katy Bartolomeo, Senior Commissioning Manager for Mental Health, updated attendees on our progress following 2016's 'Mental Health Matters' consultation.

Mental health matters to us in Southampton and we are committed to ensuring we have the right services in place to support people

In 2016 we ran a public consultation, Mental Health Matters, to gather local views on the future of mental health services in the city. Service user and carer feedback represented 56% of feedback received.

The majority of stakeholders indicated that they agreed with the proposals and a new model of care for Southampton.

- 81% strongly agree or agree with the proposals for adult mental health.
- 79% strongly agree or agree with the proposals for child and adolescent mental health.
- In a child and adolescent mental health adapted survey (targeted specifically to gain young people's views), 88% strongly agree or agree with the proposals

The full Mental Health Matters consultation feedback and analysis report is available on the CCG website here: <http://southamptoncityccg.nhs.uk/mental-health-matters-consultation>

On our website you can find out more about our plans around:

- Developing services for children and young people
- Improving early intervention for adult mental health services
- Increasing Southampton dementia diagnosis rate and improving support
- The work taking place on the city's suicide prevention plan.

- [Interactive session](#)

Laura White and Kayleigh Moore from the CCG's Communication and Engagement team ran a fun and light-hearted engagement session.



The session included using 'Quizdom' handsets which allowed attendees to press buttons on their handsets to indicate their answers to questions.

Although the technology stopped working towards the end of the session, the interactive session received positive responses from feedback.

We asked the following questions:

Question 1: How many bones are in an adult human body?	
Answers	Responses
300	15%
206	50% (This was the correct answer)
250	11%
210	9%

Question 2: After today's event, would you now use any of these methods to access primary care services?	
Answers	Responses
Booking appointments online	31%
Ordering prescriptions online	10%
Book an appointment with an Advanced Nurse Practitioner (ANP)	16%
Seek advice from a pharmacist for a minor illness or injury	15%
Book an evening or weekend appointment at one of the Hubs in the city	14%

Question 3: Are you a member of a Patient Participation Group (PPG)?	
Answers	Responses
Yes	20%
No	59%
I'm not sure what a PPG is	2%
I would like to but I'm not sure if my practice has one	7%

Question 4: How much time would you be willing to give to help improve the health of your community?

Answers	Responses
Up to one hour per week	This was responded to by a show of hands. Most people indicated they would have up to one hour per week or half a day per week.
Half a day per week	
One day a week	
I would like to but I don't have any spare time	

Question 5: Do you know what Asplenia is?

Answers	Responses
Yes	This was responded to by a show of hands. Most people answered 'no'.
No	
	Asplenia means that you have a problem with your spleen or you've had your spleen removed. If you have Asplenia you are eligible for a free flu jab because you are more at risk of complications from the flu.
	The spleen is an important part of our immune system and fighting germs. So if your spleen does not work properly or has been removed you can still cope with infections but there a risk that a serious infection can develop more quickly.

- **Closing remarks**

John Richards, Chief Executive Officer at NHS Southampton CCG, summed up the event by describing three priorities for the NHS and the local community: ambition, accountability and action.



John called on residents to get more involved in the NHS and support the health of their community, and specifically encouraged attendees to join the CCG in tackling health inequalities in the city. He also welcomed the opportunity to explain that the CCG works on behalf of residents in Southampton and welcomes ideas on how it can help the local communities support themselves.

Pledges

At the conclusion of the event, we asked for attendees to make a pledge on what they could do to support the NHS and their community, following everything we discussed at the event. Hand-shaped pieces of card were made available next to the pledge board for people to write their pledge on.

We received the following pledges:



“Provide the time to ensure that our PPG becomes an important and meaningful part of our practice to improve the level of care for all patients”

“Get involved in a patient participation group”

“Make sure I do 10,000 steps a day”

“I will continue, through working with the PPG, to prep the health services to work together name and communicate better with the public.”

“Talk more about the services available in the city - celebrate the success!”

“Community pharmacy south central (previously Hampshire & isle of white LPC) would like to work in a closer and more integrated way with the CCG to

maximise the way minor ailments can be diagnosed and messages, information, health records, signposting or referrals are digitally efficient.”

“To restart my GPs PPG “

“To register with a Southampton GP”

“Volunteer & donate to a local food bank”

“Help understand the GP and star help to make other stands”

“Find better ways for students to get medical evidence time (free up GP) e.g. emails or meetings + letters”

“Make time to go out running”

“To support eat + exercise regularly”

“To run a dementia festival in the city in 2018”

“Work through better care Southampton to join up social care, health, housing and voluntary services through local community clusters.”

“Patient participation groups- get involved!”

“I will register with my local GP surgery”

“Help make people aware of services available & how to use them.”

“Making African communities accessible to NHS services awareness”

“Make more people aware about the primary care services available in Southampton.”

“I will continue to support my surgery’s PPG”

“Eat more fruit & veg”

“Keep services local to the community.”

“As a member of City Fairness Commission I will work to see a fairness index on all policy decisions in healthy welfare, lifestyles and care... more for the needy less for the greedy”

“Share the good assets of Southampton with other people here “

“Eat healthy & exercise more”

“I pledge to do all I can to maintain my own health and fitness so as to minimise the demands I may have to make on the NHS.”

“My pledge is to encourage good physical exercise, healthy eating and make people more aware.”

“Change the language I use to talk about primary care ‘team’ not just focus on it being the GP – it is not just about the doctor!”

“To continue to truly co-produce service delivery across the city.”

“To keep the focus and political pressure on improving health outcomes and reduce inequalities”

“Always keep my appointments, try to maintain a healthy lifestyle, consult pharmacists instead of GPs and try my home remedies.”

“Continue to offer Lords Hill church for health centres flu jab clinics, pray regularly for Lords Hill & alder moor clinics & there staff.”

“Partnership working.”

Questions and answers

We received eight questions after the event.

1. **“As a dance movement teacher specially for elderly people I can help them to improve their health and general mobility.”**

Thank you for your offer. We have shared your contact details with the relevant team here at the CCG.

2. **“How do the GP surgeries communicate the changes with the public I have never yet been to patient-engagement meeting in my GP surgeries?”**



GP surgeries have a duty to engage with their patients. Many practices have well-established patient participation groups (PPGs), which hold regular meetings in person.

If practices are planning to make changes to how or where they deliver services they must undertake reasonable level of patient consultation – the results of which are considered by the practice and the CCG prior to any significant changes being approved.

We are currently working with Healthwatch Southampton to support PPGs in the city. In the coming days we are holding a PPG network meeting, in which representatives of each practice have been invited to discuss how to develop local PPGs.

3. **“Is there money allocated by CCG to train specialist nurses?”**
4. **“Where are the funds coming from for training nurses to be specialists? (while complaining about lack / shortage of nurses)”**

Advance Nurse Practitioners, who featured in the ‘Primary care: looking to the future’ film shown at the event, are employed directly by GP practices.

The CCG does not allocate specific funding for this type of training. As commissioners, we allocate funding to each practice according to a national formula.

GP practices are responsible for the training of their staff and they work within their budgets to do so. They are also able to apply for a number of grants offered locally through Health Education England, whose role it is to ensure that the workforce of today and tomorrow has the right numbers, skills, values and behaviours, at the right time and in the right place.

5. “The exact numbers of GP shortages”

Primary care is changing and there are a number of different clinicians who work from GP practices who can see patients, so it is difficult to define the exact number of GPs required in the future and therefore define current shortages.

We do know the GP workforce has expanded more slowly than the acute, hospital-based medical workforce and there is national concern around the intensity of workload in primary care. At the same time, the number of patients registered at our practices is increasing.

This is compounded by significant workforce issues. Over the last five years there has been an increasing issue with the recruitment and retention of GPs, practice nurses and practice managers. In addition, there is a national shortage of GPs with many retiring early. 20% of the Southampton GP workforce is over 55 and some are choosing to retire early.

This, coupled with a shrinking GP talent pool at national level, calls for modernisation of the workforce model locally to ensure the city can successfully compete in the skills market.

6. “Ethnic minorities have many health needs, what is the CCG doing about this?”

We serve a diverse and vibrant population which includes greater ethnic diversity than many cities of our size.

We do target people in the city with support according to their health needs. For instance, we know that cancer screening rates are lower for people from black and minority ethnic backgrounds. As a result, we are working with primary care and Public Health England to ensure that screening rates are increased and have a particular focus of promoting uptake of cancer screening programmes with these groups.

In addition, as part of our work to encourage engaged and resilient communities, we provide proactive support through voluntary sector partners to attract and maximise alternative funding opportunities into specific local communities, according to their

need. This leads to greater knowledge of community resources within the community, so that people are able to use the most appropriate service quickly.

7. “How do you know 11,000 used the parks? Where did this figure come from?”

During the event, Cllr Satvir Kaur led on a workshop which discussed health in our communities.

Cllr Kaur explained that over 5,000 people took part in the Park Lives initiative, which took place in eleven parks in Southampton. This information was collected by Active Nation, a charity which delivers Park Lives in the city.

8. “Agencies need to educate and train all their employees on anti-discriminatory practice and have knowledge of the communities they serve.”

We agree that it is important people have a good understanding of the diverse communities we have in Southampton, especially if that is part of their job.

It is against the law to discriminate against anyone because of age; being or becoming a transsexual person; being married or in a civil partnership; being pregnant or having a child; disability; race including colour, nationality, ethnic or national origin; religion, belief or lack of religion/belief; gender; or sexual orientation.

All NHS organisations (including ours) require their staff to complete Equality and Diversity training, which includes information about our legal requirements under the Equality Act.

In Southampton, we have an Equality and Diversity Reference Group, made up of patients from a range of backgrounds. This group helps us to make sure we remain inclusive and work on behalf of everyone in Southampton, regardless of their identity or background.

Evaluation and feedback

88% of attendees indicated that the venue (The Spark, Southampton Solent University) was either good or very good.

68% of attendees indicated that they were satisfied with the range of topics covered.

The key strengths and weaknesses identified by participants are listed below:

Strengths	Weaknesses
<ul style="list-style-type: none"> • Active participation and good, candid discussion with the CCG • Diversity of attendees • Opportunity to network • Well organised, good presentations and workshops • Lovely venue and kind staff • The BME choir • The primary care film 	<ul style="list-style-type: none"> • Sound system and background noise • Parking • Length of event and timings • Not enough about public health or engagement

We have also received the following informal email feedback:

“Well done for organising the 'Healthy Communities' event. It was thought-provoking, very interesting and held in a stunning venue, too. I thought the video was excellent.”

“I would like to thank you all for hosting a very worthwhile event. It was interesting to see how many volunteer groups were there and can see why the CCG and the city rely on their help to fill in the gaps that are either underfunded or undermanned pressurising the health service. The only problem with workshops like this is that they do expose weaknesses in the system that then add to an ever-increasing demand from the health professionals. However, there is no way back unless we are able to encourage people to take better ownership of their health problems to help themselves which is where the support groups come in I suppose. Doctors are not the magicians or mind readers that many people think they are!”

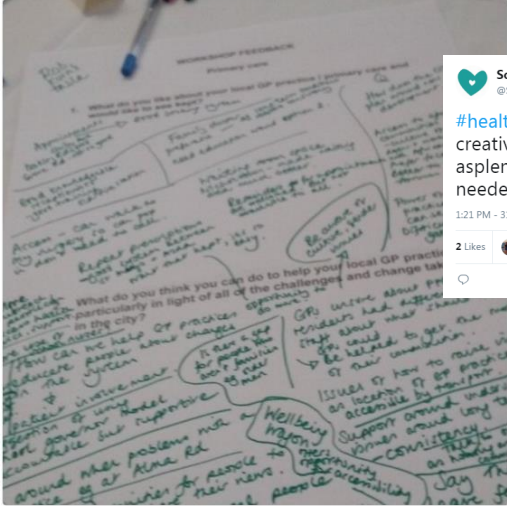
“Please can you make this an annual event?”

“Thanks for organising the energetic Healthy Communities event on Tuesday. As a newbie, it was great to see so many people talking about health and how they can get involved. Look forward to receiving the notes of the feedback from the workshops in due course, and thinking about what more we can do to encourage people to get involved in Patient Participation Groups and other activities.”

A selection of our social media feedback from the evening is shown below:

Rebecca Kinge
@kinge_rebecca
Follow

Loads of feedback at Healthy Communities
#healthysoton2017



Soton Healthy Living
@SOHealthyLiving
Follow

#healthysoton2017 well done for the most creative call for #flujab...Q: do you know what asplenia is? A: without a spleen and #flujab needed

1:21 PM - 31 Oct 2017

2 Likes

CareersSouthampton @CareersinSoton · Nov 1
Thank you for having us for a fantastic event last night @NHSSotonCityCCG Great night working towards #healthysoton2017



1 Reply 3 Retweets 3 Likes

Wessex AHSN
@WessexAHSN
Follow

The Spark building is looking especially fantastic! #healthysoton2017 @solentofficial

10:19 AM - 31 Oct 2017

4 Likes

Wessex AHSN
@WessexAHSN
Follow

We're very pleased to be attending and a co-sponsor of tonight's #healthysoton2017 - say hello to us!



10:17 AM - 31 Oct 2017

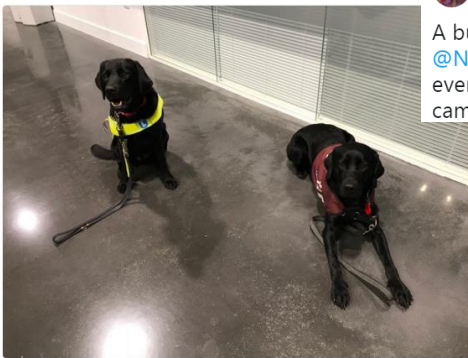
5 Retweets 8 Likes

Southampton City CCG and Solent University
Hello my name is KJB
@katherinebarb37
Follow

#healthysoton2017 @NHSSotonCityCCG excellent event bringing together many agencies in the city

Mandy Pike
@mand_1972
Follow

GD fable meets Hearing dog Gemma @NHSSotonCityCCG #healthysoton2017 @guidedogs @HearingDogs



12:11 PM - 31 Oct 2017

3 Retweets 20 Likes

Emma Abdulaal
@emmaabdulaal
Follow

A busy day ending with the @NHSSotonCityCCG #healthysoton2017 event this evening :) thanks to everyone who came and said hi! Great turnout

UHS NHS FT
@UHSFT
Follow

All set up and ready to go at #HealthySoton2017 Come and say hi!



9:40 AM - 31 Oct 2017

1 Retweet 3 Likes

Craig Gregory
@craiggregory
Follow

Supporting #healthysoton2017 @ Soton CCG Healthy Communities seminar @HFRSHealthAsset #communitysafety



10:27 AM - 31 Oct 2017

2 Retweets 4 Likes



10:32 AM - 31 Oct 2017

3 Retweets 9 Likes

Wessex AHSN and NHS England

Next steps and actions

Following the workshops and feedback we have received from the event, we are taking forward a number of actions:

Improved communications and engagement

- We will promote new technology being used in GP practices; particularly e-consult as it is rolled out across more practices in the city.
- The CCG has implemented an engagement campaign to promote access to GPs and will increase its communication activity in support of this.
- In light of the importance people value on having a pharmacy close to a GP surgery, we are supporting Southampton City Council's Pharmacy Needs Assessment (PNA). The PNA will be used when deciding if new pharmacies are needed, in response to applications to open a new pharmacy. The PNA is also used to inform decisions by local organisations about whether services provided through community pharmacies meet the health needs of the local population adequately. A survey which ran earlier in the year gathered information from the public about how their community pharmacies are used and a consultation is currently being held on a draft PNA for Southampton. The consultation closes on Friday 22 December.
- As part of Better Care Southampton, we have a community solutions group in which looks at ways community groups can support the health of local people. We will look at ways to strengthen this, taking into account the feedback we have received from question two of the primary care workshop.
- There is a considerable amount of interest in setting up more, stronger patient participation groups (PPGs) across the city. We are working with Healthwatch Southampton to give more support to PPGs. In November 2017 we met with a number of PPG chairs, practice managers and GPs to develop plans to establish a PPG network in the New Year.
- Solent NHS Trust will look to use the primary care film for recruitment purposes.
- Future engagement plans already include further community roadshows across the city, following the success of the project in spring 2017.

Supporting primary care

- Whereas we have no plans to roll out walk-in services at a practice level, we are ensuring walk-in services continue to exist for urgent care, including the implementation of an urgent treatment centre at Royal South Hants Hospital.
- GPs are continuing to provide reminders for appointments and advertising flu vaccinations to their patients.

- GP practices are obliged to ensure they find support for people who attend their surgeries and cannot speak English. We will continue to support practices in supporting their diverse populations.
- We will share all of the feedback we received from the primary care workshop with the CCG's primary care team. They will analyse the results and make sure they continue to implement the city's primary care strategy.

Bridging the gaps in care

- We will share all the feedback with Southampton City Council, to ensure they are aware of gaps in their services which attendees have identified.
- We will share the appropriate feedback with teams at the CCG with responsibility for commissioning services which attendees identified as not meeting the needs of our local population.
- Southampton City Council will reflect on the feedback gained from the event when considering future service planning and update stakeholders on progress made as part of our "You said, we did" framework.

Conclusion and recommendations

In line with the aims of the event, we have:

- Achieved greater discussion and debate of how we can support communities and how communities can support the NHS of the future by holding two successful workshops focussing on primary care and how to bridge gaps in the city's health services
- Increased participation by targeting invites at people who have not previously attended a CCG event. Over 160 people attended this event.
- Kept the public informed about key issues facing the city, with a number of interesting exhibition stands and an update on mental health (following widespread interest in the Mental Health Matters consultation in 2016).
- Motivated the community by inviting attendees to make pledges on how they will support the local NHS.
- Improved partnership working and capacity building by giving businesses and the arts a prominent role in the event, ensuring a range of our providers and notable community groups ran exhibition stands, and working closely with Southampton City Council for the 'bridging the gaps' workshop.

We recommend:

- The 'next steps' are implemented in full, following the feedback from the two workshops.

- The CCG holds a large scale engagement event once a year, and includes participants and attendees of the 2018 roadshows.
- A six month review and progress report is compiled and published.

December 2017



Appendix 1

Exhibitors who took part in the Health Communities event were:

- Alzheimer's Society / Dementia Action
- Care UK
- Carers in Southampton
- Chinese Association
- Consult and Challenge
- Diabetes UK
- The Environment Centre
- Hampshire Constabulary
- Hampshire Fire and Rescue Service
- Healthwatch / Southampton Voluntary Services
- NHS Southampton City Clinical Commissioning Group
- Solent NHS Trust
- South Central Ambulance Service NHS Foundation Trust
- Southampton Healthy Living
- Steps to Wellbeing
- Stroke Association
- University Hospital Southampton NHS Foundation Trust
- We Make Southampton
- Wessex Cancer Trust
- Wessex Health Sciences Network
- West Itchen Community Trust / United Voices of African Associations (TUVAA)