



# 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	Provider survey Focus group – approx. 10 patients	Feedback from the survey helped shape the CPAMS specification

service (CPAMS)		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	<p>Feedback was used to review and update the Cancer Locally Commissioned Service</p> <p>Feedback used to inform GP practices where patient satisfaction is low, in order to make improvements</p> <p>Feedback about secondary care passed to cancer services within the hospital, in order to improve services.</p>

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.

<b>Activity</b>	<b>Numbers engaged and population</b>	<b>Impact/key topics</b>
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"> <li>- Primary care</li> <li>- Online consultations</li> <li>- Mapping of places that Deaf people meet</li> <li>- Access to BSL interpreting</li> <li>- Access to BSL counsellors through NHS MH services</li> </ul>
Creation of toolkit for GP practices for liaison with Deaf patients  (Interviews with Primary Care clinicians and staff,	Ongoing (expected October 2018)	Feedback will shape the toolkit for General Practice, which will be rolled out across the Commissioning Alliance

and pharmacists Building on existing feedback from Deaf community)		
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## 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.

<b>Strategic forum</b>	<b>Numbers engaged and population</b>	<b>Impact/Key topics</b>
PPG network meeting April 2018	11 Network Members, VCS and Healthwatch attendance	- PPG Network review and asset mapping
PPG Network August 2018	18 Network members, VCS and Healthwatch attendance	- Financial situation across the Commissioning Alliance (CCG Chair) - Online GP consultations - PPG support by the VCS

#### 4.8 Partnership working

<b>Activity</b>	<b>Partners</b>	<b>Numbers Engaged</b>	<b>Impact/Key topics</b>
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"> <li>- Recruiting of a joint post of Workforce Diversity Manager (statutory sector)</li> <li>- The Power of Volunteering Action Plan</li> <li>- International Migrant Needs assessment</li> </ul>
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	VCS organisations with and interest	Approx. 60	Presentation given and question answered on: <ul style="list-style-type: none"> <li>- STP</li> </ul>

2018)	in Health and social Care		<ul style="list-style-type: none"> <li>- Alliance development</li> <li>- Finances</li> <li>- Caring Together programme</li> </ul>
“What’s Out There?” event for People with Learning disabilities (July 2018)	Local authority, VCS	Approx. 250	General awareness raising on use of urgent care services and #helpmyNHS

#### 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 <sup>th</sup> November Ageing Well Event - 14 <sup>th</sup> November Hangleton and Knoll Health Forum 21 <sup>st</sup> 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 session	3 x Drop in sessions (Whitehawk, West Hove, Central Brighton) 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.