

THE COMMUNICATIONS AND ENGAGEMENT DASHBOARD - HRW CCG

December 2018 (MONTHLY STATISTICS/RESULTS AND KEY DATA)



Hambleton, Richmondshire and Whitby
Clinical Commissioning Group

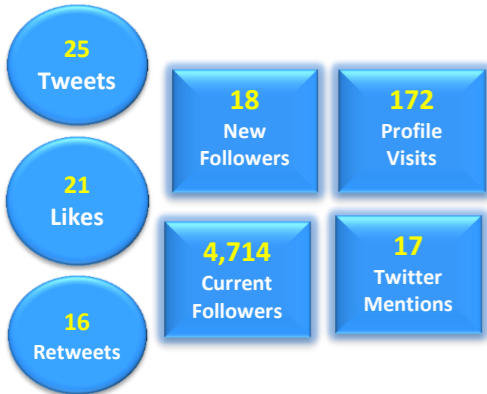
KEY MESSAGES THIS MONTH:

- A fond farewell to CCG Chief Officer
- GP online consultations
- Opening of the Sir Robert Odgen Macmillan Centre
- NHS 111 online
- HelpUsHelpYou
- Stay Well This Winter
- Friarage Hospital newsletter

Key Face to Face Activity this month:

- None

TWITTER



FACEBOOK



Key Social Media Messages this Month:

- Friarage Hospital newsletter
- Speak to your Pharmacist
- NHS 111 online
- GP online consultation
- Opening of the Sir Robert Odgen Macmillan Centre



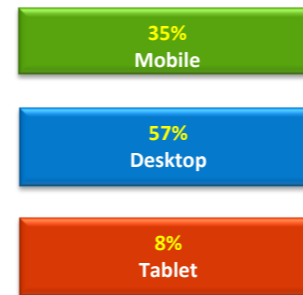
CCG WEBSITE



Most Popular Pages this Month:

- Leave calculator
- Homepage
- Home
- Health professionals
- About us
- Medicines management
- Pathways - Clinical - Resources7

Devices Being Used:



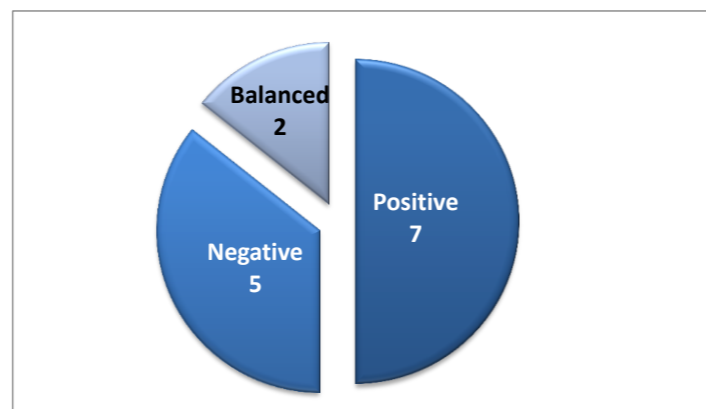
MEDIA COVERAGE



Key media messages and enquiries for the CCG

- A fond farewell to CCG Chief Officer as new
- GP online consultations launched across Hambleton, Richmondshire and Whitby
- Patient Transport Services

Coverage - relating to the CCG:



Newsletters

GP newsletter: 49 Recipients
Open rate: 27.1% (13) Click rate: 12.5% (6) Top link clicked: A fond farewell to CCG Chief Officer

HEN newsletter: 125 Recipients
Open rate: 58.9% (73) Click rate: 17.7% (22) Top link clicked: GP online consultations launched

Stakeholder newsletter: 469 Recipients
Open rate: 33.1% (153) Click rate: 5.6% (26) Top link clicked: A fond farewell to CCG Chief Officer

FOIs

FREEDOM OF INFORMATION REQUESTS

Number of FOIs this month: 9
Total FOIs 2018/19 Year (to date): 179
Total FOIs 2017/18 Year: 261
Total Completed within 20 day deadline to date: 100%

FOIs

-53 %

Percentage Vs Last Month

Average p/month so far: 20
Average p/m Prev Year: 21

PALS

PATIENT ADVICE AND LIAISON (INC COMPLAINTS)

PALS Enquiries Received:

Number of new PALS this month: 6
Total PALS 2018/19 Year (to date): 80
Total PALS 2017/18 Year: 101

Complaints	Compliments	PALs/Concerns
Last Month: 5	Last Month: 0	Last Month: 4
This Month: 4	This Month: 0	This Month: 2

Percentage Vs Last Month

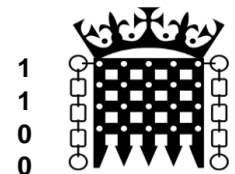
PALS 0 %

PALS Performance	
Total PALS:	
Acknowledgement within 3 days of receipt adherence 100(December18)	
Monthly Adherence (25 working days response) 66.7% (December18)	

Parliamentary

MP LETTERS AND KEY ISSUES IN PARLIAMENT THIS MONTH

MP Letters Received this Month: 1
MP Letters Previous Month: 1
Parliamentary Questions Received this Month: 0
Parliamentary Questions Previous Month: 0



HENs (Health Engagement Network)

HEALTH ENGAGEMENT NETWORK

CLICK TO JOIN

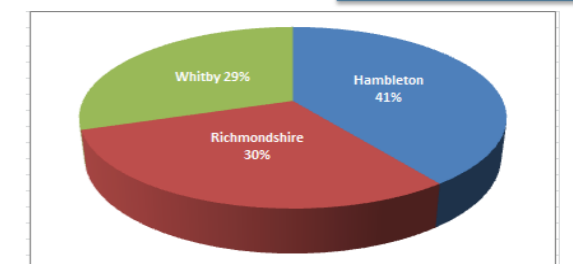
Current HEN Members (Change Month on Month)

Month	Members	Change
Oct	157	2%
Nov	157	0%
Dec	159	1%

Current Area Split (Hen Membership)

*GDPR cleanse introduced in May taking effect Sept 2018

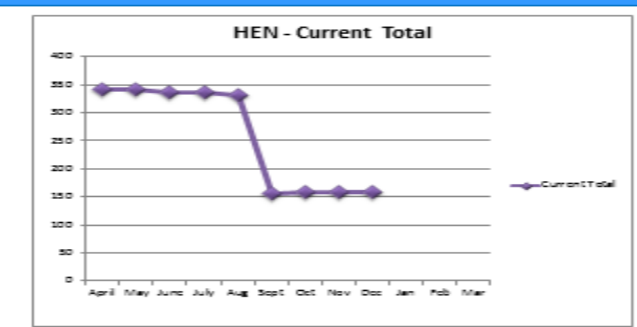
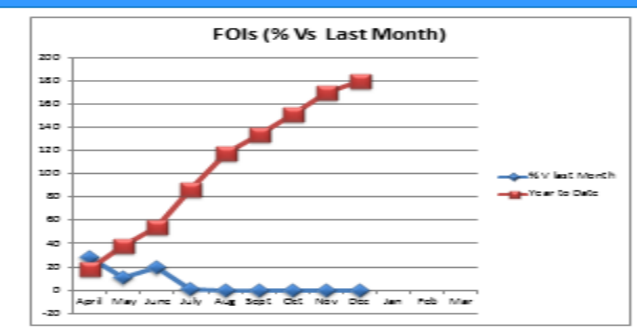
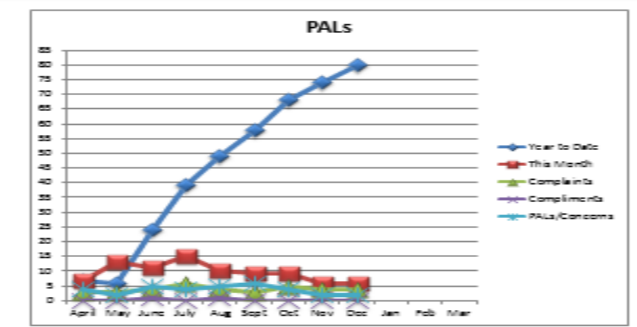
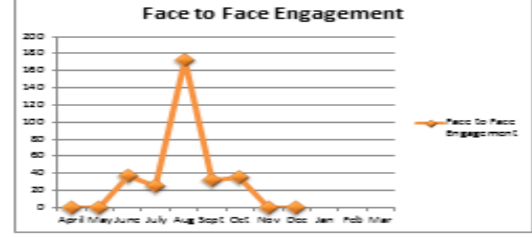
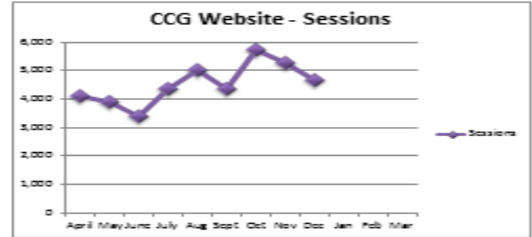
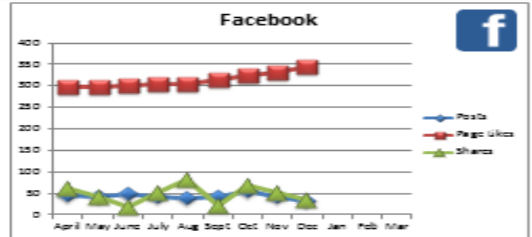
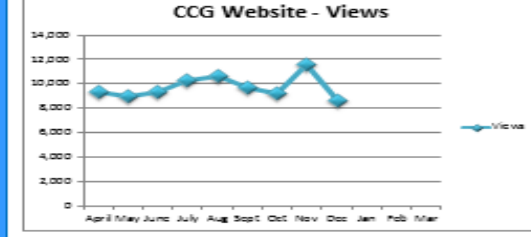
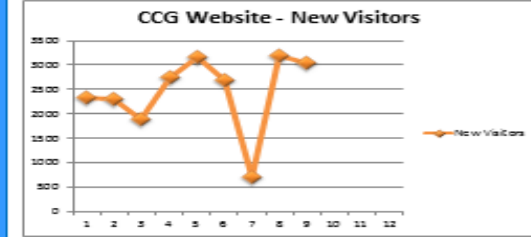
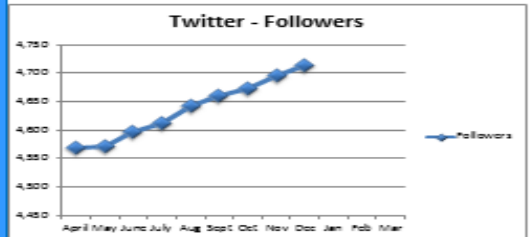
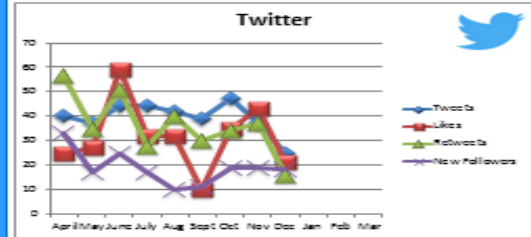
(Proportionate to GP registered population)



HENS

Percentage Vs Last Month

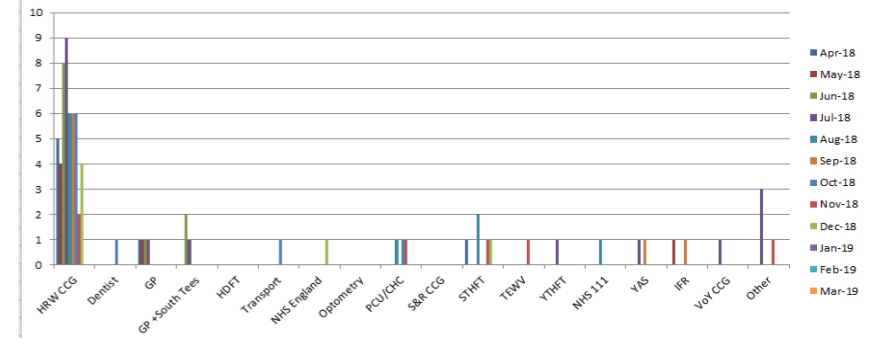
THE COMMUNICATIONS AND ENGAGEMENT DASHBOARD - COLLATION 2018-2019



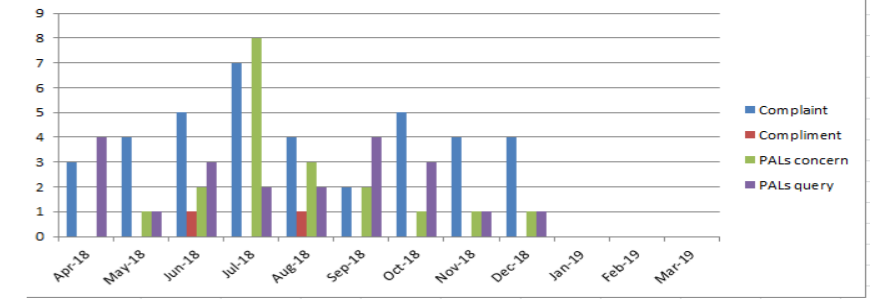
NHS
Hambleton, Richmondshire and Whitby
Clinical Commissioning Group

fit 4 the future

PALs by theme - 2018/19



PALs activity YTD 2018/19



PALs percentage per month

