

Hinckley & Bosworth Locality

Hinckley & Bosworth Locality group is the larger of the localities with 14 GP Practices serving around 110,000 patients. The group evolved from local PPGs into what it is today, that is a group that has developed good communications across all practices within the locality ensuring that all are kept informed of latest developments. The only downside to this is the desire to reach a broader spread of age groups which is sadly lacking, an item I shall touch on later on.

We have representation across as many groups i.e. Alliance, H&B Federation, and a number of working parties as possible so all information fed back from various group meetings can be filtered down to all other PPGs.

Our aim is to make our locality group a central point of information for the area representing all members of the federation whilst contributing to supporting change in the Hinckley & Bosworth area and to monitor that change across the area to ensure patients voices are heard. Working as a group with one voice we can ensure that all rural and urban areas are well represented. A large voice is more likely to be heard and many voices cause change to happen.

Let's look at what we have achieved so far, we have representation on the following:-

- ! **Hinckley & Bosworth Federation** – We have a patient representative on the H&B Federation now who feeds back to the Locality group at each meeting. Representatives of the Locality group have also met with members of the Federation to discuss our input and each other's roles.
- ! **The Out of Hours Service** – which is now run by Derbyshire Health United following the demise of CNCS (Central

Nottingham Clinical Services) has a Patient Experience Group which we have a Locality member on. This discusses issues that affect patients directly and also takes on board patient comments either directly or through reports from DHU patient feedback forms - issues of service levels and signage at OOH centres are being looked at in Loughborough, Hinckley Community Hospital, Lutterworth and Oakham.

- ! **The Alliance** – Two members attend Alliance meetings.

- ! **Urgent care centres** - currently run by Derbyshire Health United, A patient representative sits with representatives of DHU to discuss and assist with the running of the Loughborough UCC.

- ! **Community Healthcare Board** - Patient representation looking into major upgrading of facilities in Hinckley. Since 2014 we have had patient representation on the Board which has looked at improving healthcare in the H&B area. This has involved the Locality dealing with the press as well as attending other public meetings such as “The Voice of the Community” meetings looking into Healthcare in H&B along with local councillors and other bodies.

- ! **Present and promoting PPGs** at “Healthy you Happy You” and the Health Bus.

We have supported PPG Awareness week where for two years running we held an information desk and listening booth at a local garden centre where we spoke to over 1000 people, of which more than 50% were local, this increased the awareness of the public to the work of the PPGs as well as supplying valuable data back to all surgeries discussed with the public about patient perception of individual practices. This year Awareness Week was supported in house at each individuals practice enabling us to promote in house activities such as Cancer, Diabetes and Asthma awareness.

We have acted as a sounding board for the CCG when engagement activities with the public were being planned, this illustrated the trust the CCG have in PPGs.

We have raised issues with the CCG as to Healthcare facilities and programmes in the Hinckley & Bosworth Area which involved site visits to gain a greater understanding of how sections of the NHS operate, these visits included Hinckley & District Hospital and the Endoscopy unit at Manor Road Hospital Market Harborough.

There are two weaknesses as we see it, whilst all information fed back to us along with data we produce is forwarded to all practices not all practices are getting fully involved.

Secondly getting younger people on board to educate them on how the Health service works at ground level. Encouragingly we have a number of contacts we aim to use to meet with Y11 and sixth form to see if there is a way we can engage with them.

What we could bring to the Partnership – We would be the voice of the patient being the only way the CCG would know what patients think. We would bring diversity and a willingness to share our experience along with a fresh view on situations not following the norm but looking outside the box.

As a final note the Locality group is heavily involved with the discussions on the future of Hinckley Health Service which we all know has been having a barrage of press, not all reporting facts rather fantasies and guess work. As I mentioned earlier not only are many voices together heard but many voices can be the bedrock of change, “Watch this space”