

Non Obstetric Ultrasound Scan (NOUS) Listening Exercise Engagement Feedback

Contents

1. Background	3
2. Introduction	3
3. Engagement Approach and Methodology	4-7
4. Survey Findings and Participant Responses	8-13
5. Engagement by Target Audience	14
• Headline Themes	14-15
• Facilitated Workshops	16
6. Conclusion	17
7. Recommendations	18

Appendices

Appendix 1 – Communication and Engagement Plan

Appendix 2 – Engagement materials

2.1 Stakeholder Letter

2.2 NOUS Listening Exercise Information and Survey Booklet

2.3 Poster

2.4 Feedback Capture Template

Appendix 3 – Demographic Data

Appendix 4 – Free Text Responses

1. Background

NHS Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) are responsible for commissioning (buying) local health services on behalf of the SWB CCG population. They are a membership organisation consisting of 81 practices with 103 sites and are responsible for 575,684 registered patients across the Sandwell and West Birmingham area.

The CCG commission a number of health care services, one of these services is Non Obstetric Ultrasound Scanning (NOUS) (scans for people who are not pregnant), with a local organisation who provides community based healthcare services on behalf of the NHS to our organisation as well as other NHS organisations.

This organisation has served notice on the CCG saying that this contract does not fit with their strategic priorities, meaning the CCG will seek alternative provision for its patients.

This has presented an opportunity for SWB CCG to hold a listening exercise to seek views and experiences by engaging with patients, their carers, their communities, general practice and members of the public to help shape NOUS Services in the future.

Earlier this year the NHS Long Term Plan (LTP) was launched and this is a new NHS 10 year plan to improve the quality of patient care and health outcomes.

The CCG is supporting this plan by setting up Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients, which means health care services will be commissioned in a different way in the future.

2. Introduction

A Communications and Engagement Plan was developed to ensure that patients, their carers, their communities, general practice and members of the public were effectively informed and involved in sharing their views and experiences on NOUS to help shape services in the future.

In order to support this a range of activities were undertaken in accordance with the following objectives:

- Seeking views on NOUS
- Learning of experiences of NOUS
- Understanding what excellent NOUS should look like
- Understanding what is currently not working well in NOUS
- Understanding how the CCG puts things right in NOUS

Please see **Appendix 1** to view a copy of the Communications and Engagement Plan.

3. Engagement Approach and Methodology

3.1 A four week listening exercise was launched on Monday 3rd June 2019 and closed on Friday 28th June 2019.

The approach to engagement was through a variety of methods including;

- Mailings by Post and Electronic
- Public meetings x 3
- Presentations
- Online survey
- Off line survey in paper format with a freepost envelope
- CCG Website
- CCG Twitter
- CCG Facebook

3.2 Materials

A suite of core documents were developed to support engagement activities including;

- A stakeholder letter informing our stakeholders of the listening exercise
- An information booklet containing a survey with an accompanying freepost envelope to ensure that no cost was incurred to the participant for completion of the survey
- A presentation to support our listening exercise at public and stakeholder meetings

3.2.1 Activities undertaken

A detailed list of all Communications and Engagement activities can be viewed in the Communications and Engagement Plan. In summary, these activities have included:

3.2.2 Communications and Digital Activities

A questionnaire was developed on a survey monkey link and made available on the SWB CCG website. This survey monkey link was also featured on the stakeholder letters encouraging recipients to take part in the survey.

Information on the engagement exercise was published on the SWB CCG website including a headline and introduction featured on the Get Involved page under

“Current Consultation and Engagement” with a link to the questionnaire:
<https://sandwellandwestbhamccg.nhs.uk/consultations>

Information on the listening exercise was featured on the following:

Websites:

- SWB CCG x 41 hits
- Health Watch Sandwell x hits (unknown)
- Health Watch Birmingham x hits (unknown)
- Sandwell Council of Voluntary Organisations (SCVO) x hits (unknown)
- Birmingham Voluntary Organisations (BVSC) x hits (unknown)

Twitter:

- SWB CCG
 - Tweets x 36
 - Retweets for NOUS x 4
 - Seen by x 732 people
 - Impressions x 95,300

Facebook

- SWB CCG
 - Posted x 24
 - Potential Reach 320
 - Likes for NOUS x 2

Regular internal communications and reminders were sent through existing channels to CCG Staff as well as Member Practices consisting of clinical and non-clinical staff in Primary Care.

3.2.3 Postal/electronic mailings and distributions of letters/survey booklets/posters

A potential reach of at least **8841**, that we know of was calculated, as broken down in the table below:

Reach	Audience and distribution format
197	<u>SWB CCG Patient Engagement Membership</u> A stakeholder letter was posted to the SWB CCG Patient Engagement Membership, which included an invitation to the 3 dedicated public meetings including the survey link. This gave recipients of this communication the option of requesting a paper copy survey through the Engagement Team.

932	<p><u>Nicks News</u></p> <p>Articles were featured in Nicks News, a weekly communication which is emailed to SWB CCG member practices promoting the listening exercise. Articles featured throughout the period of the listening exercise inviting General Practice to take part.</p> <p>In addition to this posters were also shared through this audience asking them to display the posters in their waiting rooms so that patients and staff were aware of the listening exercise.</p>
293	<p><u>Alice News</u></p> <p>Articles were featured in Alice's News, a weekly communication which is emailed to SWB CCG staff promoting the listening exercise. Articles featured throughout the period of the listening exercise inviting Staff to take part in the listening exercise especially as some staff may well be registered patients of SWB CCG.</p>
2,400	<p><u>Sandwell Council Voluntary Organisation (SCVO)</u></p> <p>Information was shared through SCVO, a weekly e-bulletin, to promote the listening exercise through their networks. Articles featured throughout the period of the listening exercise inviting the Voluntary Sector to take part in the listening exercise.</p>
5000	<p><u>Birmingham Voluntary Sector Council (BVSC)</u></p> <p>Information was shared through BVSC, a weekly e-bulletin, to promote the listening exercise through their networks. Articles featured throughout the period of the listening exercise inviting the Voluntary Sector to take part.</p>
19	<p><u>Elected Members of Ladywood and Perry Barr Wards</u></p> <p>Following attendance at Birmingham Overview and Scrutiny Committee (OSC) the Committee had requested that the listening exercise be promoted to elected members. This enabled a further engagement opportunity to promote this listening exercise to their constituents and to also give them the option if they wished the Engagement Team to attend their ward meetings particularly as this covered the West Birmingham patch that the CCG commissions on behalf of.</p>
8841	TOTAL Mailing and Electronic Engagement

3.2.4 Engagement activities and reach (events/meetings attended)

- Number of events/meetings attended x 7
- Approximate attendees at event x 78
(as broken down into below table)

Events/meeting attended	Attendees
High Influence Stakeholders x 2 <ul style="list-style-type: none"> ○ Sandwell Overview and Scrutiny Committee (OSC) ○ Birmingham Overview and Scrutiny Committee (OSC) 	12 13
Patient/carer and public groups x 1 <ul style="list-style-type: none"> ○ Ladywood and Perry Barr Health and Care Forum 	11
Dedicated Public Meetings x 3 <ul style="list-style-type: none"> ○ Public Meeting 1 (04.06.19) ○ Public Meeting 2 (25.06.19) ○ Public Meeting 3 (27.06.19) 	13 6 9
Clinical Leads x 1 <ul style="list-style-type: none"> ○ Clinical Reference Group 	14
TOTAL Face to Face Engagement	78

4. Survey Findings and Participant Responses

Overall 14 surveys were completed.

6 participants completed the survey online, while the remaining 8 participants completed and returned the hard copy survey either by hand or freepost to us.

Q1. Breakdown of respondents by stakeholder group

Participants were asked to select all that applied to the answer choices that best described their relationship to this engagement topic. The majority of participants (93%) were patients registered to a SWB CCG practice as indicated in the table below.

Please note from here on, all questions are displayed in the tables below, answer choices selected by participants, responses by %, responses by no, how many participants answered the question and how many participants skipped the question.

Answers Choices	Responses by %	Responses by No
A patient registered to a SWB CCG practice	93	13
A patient not registered to a SWC CCG practice	0	0
A carer for a patient registered to a SWB CCG practice	0	0
A carer for a patient not registered to a SWB CCG practice	0	0
A GP/Staff Member of GP practice	7	1
A Health Care Provider	7	1
Local Authority	0	0
Voluntary Sector	7	1
Other	7	1
	Answered	14

Q5. Are you completing this for yourself or a person you are caring for?

Participants were asked to select one of the answer choices that best described who they were completing the questionnaire for. All the participants, 100% were completing the questionnaire for themselves as indicated in the table below:

Answer Choices	Responses by %	Responses by No
For Me	100	14
For the Person I am Caring For	0	0
	Answered	14

Q6. Have you or the person you are caring for had NOUS?

Participants were asked to select one of the answer choices that gave an indication of if they or the person that they cared for had NOUS. More than half of the participants, 71% had either had NOUS themselves or the person they were caring for as indicated in the table below:

Answer Choices	Responses by %	Responses by No
Yes (please go to question 7)	71	10
No (please go to question 18)	29	4
	Answered	14

Q7. When did you or the person you are caring for have NOUS?

Participants were asked to either answer for themselves or the person they were caring for. Half the respondents, 50% had NOUS within the past year as indicated in the table below:

Answer Choices	Responses by %	Responses by No
0-1 year	50	5
2-3 years	30	3
3-4 years	20	2
4+ years ago	0	0
	Answered	10
	Skipped	4

Q8. Was the appointment offered at a convenient date and time for you/the person you are caring for?

Participants were asked to answer for either themselves or the person they were caring for. The majority of participants, 90% selected the choice as indicated in the table below:

Answer Choices	Responses by %	Responses by No
Yes	90	9
No	10	1
	Answered	10
	Skipped	4

Q9. If no, what was the reason that that the appointment time was not convenient for you/the person you are caring for (please state below).

If participants had selected in Question 8 that the appointment time was convenient to them or the person they were taking care of, they were asked to state the reason, there was one response as indicated below using free text:

“Appointment cancelled due to misleading information.”

Q10. Did you/the person you are caring for be offered a choice of venue where you could have the NOUS?

Participants were asked to select one of the answers either for themselves or the person they were caring for. Only a third of respondents, 33% were given a choice of where they could have the NOUS as indicated in the table below:

Answer Choices	Responses by %	Responses by No
Yes	33	3
No	66	6
	Answered	9
	Skipped	5

Q11. Did you/the person you are caring for receive any information before the NOUS?

Participants were asked to select one of the answers either for themselves or the person they were caring for. Almost three quarters, 70% of the participants had received information before the NOUS as indicated in the table below:

Answer Choices	Responses by %	Responses by No
Yes (please go to question 12)	70	7
No (please go to question 13)	30	3
	Answered	10
	Skipped	4

Q12. If yes, did you/the person you are caring for find this information useful?

If participants had answered yes to Question 11 for themselves or the person they were caring for and were asked to respond to this question. Whilst 14 participants had completed the survey, 6 had skipped the question and the following choices had been selected as indicated in the table overleaf:

Answer Choices	Responses by %	Responses by No
Yes	87.50	7
No	12.50	1
	Answered	8
	Skipped	6

Q13. If no, would you/ the person you are caring for have found this information useful?

If participants had answered no to Question 11 for themselves or the person they were caring for they were asked to respond to this question. Of the 30% of respondents that had not received any information before their NOUS 100% of them said they would have found this information useful, as indicated in the table below:

Answer Choices	Responses by %	Responses by No
Yes	100	3
No	0	0
	Answered	3
	Skipped	11

Q14. How would you/the person you are caring for rate your experience of NOUS?

Participants were asked to respond for either themselves or the person they were caring for. The majority of participants, 80% had rated their experience at good or above good as indicated in the table below:

Answers Choices	Responses by %	Responses by No
Poor	20	2
Satisfactory	0	0
Good	10	1
Very Good	10	1
Excellent	60	6
	Answered	10
	Skipped	4

Q15. Can you please give details of the reasons for your response/the person you are caring for here?

Participants were invited to use free text in response to Question 14, and 10 participants gave a response which can be viewed in Appendix 4.

The responses received were mostly:

Positive; appointment was easy to book at the venue of choice, did not have to wait to be seen, near home so useful, fast and efficient, friendly staff that put you at ease.

Q16. What went well for you/the person you are caring for when receiving NOUS?

Participants were invited to use free text and gave their responses which can be viewed in Appendix 4.

The responses received were mostly:

Positive; seen within appointment time, staff very helpful doctors, not kept waiting long, seen on time on the day, staff were efficient and took time to explain what would happen during the scan and how I would be informed afterwards.

Q17. What did not go so well for you/the person you are caring for when receiving NOUS?

Participants were invited to use free text and gave their responses which can be viewed in Appendix 4.

The responses were mostly:

Negative; the results of the scan were not passed onto the hospital, had them all again, lack of communication, poor patient engagement, no choice of location.

Q18. What would you, the person you are caring for like to see in the future for NOUS?

Participants were invited to use free text and gave their responses which can be viewed in Appendix 4.

The responses received in summary; was to provide procedure information in advance, permitting a choice of locations, providing a way to raise concerns, a good quality accessible service, doctors listening to patients, continuation of service.

Q19. Do you/the person you are caring for have any other comments?

Participants were invited to use free text and gave their responses which can be viewed in Appendix 4.

The response received were mostly:

Positive; pleased with the procedure and venue, I would be happy to use the service again, I made the appointment time to suit me, I realise how useful NOUS is if required.

Q20. How did you/the person you are caring for find out about this NOUS Listening Exercise?

Participants were invited to select one of the answer choices either for themselves or the person they were caring for as indicated in the table below:

Answer Choices	Responses by %	Responses by No
Poster	8	1
Newspaper	0	0
Social Media	8	0
CCG Website	15	2
A friend of family member told me	8	1
Other (please specify)	61*	8
	Answered	13
	Skipped	1

*As 61% (8) participants had selected other, this is broken down further below:

- Information, then post from CCG
- I know my doctor treats people with arthritis
- Sandwell and West Birmingham CCG Meeting
- Letter from CCG x 2 participants
- Email from CCG x 3 participants

5. Engagement by Target Audience

Overall we spoke to 78 people across 7 engagement activities. Activities included hosting or attending dedicated meetings.

Activities and the feedback collated have been summarised and grouped by audience.

Two Overview Scrutiny Committee (OSC) meetings were attended and supported by the SWB CCG Deputy Chief Officer for Strategic Commissioning and Redesign, the SWB CCG SCR Chair and the SWB CCG Engagement Lead.

A presentation was used to engage with Elected Members:

High Influence Stakeholders, Sandwell Overview and Scrutiny Committee

Headline themes included:

- How many people attending and booked onto our dedicated public meetings
- No of surveys expected to be received in relation to this listening exercise
- Current provider continuing to provide NOUS until a new service is procured to ensure that there is no gap in provision for patients

High Influence Stakeholders, Birmingham Overview and Scrutiny Committee

Headline themes included:

- Why the contract with the existing provider will be terminated
- Where and how the engagement of this listening exercise has been promoted
- How the diverse population can have their say on this listening exercise
- Sharing of engagement materials with Councillors for the Ladywood and Perry Barr wards
- Super practices
- Benefits to patients for the new commissioned service
- Emerging themes from the first public meeting which had taken place
- Integrated Care Systems
- Self Care
- Attending a future meeting to share engagement report and findings
- Current provider commissioning themselves within the Primary Care Networks (PCNs) that are being formed
- SWB CCG PCNs geographical location and spread
- Current NOUS Options for patients
- Further travel for patients
- Promotion of location sites and different community understanding

One Clinical Reference Group was attended to make Primary Care aware of the Listening Exercise and how they could take part in it through a verbal update by the Engagement Lead.

SWB CCG Clinical Reference Group at SWB CCG

Headline themes included:

- Future provision needs to ensure the same level of access for all, not increase waiting times, should be available and ensure access to a good quality services.

Patients their representatives and the general public

Three dedicated public meetings were held to engage with patients, their carers, their communities, general practice and members of the public to help shape NOUS services in the future. These meetings were held in different locations to be representative of the population that we commission on behalf of.

These meetings were supported by the SWB CCG Deputy Chief Officer for Strategic Commissioning and Redesign, the SWB CCG Secondary Care Specialist and representative of the SCR and CCG Governing Body and the SWB CCG Engagement Lead.

A presentation was used; surveys were also available on the day to support these meetings.

Headline themes included:

- Patients asked why the current contract was ending and why the provider does not wish to carry on providing the service to the CCG
- Patients raised double scanning, why is one undertaken in the community and another undertaken in the hospital, this costs more financially and takes up more time for the patient and the healthcare professionals
- Rowley Regis Hospital is a lovely hospital, why can scans not be carried out there
- Are there any other qualified providers who can provide a scanning service
- What is the cost of an MRI Scan compared to an Ultrasound Scan
- Can Pharmacists undertake scanning?
- Why can't scan results be shared with community and hospital providers
- What scanning equipment is used worldwide, are some models better than others
- Why does it take so long to get scan results back?
- How much staff do Health Harmonie employ to carry out scanning

The three public meetings held had added benefit of attendees taking part in a facilitated workshop to answer three main questions as listed below:

What does excellent NOUS look like?

- To receive a high quality service from trained and competent health care professionals in this area
- Results; sharing these in a timely manner between patient and their the patients' GP, sharing of these results between community and hospital providers, patients to get an idea of when these will be ready, giving patient the option of taking away a copy of their scan
- Parking and Transport; transport links, patient transport, parking and no parking costs
- Patient Information; receiving information before your scan so you know why you need to have a scan, having a leaflet to explain this using pictures in plain English, knowing how to dress for a scan
- Efficient service when you ring up to make an appointment with provider
- Venues; to be given a choice of venues locally or the hospital, information on where those are located and how to get to them i.e. transport links and maps of location
- Appointments; to be give given a choice of times and flexibility such as evenings and weekends
- No double scanning; having a scan first in the community, then in the hospital meaning double the cost and wasting time
- Referrals and Waiting times; to be seen quicker, happy to travel a little further if seen quicker rather than waiting for a closer venue to home

What is not working so well now?

- Received another patient's letter, confidentiality
- Long waiting times to receive a scan
- Recent experience at Tower Hill, the provider did not turn at the venue so I did not get my scan
- Consistency of appointment i.e if you have agreed a date and appointment, then get a different appointment in the post
- Taking too long to get the results back from ultra sound when patients could be in pain. Waiting a month is too long.

How do we put it right?

- For results of scan to be received quicker
- Having one scan done once by the right person
- Would prefer a high quality scan by an experienced radiographer alongside a consultant rather than a low quality scan in isolation.

6. Conclusion

Reflecting on all feedback received it can be concluded the following points should be considered when commissioning NOUS in the future as that is what is important to our patients to receive excellent NOUS for them and the persons that they care for:

Venues

To be given a choice of venues and information on where those are located and how to get to them i.e. transport links and maps of locations.

Appointments

To be given a choice of times and flexibility such as evenings and weekends.

Communication and Information

Patients to receive information before the appointment in relation to the scan they are having done and why it is required. An explanation of how the scan will be carried out and how to dress for this. An indication given as to when results can be expected of the scan by the patients' GP.

Waiting Times

To be seen quicker and happy to travel a little further if seen sooner.

Quality

To receive a high quality service from trained and competent health care professionals in this speciality.

Double Scanning

No double scanning, having a scan first in the community, then in the hospital meaning double the cost and wasting time.

Results of Scan

To be received in a timely manner, results to be transferred between community and hospital providers so dependent on where patient needs to go next the results will be there already, patients to take away a copy of their scan results.

7. Recommendations

- Commissioners to consider the engagement feedback and how this can help shape future NOUS for our population
- To share this report with SWB CCG's SCR as supporting evidence to any future business cases, service specifications and feeding into the decision making process on commissioning and procurement of future NOUS
- SCR to note the contents of this report and approve it so that it can be published on the SWB CCG website, shared with participants and stakeholders who have taken part in this listening exercise to close the engagement loop

Appendices

NOUS

Communication & Engagement Action Plan

Health Harmonie have recently informed SWBCCG that they no longer wish to provide Non Obstetric Ultrasound Scanning Services (NOUS) to SWB CCG as this does not fit with their strategic objectives. The CCG are seeking alternative provision for its population.

This decision has presented an opportunity for SWB CCG to hold a listening exercise to seek views and experiences by engaging with patients, their carers, their communities, general practice and members of the public to help shape NOUS services in the future.

Earlier this year the NHS Long Term Plan (LTP) was launched and this is a new NHS 10 year plan to improve the quality of patient care and health outcomes.

The CCG is supporting this plan by setting up Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients, which means health care services will be commissioned in a different way in the future.

The Communications and Engagement plan will include:

- Patient and Public Engagement meetings
- Information and Survey Listening Exercise Booklet
- An online survey
- An offline survey
- Presentation
- Website article/content
- Social media schedule
- Website article/content
- Communications for General Practice
- Engagement with partners Overview and Scrutiny Committees, Health Watch and the Voluntary Sector

Engagement Activities

Activities	Dates	Stakeholder/ Audience	Method	Lead / who's involved
Public Meeting No 1	04.06.19	Public, Patient/Service Users of SWB CCG	Presentation Qs and As Questionnaire Facilitated Workshop	Angela Poulton (AP) Dr Karl Grindulis (KG) Kally Judge (KJ) Phil Lydon (PL)
Public Meeting No 2	25.06.19	Public, Patient/Service Users of SWB CCG	Presentation Qs and As Questionnaire Facilitated Workshop	(AP) (KG) (KJ)
Public Meeting No 3	27.06.19	Public, Patient/Service Users of SWB CCG	Presentation Qs and As Questionnaire Facilitated Workshop	(AP) (KG) (PL)
Ladywood and Perry Health and Care Forum	11.06.19	Public, Patients/Service Users for SWB CCG	Presentation Questionnaire	(KJ)
Sandwell Overview and Scrutiny Committee (OSC)	17.06.19	Elected Members	Presentation Qs and As	Dr Ian Sykes (IS) (AP) (KJ)
Birmingham Overview and Scrutiny Committee (OSC)	18.06.19	Elected Members	Presentation Qs and As	(IS) (AP) (KJ)
Clinical Reference Group	23.05.19	Clinical Leads	Verbal Update	(KJ)
Nicks News	24.05.19 31.05.19 07.06.19 14.06.19 21.06.19 28.06.19	General Practice Staff	Article Posters Questionnaire	Jack Linstead (JL) (KJ)

Alice's News	24.05.19 31.05.19 07.06.19 14.06.19 21.06.19 28.06.19	CCG Staff	Article Questionnaire	(JL) (KJ)
Sandwell Health Watch Engagement	03.06.19	Health Watch Stakeholders	Article Questionnaire	(KJ)
Birmingham Health Watch Engagement	03.06.19	Health Watch Stakeholders	Article Questionnaire	(KJ)
BVSC Voluntary Sector Engagement	03.06.19	Voluntary Sector Stakeholders	Article Questionnaire	(KJ)
SCVO Voluntary Sector Engagement	03.06.19	Voluntary Sector Stakeholders	Article Questionnaire	(KJ)
Website	03.06.19	Public, Patient/Service Users of SWB CCG	Article Questionnaire	(JL) (KJ)
Tweet Plan	03.06.19	Public, Patient/Service Users of SWB CCG	Tweets	(JL) (KJ)

Timing Plan of Engagement Activities

Below is an approximate timing plan to give guidance on when actions need to be completed in order to carry out effective engagement for the NOUS Listening Exercise.

Activities	w/c 20.05.19	w/c 27.05.19	w/c 03.06.19	w/c 10.06.19	w/c 17.06.19	w/c 24.06.19
Public Meetings x 3 Public, Patient/Service Users of SWB CCG			X			X
Ladywood and Perry Barr Health and Care Forum				X		
Clinical Leads Engagement	X					
Nicks News General Practice Engagement		X	X	X	X	X
Alice News Staff Engagement			X	X	X	X
Sandwell OSC Elected Members Engagement					X	
Birmingham OSC Elected Members Engagement					X	
Sandwell Health Watch Engagement			X			
Birmingham Health Watch Engagement			X			
BVSC Voluntary Sector Engagement			X			
SCVO Voluntary Sector Engagement			X			
SWB CCG Website			X	X	X	X
SWB CCG Twitter			X	X	X	X

Outcomes:

- Patient insights into what excellent NOUS looks like, what the issues are now and how do we fix them
- GPs are aware of when Health Harmonie (HH) will stop receiving referrals for NOUS
- GPs are aware of pathways and where to refer patients for NOUS once Health Harmonie contract ceases
- Listening Exercise to influence any commissioning and procurement decisions for NOUS and use the “You said, We did” approach

Thursday 30th May 2019

Dear Colleague

RE: Non Obstetric Ultrasound Scan (NOUS) Listening Exercise

We are NHS Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) and are responsible for commissioning (buying) local healthcare services on your behalf. We are a membership organisation consisting of 81 GP Practices and are responsible for 575,684 registered patients across the Sandwell and West Birmingham area.

As your local Clinical Commissioning Group, we have a responsibility under the Health and Social Care Act to inform and consult you on proposed changes and seek your views on how we shape future services.

We currently commission NOUS (scanning services) from an organisation called Health Harmonie that provides community based healthcare services on behalf of the NHS. Health Harmonie has recently informed SWB CCG that they no longer wish to provide this service and we now need to look for an alternative provider for our patients. NOUS is also provided by some GP Surgeries and other health care providers.

This has presented an opportunity for SWB CCG to hold a listening exercise as we want to hear about your views and experiences for NOUS.

The listening exercise will run from Monday 3rd June 2019 to Friday 28th June 2019 and you can get involved in a number of ways;

Attend one of our public meetings as listed below:

- Tuesday 4th June 2019, 2.00-5.00pm
Handsworth Fire Station, Rookery Rd, Birmingham B21 9QU
- Tuesday 25th June 2019, 2.00-5.00pm
Portway Lifestyle Centre, Newbury Lane, Oldbury B69 1HE
- Thursday 27th June 2019, 6.00-9.00pm
YMCA 38 Carter's Green, West Bromwich B70 9LG

Complete our online survey at <https://www.surveymonkey.co.uk/r/SWBNOUS>

- Complete a paper copy survey and requesting this by using the number overleaf please

- Alternatively complete the survey in the listening exercise booklet and return it to

RTHG-KAKC-RTBZ
Engagement (Freepost)
Sandwell and West Birmingham Clinical Commissioning Group
Kingston House
438 High Street
West Bromwich
B70 9LD

We look forward to hearing your views, if you require any further information please contact our Engagement Team on 0121 612 1447 or email swbccg.engagement@nhs.net

Yours sincerely



Dr Karl Grindulis MB ChB FRCP
Secondary Care Specialist for Service Redesign Committee and Governing Body
Sandwell and West Birmingham Clinical Commissioning Group



**Sandwell and
West Birmingham**
Clinical Commissioning Group



Non Obstetric Ultrasound Scan Service Listening Exercise



for Sandwell and West Birmingham
Clinical Commissioning Group



Contents

About Us	3
About this Listening Exercise	3
What is Non Obstetric Ultrasound Service (NOUS)?	4
What are the Current Arrangements for NOUS?	4
What do the changes Mean for Me?	5
Ways to Get Involved	6
Survey	7-10
Equalities Monitoring	11-13
What happens next?	14

About Us

We are NHS Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) and are responsible for commissioning (buying) local healthcare services on your behalf. We are a membership organisation consisting of 83 GP Practices and are responsible for 575,684 registered patients across the Sandwell and West Birmingham area.

As your local Clinical Commissioning Group we have a responsibility under the Health and Social Care Act to inform and consult you on proposed changes and seek your views on how we shape future services.

Earlier this year the NHS *Long Term Plan* was launched and this is a new NHS 10 year plan to improve the quality of patient care and health outcomes.

We are supporting this plan by setting up Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients.

About this Listening Exercise

We currently commission Non Obstetric Ultrasound Service (NOUS) from an organisation called Health Harmonie that provides community based healthcare services on behalf of the NHS.

Health Harmonie have recently informed SWBCCG that they no longer wish to provide this service, SWB CCG will now start to look into alternative provision for our patients. NOUS is also provided by some GP Surgeries and other healthcare providers.

This has presented an opportunity to hear your views and experiences regarding NOUS through a listening exercise.

To compliment what is already available we now want to ask patients, their carers, their communities, general practice and members of the public about what NOUS services should look like in the future.

It is important that we commission (buy on your behalf) NOUS services for our patients that:

- Offer choice and flexibility to take into account personal circumstances such as work, study and caring commitments
- Offer a seamless patient journey
- Are fit for purpose
- Offer value for money

What is Non Obstetric Ultrasound Scan (NOUS)?

Ultrasound is used to create images of soft tissue structures, such as the gallbladder, liver, kidneys, pancreas, bladder, and other organs and parts of the body. Ultrasound can also measure the flow of blood in the arteries to detect blockages. Ultrasound testing is safe and easy to perform

Ultrasounds offer many advantages: they are generally painless and do not require needles, injections, or incisions. Patients are not exposed to ionizing radiation, making the procedure safer than diagnostic techniques such as X-rays and CT scans.

What are the Current Arrangements?

Health Harmonie currently provide NOUS from the following locations at the days and times listed below:

Location	Day	Time
Aston Pride Community Centre	Tuesday	9:00 am – 5:00 pm
	Wednesday	9:30 am - 2:30 pm
Glebefields Health Centre	Tuesday	9:00 am – 4.00 pm
	Tuesday	9:00 am – 5:00 pm
	Thursday	9:00 am – 5:00 pm
Great Barr Group practice	Thursday	9:00 am – 12.30 pm
Great Bridge Surgery	Wednesday	9:00 am – 5:00 pm
	Thursday	9:00 am – 5:00 pm
Handsworth Wood Medical Centre	Friday	8:30 am – 4.30 pm
Hawes Lane Surgery	Mondays and Tuesdays	9:00 am – 5:00 pm (when Oldbury Health Centre does not have room availability)
Hill Top Surgery	Thursday	1:30 pm – 5:00 pm
	Alternate Saturdays	9:00 am – 4:00 pm
New Street Surgery	Monday	9:00 am – 5:00 pm
Nishkam	Monday	9:00 am – 5:00 pm
	Tuesday	1:15 pm – 4.45 pm

	Wednesday	9:00 pm - 5:00 pm
Oakham Surgery	Wednesday	9:00 am – 5:00 pm
	Friday	9:00 am – 5:00 pm
Oldbury Health Centre	Monday	9:00 am – 5:00 pm
	Wednesday	9:00 am – 5:00 pm
	Thursday	9:00 am – 5:00 pm
	Friday x 2	9:00 am - 5:00 pm
Soho Health Centre	Monday	8:30 am – 5:00 pm
	Tuesday x 2	8:30 am – 12:30 pm
	Wednesday x 2	9:00 am – 5:00 pm
	Friday x 2	9:00 am – 5:00 pm
Spires health Centre	Tuesday	9:00 am – 4:30 pm
	Thursday	9:00 am – 4.30 pm
Tower Hill Partnership	Tuesday	9:45 am – 5:00 pm
	Wednesday	9:00 am – 5:00 pm

What do the changes Mean for Me?

The changes mean that Health Harmonie will no longer provide NOUS from the above locations and the CCG is looking into alternative provision for our patients.

Ways to get involved

There are a number of ways you can get involved in our listening exercise;

- Attend one of our events in the area as listed below;
 - **Tuesday 4th June 2019**, 2.00-5.00pm
Handsworth Fire Station, Rookery Rd, Birmingham B21 9QU
 - **Tuesday 25th June 2019**, 2.00-5.00pm
Portway Lifestyle Centre, Newbury Lane, Oldbury B69 1HE
 - **Thursday 27th June 2019**, 6.00-9.00pm
YMCA 38 Carter's Green, West Bromwich, B70 9LG
- Complete our online survey at
<https://www.surveymonkey.co.uk/r/SWBNOUS>
- Alternatively complete the survey in this listening exercise booklet and return it to

RTHG-KAKC-RTBZ
Engagement (Freepost)
Sandwell and West Birmingham Clinical Commissioning Group
Kingston House
438 High Street
West Bromwich
B70 9LD

Further Information

For more information contact our Engagement Team on 0121 612 1447 or email swbccg.engagement@nhs.net

Survey

NHS Sandwell and West Birmingham Clinical Commissioning Group (CCG) is responsible for commissioning (buying) healthcare services for our local population. We want to hear your views and experiences of NOUS so that we can understand:

- What does an excellent NOUS service look like?
- What is not working so well now?
- How do we put it right?

Please let us know your views and experience by taking the time to complete the survey.

The listening exercise will run from Monday 3rd June 2019 to Friday 28th June 2019.

Section One

Q1. How would you describe yourself (tick all that apply)

A patient registered to a SWB CCG practice

Please tell us the name of your practice here

A patient not registered to a SWB CCG practice

A carer for a patient registered to a SWB CCG practice

Please tell us the name of the practice here

A carer for a patient not registered to a SWB CCG practice

A GP Practice/Staff Member of GP Practice

A Health Care Provider

Local Authority

Voluntary Sector

Other

Please tell us the name of your organisation here

Section Two

Q2. Are you completing this for yourself or a person you are caring for?

- For Me
- For the Person I am Caring For

Q3. Have you or the person you are caring for had a Non Obstetric Ultrasound Scan (NOUS)?

- Yes (please go to question 4)
- No (please go to question 12)

Q4. When did you or the person you are caring for have NOUS?

- 0-1 year
- 2-3 years
- 3-4 year
- 4+ years ago

Q5. Was the appointment offered at a convenient date and time for you/the person you are caring for?

- Yes
- No (please go to 5a)

Q5a. What was the reason that the appointment time was not convenient for you/the person you are caring for? (please state below)

.....
.....

Q6. Did you/the person you are caring for be offered a choice of venue where you could have the NOUS?

- Yes
- No

Q7. Did you/the person you caring for receive any information before the NOUS?

- Yes (please go to 7a)
- No (please go to 7b)

Q7a. Did you/the person you are caring find this information useful?

- Yes
- No

Q7b. Would you/the person you are caring for have found this information useful?

- Yes
- No

Q8. How would you/the person you are caring for rate your experience of NOUS?

- Poor
- Satisfactory
- Good
- Very Good
- Excellent

Q9. Can you please give details of the reasons for your response/the person you are caring for here?

.....

.....

Q10. What went well for you/the person you are caring for when receiving NOUS?

.....

.....

Q11. What did not go so well for you/the person you are caring for when receiving NOUS?

.....
.....

Q12. Do you/the person you are caring for have any other comments?

.....
.....
.....
.....

Q13. How did you/the person you are caring for find out about this NOUS Listening Exercise?

- Poster
- Newspaper
- Social Media
- CCG Website
- A friend or family member told me
- Other

Please state here

Equalities monitoring

We recognise and actively promote the benefits of diversity and we are committed to treating everyone with dignity and respect regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation. To ensure that our services are designed for the population we serve, we would like you to complete the short monitoring section below. The information provided will only be used for the purpose it has been collected for and will not be passed on to any third parties.

Q14. What are the first four letters of your/the person you are caring for postcode, please specify below;

Q15. What gender are you/the person you are caring for?

- Male
- Female
- Transgender
- Prefer not to say

Q16. What is your age/the person you are caring for?

- 16-24
- 25-34
- 35-59
- 60-74
- 75+

Q17. What is your ethnic group/the person you are caring for?

- Arab
- Asian or Asian British
- Black or Black British
- Chinese
- Gypsy/Romany/Irish traveller

- Mixed dual heritage
- White or White British
- Prefer not to say
- Other (please specific)

Q18. Do you look after, or give any help or support to family members, friends, neighbours or others. Please note this is not referring to the person you care for if you have specified carer or if you are completing this survey on behalf of someone else

- Long-term physical or mental-ill-health/disability
- Problems related to old age
- No
- Prefer not to say
- Other (please specify)

Q19. Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (Please select all that apply)

- Yes limited alot
- Yes limited a little
- No

Q20. What is your/the person you are caring for sexual orientation?

- Bisexual
- Heterosexual/straight
- Gay
- Lesbian
- Prefer not to say
- Other please specify

Q21. What is your/the person you are caring for status?

- Single
- Never married or partnered
- Living as a couple
- Married/civil partnership co-habiting
- Not living as a couple
- Married (but not living with husband/wife/civil partner)
- Separated (still married or in a civil partnership) divorced/dissolved civil partnership)
- Widowed/surviving partner/civil partner
- Prefer not to say
- Other please specify

Q22. What is your/the person you caring for religion and belief?

- No religion
- Baha
- Buddhist
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Hindu
- Jain
- Jewish
- Muslim
- Sikh
- Prefer not to say
- Other

What happens next?

Thank you for completing the NOUS Survey, we really appreciate your time.

The Engagement Team will listen to your views at the public meetings, analyse the surveys that you have completed, a report will be developed and presented to the Strategic Commissioning and Redesign (SCR) Committee at the CCG. Our findings will help inform any NOUS services that we buy on behalf of our patients in the future.

A copy of this report will be available shortly, if you would like to view this, it will be available on our website <https://sandwellandwestbhamccg.nhs.uk/public-engagement> or by contacting the Engagement Team on 0121 612 1447 or email swbccg.engagement@nhs.net



If you have any queries or would like to provide feedback via post, email or telephone, please contact:

Sandwell and West Birmingham CCG
Kingston House
West Bromwich
B70 9LD

Email: swbccg.engagement@nhs.net
Tel: 0121 612 1447



Have your say on

Minor Surgery And Non Obstetric Ultrasound Services (NOUS)

We will be holding a listening exercise from Monday 3rd June 2019 to Friday 28th June 2019 and will be holding a number of public meetings as listed below;

Tuesday 4th June 2019, 2.00-5.00pm

Handsworth Fire Station, Rookery Rd, Birmingham B21 9QU

Tuesday 25th June 2019, 2.00-5.00pm

Portway Lifestyle Centre, Newbury Lane, Oldbury B69 1HE

Thursday 27th June 2019, 6.00-9.00pm

YMCA 38 Carter's Green, West Bromwich B70 9LG

**NOUS Listening Exercise
Feedback Capture Form**

Meeting: (Name of Group)		Date of Meeting:		Location:	
Number of people attending:		Target audience:			
Question/ Comments made			Response given		
Name of person capturing Feedback:					
Follow Up Actions and By Whom					

Demographic Data

Participants were given the option to answer the following questions for equality and diversity monitoring purposes.

Q22. What gender are you/the person you are caring for?

Participants were given the option to answer for themselves or the person they were caring for by selecting the choices as indicated in the table below:

Answer Choices	Response by %	Response by No
Male	21	3
Female	79	11
Transgender	0	0
Prefer not to say	0	0
	Answered	14

Q23. What is your age/the person you are caring for?

Participants were given the option to answer for themselves or the person they were caring for by selecting the choices as indicated in the table below:

Answer Choices	Response by %	Response by No
16-24	0	0
25-34	0	0
35-59	29	4
60-74	21	3
75+	50	7
	Answered	14

Q24. What is your ethnic group/the person you caring for?

Participants were given the option to answer for themselves or the person they were caring for by selecting the choices as indicated in the table below:

Answer Choices	Responses by %	Response by No
Arab	0	0
Asian or Asian British	0	0
Black or Black British	15	2
Chinese	0	0
Gypsy/Romany/Irish Traveller	0	0
Mixed dual heritage	0	0
White or White British	85	11

Prefer not to say	0	0
Other	0	0
	Answered	13
	Skipped	1

Q25. Do you look after, or give any help or support to family members, friends, neighbours or others? Please note this is not referring to the person you care for if you have specified carer or if you are completing this survey on behalf of someone else.

Participants were given the option to answer for themselves or the person they were caring for and selected the choice as indicated in the table below:

Answer Choices	Responses by %	Responses by No
Long term physical or mental ill health/disability	14.29	2
Problems related to old age	21.43	3
No	57.14	8
Prefer not to say	0	0
Other (please specify)	7.14	1
	Answered	14

Q26. Are your day to day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (Please select all that apply)

Participants were given the option to answer for themselves or the person they were caring for and selected the choice as indicated in the table below:

Answer Choices	Responses by %	Responses by No
Yes limited a lot	7	1
Yes limited a little	43	6
No	50	7
	Answered	14

Q27. What is your/the person you are caring for sexual orientation?

Participants were given the option to answer for themselves or the person they were caring for and selected the choice as indicated in the table below:

Answer Choices	Responses by %	Responses by No
Bisexual	0	0
Heterosexual/straight	77	10
Gay	0	0

Lesbian	0	0
Prefer not to say	15	2
Other (please specify)	8	1
	Answered	13
	Skipped	1

Q28. What is your/the person you are caring for status?

Participants were given the option to answer for themselves or the person they were caring for and selected the choice as indicated in the table below:

Answer Choices	Responses by %	Responses by No
Single	0	0
Never married or partnered	0	0
Living as a couple	25	3
Married/civil partnership co-habiting	58	7
Not living as a couple	0	0
Married (but not living with a husband/wife/civil partner)	0	0
Separated (still married or in a civil partnership) divorced/dissolved civil partnership)	8	1
Widowed/surviving partner/civil partner	0	0
Prefer not to say	0	0
Other (please specify)	8	1
	Answered	12
	Skipped	2

Q29. What is your/the person you care caring for religion and belief?

Participants were given the option to answer for themselves or the person they were caring for and selected the choice as indicated in the table below:

Answer Choices	Response by %	Responses by No
No religion	8	1
Baha	0	0
Buddhist	0	0
Christian	75	9
Hindu	0	0
Jain	0	0
Jewish	0	0
Muslim	0	0
Sikh	0	0
Prefer not to say	8	1
Other (please specify)	8	1
	Answered	12
	Skipped	2

Free text responses

Q15. Can you please give details of the reasons for your response/the person you are caring for here?

Participants were invited to use free text in response to Question 14, and 10 participants gave a response as stated below:

“This was done on a Sunday, very few staff. There was no one to give information, where to go – like a morgue. Doctor didn’t introduce self just left us sitting there.”

“Went near my home so useful.”

“Appointment was easy to book at the venue, I wanted. The venue was easy to go, I didn’t have to wait to be seen. Staff were efficient.”

“My own doctor gave me the injection. I didn’t have to go to hospital.”

“I was given a 2 week referral for a ultrascan quickly followed by a second, after this I was given a CT scan and then treatment decided following that.”

“Very poor explanation of the process. Non-engagement from the practitioner - she did not speak to me throughout but conversed through the healthcare assistant. If she wanted me to change positions she spoke to the assistant who then spoke to me.”

“Fast and efficient. Friendly staff that put you at ease.”

“The scan lasted about five minutes and I was given the result immediately.”

“When an appointment was finally received the hospital was excellent in their treatment.”

“I could not ask for a better service from the staff, from start to finish.”

Q16. What went well for you/the person you are caring for when receiving NOUS?

Participants were invited to use free text and gave their responses as below:

“Not a lot, had to wait sometime for attention.”

“Seen within appointment time.”

“I was seen on time on the day. The staff were efficient and took time to explain what would happen during the scan and how I would be informed afterwards.”

“Everything”

“The quickness that it came through. The people who carried out the procedures, their advice following CT then the response of the GP.”

“Poor overall experience – I would not recommend the location of where I had my NOUS”

“Everything from start to finish”

“Staff very helpful doctors.”

“Not kept waiting long for the appointment or for the scan itself on the day, results quickly available.”

Q17. What did not go so well for you/the person you are caring for when receiving NOUS?

Participants were invited to use free text and gave their responses as below:

“The results of the scan were not passed onto the hospital, had them all again.”

“Lack of communication. Poor patient engagement. No choice of location.”

“N/A.”

“Nothing.”

Q18. What would you, the person you are caring for like to see in the future for NOUS?

Participants were invited to use free text and gave their responses as below:

“Its continuation, as it provides swift answers for GP to respond to.”

*“Providing procedure information in advance permitting a choice of locations.
Providing a way to raise concerns.”*

“A good quality accessible service, if based within 4-5 miles of every patient I feel this would be more than satisfactory.”

“Them to continue as now.”

“Doctors need to listen to patients.”

Q19. Do you/the person you are caring for have any other comments?

Participants were invited to use free text and gave their responses as below:

“I was very pleased with the procedure and venue. I would be happy to use the service again.”

“I made the appointment to suit me.”

“I realise how useful NOUS is if required.”

“Unable to comment because I have not had NOUS.”

“N/A.”

“Have never been informed about NOUS.”

“No.”