



Hampshire & Isle of Wight CCG Partnership response to 'Our Hands Tied' report

Thank you for asking the Clinical Commissioning Groups to respond to the Our Hands Tied report. I am responding on behalf of the Hampshire & Isle of Wight CCG Partnership of North East Hampshire & Farnham, North Hampshire, Fareham & Gosport, South Eastern and Isle of Wight CCGs.

We noted that the report findings reflect ongoing issues highlighted by patients and members of the public through our patient experience and patient and public engagement networks. These are discussed and addressed on a case by case basis. They inform commissioning projects and plans and final contracts with provider organisations as well as the way in which we conduct CCG business. Patient stories on, for example, inability to access NHS 111 have resulted in specific reference to ensuring accessibility by deaf and particularly Deaf (culturally deaf) people to urgent care services. This includes text relay.

The CCGs have committed to undertake the following actions:

- Ensure corporate information such as leaflets, documents and electronic resources are available on request in alternative formats. These include large print, Easy Read and braille.
- Communication support at meetings and events on request to ensure effective and accurate dialogue with everyone. This would include British Sign Language, deaf/blind interpretation and assistance to those with sight impairment or loss.
- Improved access to CCG patient experience service by checking with complaints their information and communication support needs and making provision for these in their patient experience journey. This has included provision of a BSL interpreter at resolution meetings with representatives of a provider organisation.
- Developed an Easy Read complaints leaflet which is currently being piloted.
- Ensured all staff and board members complete safeguarding training relevant to their role and responsibilities.
- Reviewed website accessibility. Recommendations based on best practice are being reviewed. This includes the proposed developed of a video with signing and subtitles on how to make a complaint.

- Developed training for our staff and GP member practices which is offered across the Hampshire & Isle of Wight CCG Partnership. This includes recommending accessible formats and signposting to other sources of information.
- Recommended to GP member practices to:
 1. Implement best practice on baseline information through the conduct an internal audit on staff training, including medical and nursing staff, accessibility and information and communication.
 2. Provide disability awareness as well as deaf awareness training to all staff.
 3. Provide often used information such as the practice leaflet and complaints leaflet, in Easy Read. Review their websites on accessibility for people with sensory impairment and loss.
 4. Sought assurance of compliance with the Accessibility Information Standard through contract quality review meetings.
 5. Written to each provider in Portsmouth and South Eastern Hampshire on best practice in website accessibility. As this is a recommendation of the Accessible Information Standard and not a contractual requirement with CCGs, it cannot be enforced.

North East Hampshire & Farnham CCG are developing a Communications Needs project with Healthwatch Hampshire, focusing on the deaf, mental health and Nepalese communities, this has the ability of successful to be implemented across the partnership.

The CCGs' Equality and Diversity Manager meets with other CCG and provider equality and diversity colleagues at a regional inclusion network. This network provides a forum to discuss issues, share and encourage best practice. For example, the work at Frimley NHS Foundation Trust to ensure compliance of the Accessible Information Standard opened discussion on how other large acute providers in Hampshire might address perceived barriers to implementation.

I hope this responds to the issues raised in the report, if you have any questions please do not hesitate to make contact.

Regards

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