



*Bradford City Clinical Commissioning Group  
Bradford Districts Clinical Commissioning Group*

## **Grass Roots**

### **Insight and feedback for better commissioning**

#### **What is *Grass Roots*?**

*Grass Roots* brings together 'intelligence' from a variety of sources to provide the Clinical Commissioning Group (CCG) with an understanding of what local patients, carers and stakeholders are saying about their experiences of the local NHS services.

#### **Why collect insight and feedback?**

Upholding the NHS Constitution;

- putting patients and the public at the heart of everything we do;
- promoting and embedding a patient focused culture within the NHS;
- ensuring that patient and public voice is not just heard, but actively used to inform commissioning decisions taken by the CCGs.

#### **What we are doing locally in Bradford**

The insight and information collected will help the CCG to:

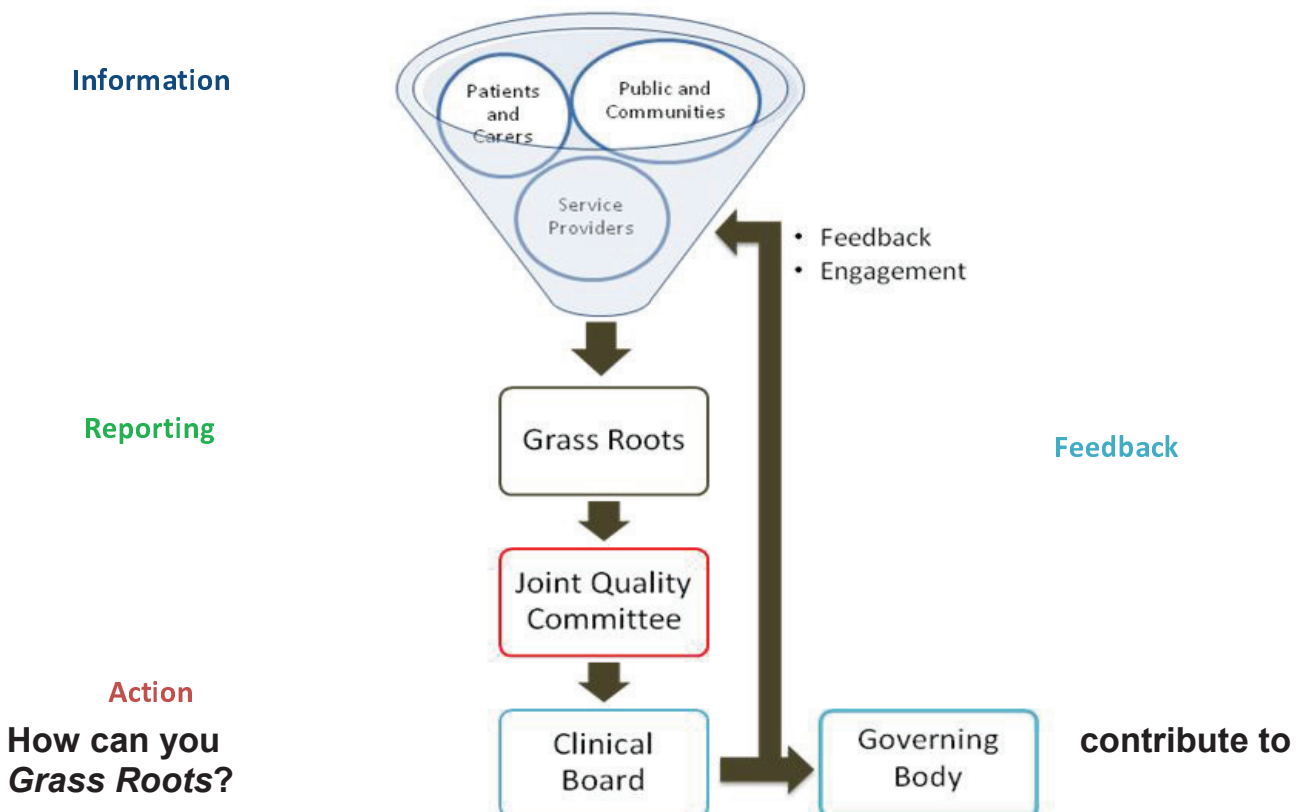
- see what people are saying about the services the CCG are responsible for planning and buying
- understand what people's experiences are of local health service provision
- highlight areas for further exploration and understanding
- identify areas for improvement and/or development in planning and buying health services
- to enable the active participation of patients and public in decisions about the health services they use
- ensure that action is taken on the feedback

## Grass Roots dashboard

Source	Sentiment	Categories for entry	Themes
	Positive	<b>1. Primary care</b> (GPs, Out of hours, prescribing, pharmacy or dentistry with primary care theme)	Primary Care Secondary Care
	Neutral	<b>2. Hospital services</b> (including mental health and community care provided by NHS trusts)	Patient and Public Engagement Integration
	Negative	<b>3. Services and Engagement</b> (PALs, Third sector, meetings, forums, patient and community groups, networks, etc)	Mental Health Women's Health / Maternity 3 <sup>rd</sup> Sector / Community Services
		<b>4. Other</b> (including complaints and correspondence not covered above)	Children's Services Complaints / Procedural

*Grass Roots* is collated on a monthly basis and the themes and categories are considered by CCG bodies responsible for the area of work. A report is then collated on the actions taken to address the issues highlighted.

## Internal Governance



There are many ways to contribute to the *Grass Roots* reports:

- Email us directly – [grassroots@bradford.nhs.uk](mailto:grassroots@bradford.nhs.uk)
- Feedback on NHS Choices or Patient Opinion
- Twitter #NHSBfdgrassroots @NHSBfdCityCCG @NHSBfdDistrictsCCG
- Tell Healthwatch
- Speak to PALs
- Feedback at our consultation events or board meetings
- Get involved – engagement activity, focus groups, planning & development
- Patient Groups and networks
- Take part in our surveys
- Make a complaint
- Speak to our Engagement Team

### **Description of terms used:**

- **Clinical Commissioning Group (CCG):** is the local NHS organisation responsible for buying and planning health services. They are made up of GP member practices. NHS Bradford City CCG has 27 member practices and NHS Bradford Districts CCG has 41 member practices.
- **Governing Body:** The role of our CCG governing body is to make sure that the CCG does its work in the right way.
- **Joint Quality Committee:** The main purpose of the committee is to provide assurance and advice to the governing bodies of both CCGs on the quality of services commissioned and to promote a culture of continuous improvement and innovation with respect to safety of services, clinical effectiveness and patient experience.
- **Clinical Board:** The role of the clinical board is to design and plan the services we need to buy. We are also responsible for engaging with local people to ensure that the services we are paying for and planning will meet your needs.
- **Engagement Team:** The role of the Engagement Team is to ensure that we are listening and connecting to people who use or need to use services.
- **PALs:** PALs offers confidential advice, support and information on health-related matters.
- **Healthwatch:** Their role is to ensure the voice of the public is strengthened and heard by those who commission, deliver and regulate health and care services.

For further details contact:  
[sasha.bhat@bradford.nhs.uk](mailto:sasha.bhat@bradford.nhs.uk)