



Report to Governing Body (Public)

| | |
|--|--|
| Title: | Patient and Public Engagement Report Q1/2 2018/19 – High Weald Lewes Havens and Brighton & Hove CCGs |
| Item number: | |
| Date: | |
| Author: | Jane Lodge, Head of Engagement |
| Accountable Executive Director: | Tom Gurney, Director of Communications and Engagement |
| Clinical Lead: | n/a |
| Purpose of the report: | |
| These reports outline Patient and Public Engagement (PPE) activity for this time period, thus providing assurance on our legal duties to engage and adherence to the value “Placing patients and families at the centre”. | |
| Summary of key issues: | |
| <ul style="list-style-type: none">• All CCGs have legal duties regarding the engagement and involvement of patients, carers and the public in the planning and commissioning of services.• Across the Central Sussex and East Surrey Commissioning Alliance CCGs, methods, focus and delivery of PPE have varied considerably.• The Engagement Team (part of the wider Communications and Engagement Team) has worked across the Alliance to:<ul style="list-style-type: none">- Develop common core systems for planning and recording engagement- Develop common methodologies for core activities- Explore alignment of engagement with our Patient Participation Group Networks- Deliver the Big Health and Care Conversation across the Alliance in a consistent and co-ordinated manner- Ensure that impact is identified and fed back to participants appropriately- Expand engagement with equalities groups throughout the areas- Build on existing relationships with Healthwatch and the Voluntary and Community Sectors (VCS)• These reports outline PPE activity in Brighton and Hove and High Weald Lewes | |



| | |
|---|--|
| <p>Havens CCGs in Q 1 and 2 2018/19, and plans for further engagement. The reports also outlines areas where engagement has impacted, including some actions taken as a result of the feedback (“you said we did”)</p> | |
| <p>Corporate aims this paper relates to:</p> | |
| <ul style="list-style-type: none"> • Making decisions openly – Transparency and clarity in our decision making • Listening and respecting – Valuing staff, stakeholders and partners • Patients and families at the centre – Engaging with our populations in a clear and open way • Being accountable – Clear accountability to each other and our community | |
| <p>Recommendation / decision required:</p> | |
| <p>These reports are for note.</p> | |
| <p>Implications</p> | |
| Quality and Safety | |
| Financial | <p>Costs related to engagement include operational costs, reward and recognition payments, and commissioned equalities engagement in the Brighton and Hove CCG area.</p> |
| Patient and Public Involvement | <p>These reports outline Patient and Public Involvement activity.</p> |
| Equality and Diversity | <p>These reports outline how we reach and hear from the diverse groups in our local populations.</p> |
| Workforce and Educational | <p>n/a</p> |
| Risk | <p>There is a risk of challenge should we not comply with our legal duties to engage with local populations.</p> |
| Legal | <p>Legal compliance with:</p> <ul style="list-style-type: none"> • Health and Social Care Act 2012, Section 14Z2 • Equality Act 2010- section 149 (Public Sector Equality Duty) • <i>Patient and public participation in commissioning health and care: statutory guidance for CCGs and NHS England</i> (NHS England, April 2017) |

| Committees / meetings where this item has been considered: | |
|---|-------------|
| Governing Body standing committee | Date |
| Quality and Safety Committee (South) | 9/1/19 |
| | |
| | |
| | |

Patient and Public Engagement Report

CCG: Brighton and Hove

Time period: April 2018- September 2018

1. National Level Engagement

1.1 The Engagement Team facilitate local patients, carers and the public to respond to consultations carried out at a national level, through publicising opportunities through our networks and in our public facing newsletters.

1.2 The consultation on “conditions for which over the counter items should not routinely be prescribed in primary care’ ran from December 2017 – March 2018, and was publicised widely across our population. The resulting report of findings shaped the guidance provided to CCG medicines management teams.

1.3 The consultation on Evidence Based Interventions ran from July to September 2018, and was reported on in November 2018. Information about this consultation was cascaded through our networks. This consultation clearly links to work on unwarranted variation across the Sussex CCGs.

2. STP Engagement update

2.1 The STP Communications and Engagement Network, which comprises leads from NHS commissioners and providers and Local Authorities, meets bi-monthly to discuss key priorities for communications and engagement relating to STP wide work.

The group met in November 2018, where there was early discussion about planning engagement for the STP Case for Change and NHS Long Term Plan in early 2019, discussion included beginning to map key engagement areas, campaigns, events and meetings across the STP area.

2.2 The STP Engagement and Equalities Reference Group comprises:

- Communications and engagement key leads
- CCG Lay Members for Patient and Public Engagement
- Provider Lay Members
- Voluntary and Community Sector leaders
- Healthwatch leads
- Campaign group representative
- Equalities Leads

The group meets quarterly; at the last meeting (October 2018) key discussion areas related to:

- Communications and Engagement as an enabler for the STP workstreams
- Urgent care developments and planned engagement
- Development of the Engagement Framework across the STP area

- Update on the Clinically Effective Commissioning and ongoing engagement requirements
- How Engagement is reported effectively to Governing Body Lay Members in order to provide assurance to the wider Governing Bodies.

As the work programmes for STP areas develop, the group will play a key role in the overview of plans for engagement, and ensuring that equalities issues have been considered appropriately.

3.0 Alliance Engagement update

3.1 The Engagement Team across the Alliance CCGs has been working closely over the past 6 months to:

- Align processes and documents
- Develop a consistent approach to the Big Health and Care Conversation, including key events, logging and recording impact
- Share good practice and provide mutual support across the team
- Work closely with Communications colleagues to ensure that the messaging to patients, carers and the public is clear, consistent and informative
- Extend reach to wider groups, communities and individuals in each area

3.2 A key area of patient, public and key stakeholder engagement over the past two quarters has been engagement in decisions relating to our financial recovery plans. A process was agreed across the Alliance in recognition of the need to take decisions in a timely way in order to maximise in year savings. Two short life groups have been established for the North and South places, comprising patients, voluntary and community sector leaders and Healthwatch leads; these “Engagement and Equality Overview Groups” have a remit to review plans for savings and the associated Equality Impact Assessments, to help ensure that impact has been fully identified and that all mitigating actions explored.

The future of these groups will be reviewed in December 2018, in line with ongoing savings plans into the next financial year

2.3 As the two East Sussex CCGs and Coastal West Sussex CCG are now under the remit of the Alliance Accountable Officer, the alignment of engagement processes over this wider area is to be explored in the latter part of 2018, building on the existing good relationships and joint working between the respective engagement teams.

4.0 CCG Engagement Update Brighton and Hove CCG

Brighton and Hove CCG is committed to seeking the views of and feedback from, those using local health services and their families and carers. As the CCG is co terminus with the Local Authority, and a defined geographical area, we have been able to develop collaborative ways of working with colleagues in the Local Authority, in particular Public Health and Adult Social Care.

The population of the city is diverse, and as such there are a range of engagement approaches employed, including close working with those who have strong links to communities- such as community development workers, Voluntary and Community Sector organisations and Health Champions.

4.1 CCG corporate engagement update

| Activity | Date | Numbers engaged and population |
|---|----------------|--|
| Governing Body April 2018 | April 2018 | 2 |
| Governing Body (in common with High Weald Lewes Havens CCG) | June 2018 | 1 |
| Governing Body | July 2018 | 2 |
| Governing Body in common | September 2018 | 0 |
| Primary Care Patient Reference Group (October 2018) | October 2018 | 12 members – patients, VCS and Healthwatch |
| Primary Care Commissioning Committee | April 2018 | 0 |
| Primary Care Commissioning Committee | June 2018 | 1 |
| Primary Care Commissioning Committee | August 2018 | 4 |

4.2 Big Health and Care Conversation

The Big Health and Care Conversation was launched in Brighton and Hove in July 2017, followed by a period of sustained activity over the remainder of 2017. A You Said, We Did report was produced in early 2018. Since then the focus has been on rolling out the BH&CC in other areas across the Central Sussex and East Surrey Commissioning Alliance, and engagement in Brighton and Hove has related more to mainstream work than branded BH&CC activity over the period.

| Activity | Numbers engaged and population | Impact/Key topics |
|---|--|--|
| Big Health and Care Conversation Survey | Ongoing Closes end December 2018 | Various (related to Big Conversation Talking Points) |

4.3 Key engagement areas – commissioning

4.3.1 Commissioners are expected to complete and Engagement and Equality planning document for each commissioning area. The engagement team are working with commissioners to

support understanding of the need for patient public engagement and related Equality Impact Assessment, and to ensure that planning is timely and appropriate.

4.3.2 The Commissioner Guide to Engagement, developed for Brighton and Hove CCG, is to be revised and shared across the Alliance, and in house training on Patient and Public Engagement will be offered to commissioners in early 2019.

| Activity | Numbers engaged and population | Impact/Key topics |
|--|---|--|
| Online GP consultations | West Hove Forum 18.07.(18 members of the public) Arch Practice 01.08.17 (6 patients) Action for deafness coffee morning 07.08.18 (14 people) Charter Medical Centre 07.08.18 (27 patients) Brighton Train Station 21.08.18 Over (40 people) Brighton Train Station 23.08.18 Over (30 people) | Benefits and barriers of online GP consultations |
| Dementia | Approx. 300 people from Protected Characteristic Groups Approx. 100 people through attendance at various groups (such as PPGs, West Hove Health forum, Equalities and engagement group) | Feedback contributed to the development of a new specification for the Memory Assessment Service |
| Rottingdean branch GP practice closure | 5 engagement events; Approx 150 people engaged | Key areas: Travel concerns Difficulty in getting an appointment |
| Hove Park Villas & Trinity GP Practice Merger event | 3 engagement events; Approx 100 people engaged | Key areas- continuity of care, access to appointments |
| North Laine and St Peters GP practice proposed merger | 3 engagement events, Approx 200 people engaged | Parking; access to appointments |
| Ophthalmology survey | Ongoing (users of Ophthalmology services) Closes November 2018 | To inform review of ophthalmology services across Alliance |
| Community Pharmacy Anti coagulation monitoring service (CPAMS) | Provider survey Focus group – approx. 10 patients | Feedback from the survey helped shape the CPAMS specification Patients on the procurement panel brought a user perspective to the |

| | | |
|--|--|---|
| | | discussions, raised questions for bidders, and contributed to the scoring of relevant questions. |
| Mental Health | A range of engagement activities including, events, focus groups and surveys | The feedback from engagement informed the development of the service specification for the re-procurement of some of our Mental Wellbeing services |
| Neurodevelopmental services for children | Focus group with parents/carers; parents and carers on ongoing working group (approx. 10 people) | Contribution to business case for children's neurodevelopmental services |
| Support services for children with complex needs | Stakeholder engagement event | Feedback contributed to the review of support services and options appraisal |
| Cancer | A survey produced as a requirement of the Cancer Locally Commissioned Service (LCS); available online and distributed in paper form by GP practices to Cancer patients | Feedback was used to review and update the Cancer Locally Commissioned Service Feedback used to inform GP practices where patient satisfaction is low, in order to make improvements Feedback about secondary care passed to cancer services within the hospital, in order to improve services. |
| Primary Care | Reference group, comprising patients, carers, VCS representatives and Healthwatch (12 members) | The group contributed to the shaping on the Primary Care Strategy, and have |

| | | |
|-----------------------------|---|---|
| | | continued to contribute to developments including estates and workforce support |
| Referral Management Service | Review of patient letters by a range of service users, including older people, students, people with learning disabilities and BME people | The patient letters were re written to ensure they were clear, concise and provided the right information |
| Mental Health | Young people ambassadors developed a young person friendly local transformation plan | Young people more able to understand the local transformation plan |
| Caring Together programme | Review of all draft programmes and projects by Voluntary and Community Sector organisations | Plans reflected the input of the VCS and their partnership in the programme |

4.4 Equalities based engagement

The CCG commissions a number of Voluntary and Community Sector (VCS) organisations (“ECHO groups”) to engage with some of the groups and communities that we do not hear from in our mainstream engagement work.

The populations are:

- Older people who are isolated, in Senior Housing or care homes
- Young people aged 16-25
- Disabled People
- Adults with Learning disabilities
- LGBT People
- Black, Asian and Minority Ethnic people
- Gypsies, Roma and Travellers
- Carers and Parent Carers
- People living with mental health conditions

A number of these are funded jointly with the Local Authority.

The groups engage on given topics every three months, with topics linked to commissioning priorities, also with the opportunity to explore areas of concern to the different communities.

The engagement workers from the VCS groups meet with the CCG and Local Authority on a quarterly basis, where impact of the engagement is reviewed, and information provided for upcoming engagement topics.

Over the period April – September 2018, the groups covered:

- Dementia*
- Online GP consultations

(*note that the young people’s engagement focussed on the wellbeing of disabled young people)

Feedback has helped to shape ongoing commissioning of these areas.

| Activity | Numbers engaged and population | Impact/key topics |
|--|--|--|
| ECHO groups | Approx. 300 | Dementia |
| ECHO groups | Approx 500 from protected characteristics groups | GP online Consultations |
| Deaf Services Liaison Forum | Approx 20 people at forum | A forum of Deaf people, organisations that work with D/deaf people, voluntary and statutory sector Key topics: <ul style="list-style-type: none"> - Primary care - Online consultations - Mapping of places that Deaf people meet - Access to BSL interpreting - Access to BSL counsellors through NHS MH services |
| Creation of toolkit for GP practices for liaison with Deaf patients (Interviews with Primary Care clinicians and staff, and pharmacists Building on existing feedback from Deaf community) | Ongoing (expected October 2018) | Feedback will shape the toolkit for General Practice, which will be rolled out across the Commissioning Alliance |

4.5 Health Network

4.5.1 The Health Network enables patients and the public to work together to get a better understanding of how to shape local health services for our communities. Its aims are to give the chance for people to have their say and debate issues, to access up to date information and help us improve health services. The Health Network in Brighton and Hove has been developed through an existing database of Health Champions and those who have expressed interest in our work.

4.5.2 Members will receive a monthly Health Network News from November 2018, which will include regular updates and news with opportunities to get involved in our work.

4.6 PPG Update

4.6.1 It is estimated that approx. 28 of the 36 GP practices in Brighton and Hove have a PPG.

4.6.2 The role of PPGs is primarily to support the practice – giving thoughts, ideas and opinions, helping with specific pieces of work that call for a patient perspective and acting as a communicator between the practice and their community. In addition, PPGs can have a key role in discussing key issues for wider health and wellbeing, and can be a source of feedback and engagement for the CCG.

4.6.3 PPG members represent their PPG on the city wide PPG Network.

4.6.4 We are currently running a survey of PPGs, to ascertain the how they are working in each practice, key areas of discussion in PPG meetings/forums and information or support needs they might have. This will be collated across the city, and compared with other Alliance CCGs who are carrying out the same survey; this will enable us to develop support and provide information for all PPGs in the wider area.

4.7 PPG Network

The PPG Network comprises representatives from the City's PPGs; each PPG can have up to two representatives, who attend meetings three times a year.

| Strategic forum | Numbers engaged and population | Impact/Key topics |
|--------------------------------|---|--|
| PPG network meeting April 2018 | 11 Network Members, VCS and Healthwatch | - PPG Network review and asset mapping |

| | | |
|-------------------------|--|--|
| | attendance | |
| PPG Network August 2018 | 18 Network members, VCS and Healthwatch attendance | <ul style="list-style-type: none"> - Financial situation across the Commissioning Alliance (CCG Chair) - Online GP consultations - PPG support by the VCS |

4.8 Partnership working

| Activity | Partners | Numbers Engaged | Impact/Key topics |
|---|---|-----------------|--|
| LGBT inclusion award | LGBT Switchboard | n/a | CCG involvement in the LGBT inclusion award |
| HIV Stigma working group | BSUH, THT, Lunch Positive, Sussex University, aids alliance, Sussex Beacon, Family planning, MiND | n/a | Delivering the towards Zero (HIV) strategy |
| EquiP (Equalities and Inclusion Partnership) | CCG; Brighton and Hove City Council: VCS; Brighton and Sussex Hospitals Trust; LGBT Switchboard; Sussex Police East Sussex Fire and Rescue; Brighton University | n/a | Joint working across Equality, diversity and Inclusion Initiatives, including: <ul style="list-style-type: none"> - Recruiting of a joint post of Workforce Diversity Manager (statutory sector) - The Power of Volunteering Action Plan - International Migrant Needs assessment |
| VCS review of the Caring Together programme | VCS partners | | Contribution to the Care Programme narrative and detail within the Caring Together Programme |
| VCS Health and Social Care Network (April 2018) | VCS organisations with and interest in Health and social Care | Approx. 60 | Presentation given and question answered on: <ul style="list-style-type: none"> - STP - Alliance development - Finances - Caring Together programme |
| “What’s Out There?” event for People with | Local authority, VCS | Approx. 250 | General awareness raising on use of urgent care services and #helpmyNHS |

| | | | |
|-----------------------------------|--|--|--|
| Learning disabilities (July 2018) | | | |
|-----------------------------------|--|--|--|

4.9 Working with communities and outreach

| Activity/outreach | Numbers engaged and population | Impact/ Key Topics |
|--|---|--|
| West Hove Health Forum | Approx 30 local residents/VCS/community leads | Various, including Urgent Care, Finances and Social Prescribing |
| Brighton General Community Health Hub engagement event (June 2018) | 43 members of the public | Information about the CCG and how to become involved with our work |

4.10 Complaints and informal issues

4.10.1 Complaints and informal issues are part of the engagement process, in that they provide valuable information about how people are experiencing health services.

4.10.2 We will be working with the complains team over the next few months to ensure triangulation of feedback takes place, and that we are identifying key areas of concern and taking appropriate remedial action.

4.11 Provider Engagement

We continue to have good links with our main provider organisations.

4.11.1 Brighton and Sussex University Hospitals NHS Trust:

The engagement team attended the Trust's Patient Experience Panel in September 2018

4.11.2 Sussex Partnership NHS Foundation Trust (SPFT)

The engagement team met with the Engagement Lead and have shared resources; newsletters to patients are shared, as are appropriate engagement opportunities.

4.11.3 Sussex Community NHS Foundation Trust (SCFT)

The engagement team attended the Brighton General Community Health Hub event, which was run by SCFT.

4.11.4 Voluntary and Community Sector providers

A Mental Health VCS provider event was held in July 2018, as part of the upcoming tender for MH Community Support services.

We continue to work with our VCS providers through individual commissioning areas

The Head of Engagement gave a presentation at a VCS Health and Social Care Network meeting in April 2018, attended by many of our VCS providers, and answered questions on a range of areas.

4.12 You Said, We did – examples

You said - “The CCG invites the public to meetings but the website doesn’t make it clear what the meetings are about and in what capacity the public can contribute (if at all)”

We did- We have updated the CCG website to clarify details of meetings: <https://www.brightonandhoveccg.nhs.uk/get-involved/events>

You said- We don’t understand what the impact of your financial situation has on the population of Brighton and Hove

We did- We have organised 3 finance drop in events across Brighton and Hove for people to come along and raise their concerns, have their questions answered and have the financial situation explained to them

You said- GPs are too busy for “prevention”; the existing social prescribing service in some areas of the city should be extended across primary care, and there should be access to healthy living advice from GP surgeries

We did- We have now extended our Community Navigator (social prescribing) service to be available to all GP practices in the city. We are trialling some new ways of working between our Health Trainers and GP practices; if these work well, we will extend them across the city

You said- there is no support for people diagnosed with Dementia after the first year after diagnosis, or for their carers

We did- we have re specified our dementia service, which will include support on an ongoing basis. We have worked with the Local Authority to commission the Carers’ Hub, which provides support for those caring for people with dementia

4.13 Communications

4.13.1 Good communication is the cornerstone of effective and meaningful participation; we work closely with our Communications team to ensure that public facing information is informative, easy to read and offered in accessible formats.

4.13.2 During Qs1&2 we have continued to extend our use of social media to reach and inform our communities.

Brighton and Hove CCG Facebook page – <https://www.facebook.com/nhsbhccg/>

Twitter – These short, captivating messages provide Brighton and Hove CCG with a fresh and valuable way of engaging with a wider audience delivering messages such as the #HelpMyNHS campaign. @NHSBrightonHove

Our Clinical Chair and Accountable Officer also have their own new active accounts.

4.13.3 The Engagement team have produced a quarterly PPG Newsletter, which has been sent out widely across PPGs and other key stakeholders:

<https://www.brightonandhoveccg.nhs.uk/get-involved/patient-participation-groups-ppgs> From November 2018, this will become the Health Network News, a generic newsletter which will be sent out widely to our Health Network database plus other key stakeholders (such as Councillors, GP Practice Managers and provider contacts).

4.13.4 In this period, two updates been sent to key stakeholders relating to the Alliance development and our financial position.

4.14 Future engagement

| | Detail/ Dates |
|---|---|
| Big Health and Care Conversation in the Community | Big Conversation Event – Hove 9 th November Ageing Well Event - 14 th November Hangleton and Knoll Health Forum 21 st November |
| STP Case for Change/NHS Long Term Plan | Early 2019 tbc |
| Commissioner engagement | Urgent Care engagement – early 2019 Joint Health and Wellbeing Strategy – early 2019 ReSPECT project engagement – November/December 2018 |
| Finance drop in | 3 x Drop in sessions (Whitehawk, West Hove, Central Brighton) |

| | |
|-----------------------|--|
| session | October/November 2018 |
| Workplace engagement | Sussex Police - October 2018 Brighton & Hove City Clean – tbc early 2019 Staff Engagement - early 2019 |
| Equalities engagement | Deaf Services Liaison Forum – November 2018 ECHO groups – ongoing (quarterly topics and meetings) |
| PPG Network meetings | January 2019 PPG Conference: February 2019 tbc |

4.15 Engagement monitoring and recording

4.15.1 Commissioners are expected to use the Alliance wide Engagement and Equalities planning document to ensure that patient, carer and public engagement in commissioning is planned appropriately and in a timely way, and that Equalities Impact Assessment is included at an early stage of the planning process in order to inform additional engagement required with certain groups.

4.15.2 All wider engagement, such as that within the Big Health and Care conversation, is recorded thematically, and sent to appropriate commissioners for their comment, and the reporting of “You Said, We (have, will, cannot)”.

4.16 Engagement Team (South Place) developments

In order to support commissioners in undertaking engagement and understanding engagement reporting, the Engagement Team has developed a number of initiatives to enhance this. The initiatives are outlined below:

- The Engagement Team (South Place) will hold quarterly meetings to ensure commissioners are informed and supported; these will be attended by the newly established Engagement Champions.
- Engagement Champions will be appointed within each team and will be responsible for advocating engagement, equalities and participation.
- New commissioners have commented that they are unsure and unclear of the engagement monitoring and reporting process. A process map is being developed to support the commissioner’s understanding of the process monitoring and reporting process; this will be rolled out across the Alliance CCGs.

- To assist commissioners in their understanding of engagement, the Engagement Team will be developing 'outcome' narrative examples to highlight the impact of the engagement activity.
- "Community Ambassadors" will be developed across the Alliance and wider CCG area, in order to add capacity to engagement activity, and support routes to talking with individuals and communities whom we struggle to hear from through some of our regular engagement mechanisms.

Patient and Public Engagement Report

CCG: High Weald Lewes Havens

Time period: April – September 2018

1.0 National Level Engagement

1.1 The Engagement Team facilitate local patients, carers and the public to respond to consultations carried out at a national level, through publicising opportunities through our networks and in our public facing newsletters.

1.2 The consultation on “conditions for which over the counter items should not routinely be prescribed in primary care’ ran from December 2017 – March 2018, and was publicised widely across our population. The resulting report of findings shaped the guidance provided to CCG medicines management teams.

1.3 The consultation on Evidence Based Interventions ran from July to September 2018, and was reported on in November 2018. Information about this consultation was cascaded through our networks. This consultation clearly links to work on unwarranted variation across the Sussex CCGs.

2.0 STP Engagement update

2.1 The STP Communications and Engagement Network, which comprises leads from NHS commissioners and providers and Local Authorities, meets bi-monthly to discuss key priorities for communications and engagement relating to STP wide work.

The group met in November 2018, where there was early discussion about planning engagement for the STP Case for Change and NHS Long Term Plan in early 2019, discussion included beginning to map key engagement areas, campaigns, events and meetings across the STP area.

2.2 The STP Engagement and Equalities Reference Group comprises:

- Communications and engagement key leads
- CCG Lay Members for Patient and Public Engagement
- Provider Lay Members
- Voluntary and Community Sector leaders
- Healthwatch leads
- Campaign group representative
- Equalities Leads

The group meets quarterly; at the last meeting (October 2018) key discussion areas related to:

- Communications and Engagement as an enabler for the STP workstreams

- Urgent care developments and planned engagement
- Development of the Engagement Framework across the STP area
- Update on the Clinically Effective Commissioning and ongoing engagement requirements
- How Engagement is reported effectively to Governing Body Lay Members in order to provide assurance to the wider Governing Bodies.

As the work programmes for STP areas develop, the group will play a key role in the overview of plans for engagement, and ensuring that equalities issues have been considered appropriately.

3.0 Alliance Engagement update

3.1 The Engagement Team across the Alliance CCGs has been working closely over the past 6 months to:

- Align processes and documents
- Develop a consistent approach to the Big Health and Care Conversation, including key events, logging and recording impact
- Share good practice and provide mutual support across the team
- Work closely with Communications colleagues to ensure that the messaging to patients, carers and the public is clear, consistent and informative
- Extend reach to wider groups, communities and individuals in each area

3.2 A key area of patient, public and key stakeholder engagement over the past two quarters has been engagement in decisions relating to our financial recovery plans. A process was agreed across the Alliance in recognition of the need to take decisions in a timely way in order to maximise in year savings. Two short life groups have been established for the North and South places, comprising patients, voluntary and community sector leaders and Healthwatch leads; these “Engagement and Equality Overview Groups” have a remit to review plans for savings and the associated Equality Impact Assessments, to help ensure that impact has been fully identified and that all mitigating actions explored.

The future of these groups will be reviewed in December 2018, in line with ongoing savings plans into the next financial year

3.3 As the two East Sussex CCGs and Coastal West Sussex CCG are now under the remit of the Alliance Accountable Officer, the alignment of engagement processes over this wider area is to be explored in the latter part of 2018, building on the existing good relationships and joint working between the respective engagement teams.

4.0 CCG Engagement Update- High Weald Lewes Havens CCG

In order to shape a shared vision for the future of local healthcare, NHS High Weald Lewes Havens CCG must listen to, understand and act on what really matters to patients and people in our communities. This is also essential in order to ensure the best use of public funds, to deliver services that respond to patients' needs and offer the best possible experience.

We have therefore been proactive in seeking out the views and experiences of our local community, patients and carers, and especially of those less able to speak for themselves. Our Connecting for You (C4Y) programme is our local plan for the delivery of health and care services for local people; this has required a high degree of joint working with neighbouring CCGs given that local residents access hospital care in other areas, and that East Sussex County Council spans both our CCG and Eastbourne, Hailsham and Seaford and Hastings and Rother CCGs.

4.1 CCG corporate engagement update

Governing Body meetings for High Weald Lewes Havens CCG are held in "in public", with meetings are advertised and papers uploaded onto <https://www.highwealdleweshavensccg.nhs.uk/publications/our-governing-body/>

In the Governing Body meetings in this period, and also in the Primary Care Commissioning Committee, there were no members of the public in attendance despite these being meetings "in public". We will be working with colleagues in Brighton and Hove CCG to ensure that the meetings are well publicised going forward, and will explore the feasibility of having "open sessions" before or after the main GB meeting, where the public are able meet and ask questions of GB members

| Activity | Numbers engaged |
|---|-----------------|
| Governing body 25/04/2018 | 1 |
| Governing body 23/05/2018 | 2 |
| Primary care Commissioning Committee 04/07/2018 | 0 |
| Governing body 25/07/2018 | 2 |

4.2 Big Health and Care Conversation

| Activity | Numbers engaged and population | Impact/Key topics |
|--|--------------------------------|--|
| Big Health and Care Conversation event Newhaven (April 2018) | Approx. 60 | Opportunity for the public to talk to commissioners about health and social care, Talking Points: <ul style="list-style-type: none"> • Frailty • Primary Care & prevention • Emotional Health and Wellbeing • Urgent Care • Sustainability and Transformation Partnership |

| | | |
|---|------------|--|
| | | <ul style="list-style-type: none"> • Finance |
| Havens community navigator meeting (16 April) | Approx. 12 | Discussion around the healthcare needs picked up by Community Navigators |
| STP Carers Meeting (May 2018) | Approx. 60 | Listening to the health and social care needs of unpaid carers |
| Havens Frailty Workshop (June 2018) | Approx. 20 | How to improve services for frailty patients. |

All feedback from the above has been logged and themed, and fed back to commissioners to denote “*You said, we have/will/cannot*”

The intelligence will be collated with that from the second Big Conversation Event in Lewes on 31st October 2018

The Big Health and Care conversation has been running across all Alliance areas; a collated thematic report will be produced in early 2019; this will include information from Eastbourne, Hailsham and Seaford, Hastings and Rother and Coastal West Sussex CCGs to give a cross STP footprint summary, which will also help inform the STP Case for Change and NHS 10 Year Plan engagement.

4.3 Key engagement areas – commissioning

| Activity | Numbers engaged and population | Impact/Key topics |
|---|---|--|
| Eye health Survey | 43 | To help inform commissioning of ophthalmology services across the Alliance South area |
| Dementia | Dementia Golden Ticket : ongoing engagement with service users and carers | Informing the ongoing development of the Golden Ticket work, and plans to roll out more widely |
| Mental Health: Personality Disorder Service working group | Working group includes service users and carers | Services user and carer input shapes and guides the Personality Disorder service |
| Dermatology: Focus group and survey Procurement | 5 events with a total of 26 attendees Survey- 19 people fully completed the survey and 37 partially completed Dermatology Forum 6 people 27/04/2018 | Feedback shaped the specification for the new Dermatology service Service user input to the procurement process brought a lay perspective to the evaluation process |

| | | |
|--------------------------|---|---|
| Prevention and self care | Ongoing feedback regarding our “Know Your Own Health” Health Coaching Service | Feedback from those using the service supported ongoing improvement, and helped shape thinking around a wider scope Health Coaching service |
| Urgent Care | Feedback from PPG forums ; cascading of information on #HelpMyNHS | Feedback from PPG forum members has helped shape plans for urgent care, including extended GP access and publicizing urgent care options. |

4.4 Equalities based engagement

| Activity | Numbers engaged and population | Impact/key topics |
|--|--------------------------------|---|
| DeafCOG | Approx 10 D/deaf people | Cultural outreach group that hosts activities for deaf people. Understand the health needs of deaf people and the barriers in terms of accessing health information and services. |
| Action for deafness coffee morning | 14 deaf people | Gathering views on GP online consultations |
| East Sussex Seniors Association 11 May | Approx. 30 older people | To discuss and listen to the health needs and experiences of older people |
| East Sussex Seniors Association 13 July | Approx. 30 older people | To discuss and listen to the health needs and experiences of older people |
| Toddlers Group 18 June | Approx. 15 Parents | Speaking to parents about the health needs of theirs and their children’s health needs and any barriers they might have in accessing health and social care |
| LGBTQ group 22 June | Approx. 15 LGBTQ people | Speaking to LGBTQ people about their health needs and any barriers they might have in accessing health and social care |
| The Foyer 25 June | Approx. 10 young people | The Foyer is supported housing for young (16-24) homeless people where we talked to them about the health and social care issues that are important to them |
| Carers Forum 30 May | Approx. 200 carers | An opportunity for carers to feedback on the healthcare needs/ barriers facing them as carers and the people they care for |
| DeafCOG meeting 8 June | 8 deaf people | Engagement with deaf communities about their health and social care needs/ barriers. |
| Carer Friendly Communities Session 17 July | 10 carers | Engaging with carers around the support available to themselves and for the people they care for. |
| Tea Club (Peacehaven) | Approx. 20 older | Talking to people over the age of 65 about their |

| | | |
|-----------------------|--------|------------------------------|
| 18 th June | people | health and social care needs |
|-----------------------|--------|------------------------------|

4.4.1 The engagement team is developing a plan to extend engagement to wider communities and groups across Horsham, Mid Sussex and Crawley during early 2019, in line with population profiles and JSNA data for each area.

4.4.2 It is accepted that a range of approaches will be needed in order to reach and hear from the diverse communities in the area; a proposal for a “Community Ambassador” programme is being developed which will include identified “champions” or key links as trusted intermediaries or engagement with groups and communities who do not engage through our usual methods

4.5 Health Network

4.5.1 The Health Network enables patients and the public to work together to get a better understanding of how to shape local health services for our communities. Its aims are to give the chance for people to have their say and debate issues, to access up to date information and help us improve health services. Members will receive a bi monthly Newsletter which will include regular updates and news with opportunities to get involved with working groups, be part of surveys and consultations.

4.5.2 Members can join online or complete a short simple form. The link to the Health Network is: <https://www.highwealdleweshavensccg.nhs.uk/get-involved/sign-up-to-our-health-network/>

4.5.3 There are currently 169 people on our Health Network, which has reduced from 348 before GDPR regulations. We are extending membership by asking people if they would like to join the health network mailing list when they book onto events, and will be conducting a targeted invitation exercise in early 2019 to help ensure we have key local groups and communities on the Network list.

4.6 PPG Update

4.6.1 There are 19 GP practices across the CCG, 18 of which have a functioning PPG.

4.6.2 Of these PPGS, 17 have representatives that attend the PPG forums (see 3.7)

4.6.3 The Governing Body Lay Member for PPE has been instrumental in supporting practices to develop and sustain PPGS, and in ensuring there is representation on the forums.

4.6.4 The three Lewes PPGS have been involved with ongoing work to develop the Lewes Health Hub, and have supported communication with the public through local town and village publications.

4.6.4 The Alliance Engagement team are will undertake a survey of PPGS in late 2018 to ascertain numbers on PPGS, stages of development and any training and support needs.

4.7 PPG Forums

| Strategic forum | Numbers engaged and population | Impact/Key topics |
|---|--------------------------------|--|
| Lewes & Havens PPG Forum- Newhaven 10/05/2018 | 14 | Attendees include representatives from each PPG, CCG Governing Body Lay Member . Discussion included: Communities of Practice, Patient Survey, GDPR, PPG membership recruitment difficulties, CCG update |
| Patient Reference Group – High Weald Locality Uckfield 24/05/2018 | Approx. 20 | Attendees include representatives from each PPG, CCG Governing Body Lay Member Discussion included: Kent Stroke Services, Community Hospitals, Quality and Outcomes Framework for General Practice, CCG Update (including STP and finances), PPG reports |
| Lewes & Havens PPG Forum- Newhaven 12/07/2018 | Approx. 11 | Attendees include representatives from each PPG, CCG Lay member Governing Body, Alliance Head of Engagement Discussion included: Online GP consultations, MSK and the future |
| Patient Reference Group – High Weald Locality 26/07/2018 | Approx. 13 | Attendees include representatives from each PPG, CCG Lay Member Governing Body and member of the Engagement Team Discussion included: Online Consultations project, Update from GP locality meeting, CCG structure update |
| Patient Reference Group – High Weald Locality 6/9/18 | Approx 13 | Attendees include representation from each PPG, CCG Lay Member Governing Body, member of the Engagement Team. Discussion included: delay in installing xray equipment in Uckfield, use of the operating theatre in Uckfield; Kent Stroke Review update; concerns raised that some PGs might fail due to lack of practice support |
| Lewes and Havens PPG Forum – 20/9/18 | Approx 9 | Attendees included representation from each PPG Discussion included: concern over the involvement of patients in the “Difficult Decisions” engagement, planned/potential practice mergers, Improved Access. |

4.8 Partnership working

| Activity | Partners | Numbers Engaged | Impact/Key topics |
|---|--|-----------------|--|
| Havens Community of Practice | Four local GP practices Local community NHS Trust and Mental Health NHS Trust Adult Social Care Joint Community Rehabilitation Service Age UK Sussex Community Development Association (SCDA) Care for the Carers | Approx 30 | This project builds on the “Healthy Havens” project, and includes multi agency teams, including the voluntary and community sector, to provide care and support for patients who have been identified as most at risk of decline, and who have complex needs |
| Connecting for You (C4Y) Operational Delivery Group | East Sussex County Council, Voluntary and community Sector | Approx 15 | How partners and organisations can work together better, identify gaps in services and opportunities for better collaboration |
| Safer Wealden Partnership meeting | Police, Fire and Rescue, East Sussex County Council | Approx. 20 | Working together to improve the lives of the local population and opportunities for partnership working |
| Havens frailty workshop | East Sussex County Council | Approx. 20 | Discussions around how health and social care can work better together to support frail people |
| Beat the Street Stakeholder Event | East Sussex County Council, Hastings Rother CCG, Eastbourne Hailsham Seaford CCG, East Sussex Public Health | Approx. 100 | An initiative to encourage physical activity through fun competition. |
| Sussex | Sussex | Approx 50 | An event for both the public and |

| | | | |
|---|--|--|---|
| Community Development Association (SCDA) hub launch 19 July | Community, East Sussex County Council, Healthwatch, plus many more | | organisations to network whilst celebrating the opening of the SCDA hub |
|---|--|--|---|

4.9 Working with communities and outreach

| Activity/outreach | Numbers engaged and population | Impact/ Key Topics |
|---|--------------------------------|---|
| Saxonbury House Medical Group June 2018 | Focus group with 2 patients | GP online consultations |
| Anchor Healthcare centre June 2018 | 22 patients | GP online consultations |
| Lewes and Havens Community network June 2018 | Approx 20 | Talk to other groups and organisations active in the area and explore ways of working together - Learn from each other and what already works well - Design how we can all be more involved in local conversations and plans in the future. |
| Personal and Community Resilience Design Group 21 May (Lewes High Weal Havens) | Approx. 20 | Linking communities to support them to become more resilient |
| Lewes and the Havens Community Network 18/07 | Approx. 40 | Talk to other groups and organisations active in the area and explore ways of working together - Learn from each other and what already works well - Design how we can all be more involved in local conversations and plans in the future. |
| Healthwatch Transect Walk 04/05/2018 | 12 | Programme of activity, to capture local views and experiences and on health and care services |
| Healthwatch Listening Tour 11/06/2018 | Healthwatch Approx 200 | Main points raised: We do not spend enough time in your local area. We need to listen to more people about the local issues they face. We need to maintain a presence in your community |
| Healthwatch Transect Walk 20 April Peacehaven | Approx. 12 | Gave people the opportunity to discuss all areas of health and social care, intersectional issues, mental health and preventative measures |

| | | |
|--|------------|--|
| Collaborative Health and Wellbeing Stakeholder Group 12/07 | Approx. 50 | Replacing some partnership boards this give members of the community to sit on the stakeholder group to take part in strategic planning |
| Transect Walk 04/05/2018 | Approx. 12 | Gave people the opportunity to discuss all areas of health and social care, intersectional issues, mental health and preventative measures |

4.10 Complaints and informal issues

4.10.1 Complaints and informal issues are part of the engagement process, in that they provide valuable information about how people are experiencing health services. There is an in-house Complaints and FOIs team based in the South that covers complaints, MP enquiries and informal enquiries for Brighton and Hove CCG, High Weald Lewes Havens CCG and East Surrey CCG.

4.10.2 The engagement team is working with the complaints team to ensure triangulation of feedback takes place, and that key areas of concern are being identified and appropriate remedial action taken.

4.11 You Said, We did – examples

You said:

“The Dementia Golden Ticket is great, but people need to be seen in their own homes rather than have telephone assessments”

We did:

A holistic home based assessment has been built into the core of our Golden Ticket model. The nurse assessor will carry out a holistic assessment in the patient’s home, and include the carer in this.

You Said:

“We need to support people to self-manage more effectively – this is a long term issue.”

We did:

As part of our Personal and Community resilience programme, working jointly with East Sussex County Council, we are looking at a number of ways to use the strengths and talents of our local communities, and to support people to play an active part in improving the health of themselves and their families. For example, we have piloted a Health Coaching programme, developed Social Prescribing and worked with key areas such as GP practices, pharmacies and schools on the promotion of wellbeing. Our GP lead for Self Care and Prevention plays a key role in this ongoing work.

You Said:

“As part of the development of Urgent Care Centres, we need to make sure the public have good quality information on which service to use, and when. Services don’t need to be rebranded, people need to know where to go, and that they will receive an efficient and good quality service.”

We did:

We developed information for local communities on our Minor Injuries Units, and produced generic information about the use of wider urgent care services. We made sure our messages focussed on how the services will work and what patients can expect in terms of standards of care.

4.12 Communications

4.12.1 Good communication is the cornerstone of effective and meaningful participation; we work closely with our Communications team to ensure that public facing information is informative, easy to read and offered in accessible formats.

4.13.2 During Qs1&2 we have extended our use of social media to reach and inform our communities.

High Weald Lewes Havens CCG Facebook page –
<https://www.facebook.com/HWLHCCG/>

Twitter – These short, captivating messages provide High Weald Lewes Havens CCG with a fresh and valuable way of engaging with a wider audience delivering messages such as the #HelpMyNHS campaign.

Our Clinical Chair and Accountable Officer also have their own new active accounts.

4.13.3 The Engagement team is developing a monthly newsletter to be sent to our Health Network and other stakeholders. This will include health related updates from the CCG, promotion of opportunities to get involved with commissioning and provider working groups, as well as surveys, events and community information.

4.13.4 In this period, two updates been sent to key stakeholders relating to the Alliance development and our financial position.

4.14 Future engagement

| | Detail/ Dates |
|--|---|
| Big Health and Care Conversation event | Lewes, 31 st October 2018 |
| Finance drop in session | Early 2019 date to be confirmed |
| Workplace engagement | Peacehaven Chamber of Commerce November 2018 More TBC Feb/ March 2019 with large employers in the High Weald Lewes Havens area (i.e Harveys brewery to talk to people about their health and social care needs) |
| Equalities engagement | East Sussex Seniors Association (older people), DeafCOG (deaf people), Foyer (young homeless people), |
| Urgent Treatment Centres (Lewes, Uckfield, Crowborough tbc) | Early 2019, dates and detail to be confirmed |
| PPG Locality forums | Bi monthly |
| Sustainability and Transformation Partnership and NHS Long Term plan | Event and survey January 2019 |
| PPG conference | Brighton and Hove have an annual PPG Conference, this year they will be inviting PPG members from High Weald Lewes Havens area to join |

4.14 Engagement monitoring and recording

4.14.1 The Engagement team is developing systematic ways of logging key project areas for HWLH commissioners; each patient facing project will require the completion of an Equalities and Engagement Planning document.

4.14.2 All wider engagement, such as that within the Big Health and Care Conversation, is recorded thematically; this has been sent to commissioners for their comment, and the reporting of "You Said, We (have, will, cannot).

4.14.3 The Engagement and Equalities planning document is used across the Alliance to ensure that patient, carer and public engagement in commissioning is planned appropriately and

in a timely way, and that Equalities Impact Assessment is included at an early stage of the planning process in order to inform additional engagement required with certain groups.

4.15 Engagement Team (South Place) planned developments

In order to support ensure that engagement with patients, carers and the public is understood by commissioners, and planned and delivered effectively, the Engagement Team (South Place) has developed a number of initiatives:

- Quarterly meetings to ensure commissioners are informed and supported.
- Development of an Engagement Champion role within all commissioning teams, following the example of Horsham and Mid Sussex and Crawley CCGs. Engagement Champions will be responsible for advocating engagement, equalities and participation within their teams.
- New commissioners have commented that they are unsure and unclear of the engagement monitoring and reporting process. The Engagement Officer (North Place) is currently developing a process map to support the commissioner's understanding of the process and to ensure the process is streamlined. This will be rolled out across the Alliance CCGs.
- In addition, the Commissioner Guide to Engagement developed in Brighton and Hove will be reviewed for more general use and shared across the Alliance, and training for Commissioners will be offered in early 2019.
- To support the commissioners in understanding engagement and the different engagement tools available, the Engagement Team will be developing a series of 'Lunch and Learns' sessions on engagement.
- To assist commissioners in the completion of the engagement logs, the Engagement Team will be developing 'outcome' narrative examples to highlight the impact of the engagement activity.
- "Community Ambassadors" will be developed across the Alliance and wider CCG area, in order to add capacity to engagement activity, and support routes to talking with individuals and communities whom we struggle to hear from through some of our regular engagement mechanisms.