

## Public Engagement Work Plan 2018/19

Progress report 8/2/19

### Title: Lambeth, Southwark & Lewisham CCGs Primary Care Interpretation and Translation Services

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<p><b>Corporate Objective 2018/19: Urgent and Emergency Care – Primary Care</b></p> <p>(a) Review of the Lambeth, Southwark &amp; Lewisham (LSL) CCGs primary care interpretation and translation service.                  (b) Develop patient and public engagement approach with Lambeth and Southwark CCGs.</p>					
<b>Completed</b>		<b>Scheduled activities</b>		<b>Further priorities</b>	
<ul style="list-style-type: none"> <li>LSL Engagement Plan and respective CCG engagement activity plans drafted</li> </ul>		<ul style="list-style-type: none"> <li>Engagement activity plans map out planned engagements with public, patients, users and wider stakeholders across each CCG.</li> <li>Each CCG has commenced engagement as per activity plans</li> </ul>		<ul style="list-style-type: none"> <li>Documents are working documents and continually updated</li> <li>LSL plan to be updated to reflect current position</li> </ul>	
<ul style="list-style-type: none"> <li>Engagement Activity Logs</li> </ul>		<ul style="list-style-type: none"> <li>Each CCG keeps an engagement activity log to record all communications and engagement undertake as part of the review</li> </ul>		<ul style="list-style-type: none"> <li>Documents are working documents and continually updated</li> </ul>	
<ul style="list-style-type: none"> <li>Key messages and joint materials agreed</li> </ul>		<ul style="list-style-type: none"> <li>Available resources for informing and engaging</li> </ul>			
<ul style="list-style-type: none"> <li>Interpreting and Translation Support (this resource was required as it was agreed not to use existing providers due to conflict of interest)</li> </ul>		<ul style="list-style-type: none"> <li>4 external providers sourced and available to use</li> <li>Agreements made on a non-contractual basis</li> <li>Interpreters are required to sign a declaration on interest, conflict and confidentiality form for any work they undertake as part of this review</li> </ul>		<ul style="list-style-type: none"> <li>Translation of completed patient surveys where required</li> </ul>	

<ul style="list-style-type: none"> <li>• GP Practice Engagement (Users)</li> </ul>	<ul style="list-style-type: none"> <li>• Commenced in October 2018</li> <li>• Online survey available for practices</li> <li>• Letter circulated informing of review</li> <li>• GPi Bulletin (Bi-weekly)</li> <li>• GP Meetings (Neighbourhoods, LMC)</li> <li>• Practice Manager, Practice Nurse Forums</li> <li>• Direct practice emails including actively engage with practices who request the most requested languages</li> <li>• Copies of translated materials shared with practices</li> </ul>	<ul style="list-style-type: none"> <li>• Further communications will go out on a rolling basis across each CCG</li> </ul>
<ul style="list-style-type: none"> <li>• Other Health Care Professionals (Dentists, Optometrists, Marie Stopes, BPAS)</li> </ul>	<ul style="list-style-type: none"> <li>• Online survey available for HCP to complete</li> <li>• Email briefing circulated informing of review</li> </ul>	
<ul style="list-style-type: none"> <li>• Patients and Public Engagement (Users)</li> </ul>	<ul style="list-style-type: none"> <li>• Commenced in November 2018.</li> <li>• Engagement leads attending community groups to actively engage with patients and public who speak the most requested languages (Varies across each CCG)</li> <li>• Engagement with health promotion clinics in progress</li> </ul>	<ul style="list-style-type: none"> <li>• Final engagement meetings taking place in February 2019 including a meeting with patients who are hard of hearing.</li> </ul>
<ul style="list-style-type: none"> <li>• Webpage</li> </ul>	<ul style="list-style-type: none"> <li>• Launched 26/11/18 and is replicated across each LSL CCG</li> <li>• Outlines key messages and links to online survey for patients/public</li> <li>• Translated in top 5 Languages for each LSL CCG via audio messaging</li> <li>• Video available (with subtitles) for British Sign Language</li> <li>• Social Media plan commenced W/C 03/12/18</li> <li>• Webpage updated to inform that we are now in the reporting stage and provide assurance to NHS England. Links to survey removed but audio files still available. (05/02/19)</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

<ul style="list-style-type: none"> <li>• Evaluation Report</li> </ul>	<ul style="list-style-type: none"> <li>• Each CCG to draft an evaluation report outlining the findings from their engagement activities.</li> <li>• A high level LSL report will be drafted to summarise the overall findings</li> <li>• LSL meeting scheduled in March to review the findings and discuss the next steps</li> </ul>	<ul style="list-style-type: none"> <li>• Sign off by each CCG governance structure required.</li> </ul>
<p><b>Outcomes so far</b></p> <ul style="list-style-type: none"> <li>• Approximately 255 responses received from GP practices across LSL (responses equally spread across each borough) 37/38 GP practices in Lewisham responded</li> <li>• Lewisham – feedback from GP Neighbourhood/ Practice Manager/ nurse meetings report a general consensus that they are satisfied with the current service</li> <li>• Events with known community groups planned for Dec 18 – Feb 2019</li> </ul>		

## Overarching narrative

<b>Objective</b> Increase awareness of the context in which we are operating in. Develop and maintain connections with our communities to lay the foundations which will enable us to work with local people to develop and implement our plans to transform local services in 2019/20 and beyond.		
<b>Completed</b> <ul style="list-style-type: none"><li>• Narrative discussed and tested with PRG.</li><li>• Baseline data gathered at People's Day, Bowel Cancer Support Group, Neighbourhood Community Development Partnership (NCDP) in neighbourhood 4, Lewisham Mental Health Carers Forum, and Fresher's Week at Goldsmiths University and by Healthwatch.</li><li>• CCG AGM 13/09/18</li><li>• Presentations at NCDP 1 – 17/10/18</li><li>• LHCP Engagement event 17/10/18</li><li>• Meeting Lewisham Pensioners Forum and Save Lewisham Hospital Campaigners 22/11/18</li><li>• Presentation at NCDP 3 – 09/01/19</li><li>• Presentation at NCDP 2 – 16/01/19</li><li>• Presentation at NCDP 4 – 12/02/19</li></ul>	<b>Scheduled activities</b> <ul style="list-style-type: none"><li>• Lewisham BME network – Jan 19 (to be re-scheduled)</li><li>• CCG website (February 19)</li></ul>	<b>Further priorities</b> <ul style="list-style-type: none"><li>• Update narrative for 19/20 and revisit groups visited in 18/19 and groups unable to visit in 18/19 (eg Voluntary Action Lewisham VAL, Pensioners Action Group and some PPGs)</li></ul>

### **Outcomes so far**

98 people attended the CCG organised Lewisham Health and Care Partners (LHCP) Working together for a healthier Lewisham event have a better understanding of the narrative and need for transformation and they played an active role in workshops which will inform transformation plans across health and care partners.

10 new people signed up for engagement email list plus 41 new members from LHCP event.

Sessions with community groups ongoing: meeting with Lewisham Pensioners Forum and Save Lewisham Hospital campaigns generated interesting conversation and dialogue. Detailed response received from the Chair of Lewisham Pensioners Forum.

Presentation circulated to Neighbourhood Community Development Partnership (NCDP) 2 community groups, and Voluntary Action Lewisham to support by uploading it on their website.

Materials provided and narrative discussed with members of the public at events and meetings to raise awareness and understanding. Feedback received on narrative materials.

Summary Baseline survey

83 baseline surveys completed.

People's Day – 21 surveys

Bowel Cancer Support Group – 12 surveys

NCDP 4 – 11 surveys

Healthwatch – 24 surveys

Lewisham Mental Health forum – 4 surveys

Fresher's Week Goldsmiths University – 11 surveys

- 46% said they understand the role of the CCG
- 33% said they understand the main health and care challenges in Lewisham
- 64% didn't really understand the CCG's financial situation
- 72% of people said they were aware of what health and care services there are in Lewisham and how to access them
- 34% of people said that they agreed that Lewisham is a place that promotes health and wellbeing
- 45% of people agreed or strongly agreed that health and care services in Lewisham work together to coordinate care around people's needs.

## Proactive and preventative

<b>Objective</b> Increase awareness of the range of services provided by pharmacies in Lewisham		
<b>Completed</b> <ul style="list-style-type: none"><li>• People's Day</li><li>• Downham Celebrates</li><li>• Borough-wide PPG</li><li>• Lewisham Pensioners Action Group</li><li>• 4x NCDP meetings</li><li>• CCG Public Reference Group</li><li>• Lewisham Station Health Fair</li><li>• Learning Disability week event</li><li>• Lewisham Carers Mental Health Forum</li><li>• Goldsmiths University Fresher's Week</li><li>• Learning Disability Carers Day</li><li>• LHCP Engagement event</li><li>• Winter campaign with LHCP</li><li>• Talk at Lewisham Library on 11 December 2018</li></ul>	<b>Scheduled activities</b> <ul style="list-style-type: none"><li>• Refresh of Pharmacy First materials (ongoing)</li></ul>	<b>Further priorities</b> <ul style="list-style-type: none"><li>• Continue to promote Winter campaign with Bexley Greenwich and Lewisham and Lewisham Health and Care Partners (LHCP)</li><li>• Arrange survey in Q4</li></ul>
<b>Outcomes so far</b> <p>We have provided materials and had discussions with over 300 residents and influencers around the role of pharmacies. We have increased awareness of pharmacy services through the Winter campaign. Facebook messages have reached over 130,000 people with just under 600,000 impressions so far. On Twitter there have been over 212,000 impressions and just under 5,000 people have engaged with the message so far.</p>		

**Objective**

Improve awareness of the importance of self-help and self-care

**Completed**

- People's Day
- Downham Celebrates
- Borough-wide Patient Participation Group (PPG)
- Lewisham Pensioners Action Group
- 4x Neighbourhood Community Development Partnership (NCDP) meetings
- CCG Public Reference Group
- Learning Disability Week event
- Phase 1 Diabetes Workshop
- Lewisham Station Health Fair.
- Phase 2 Diabetes workshop mapping pathways and identifying ways to increase awareness
- LHCP Engagement event
- Diabetes Peer Support Showcase
- Winter campaign with LHCP
- Talk at Lewisham Library on 4 December 2018 (Lung Cancer by Dr Esther Appleby)
- Talk at Lewisham Library on 11 December 2018 (by Erfan Kidia)
- Talk at Lewisham Library on 18 December 2018 (By Dr Charles Gostling)
- Table Talk 23/01/19

**Scheduled activities**

- Arrange activities around cancer screening with BAME groups (supporting focus group organised by Macmillan Cancer Support on the 6 March, and event on the 29 April)
- Arrange activities around diabetes prevention with Black and Minority Ethnic and Refugee (BAMER) groups. Cookery clubs by Greenwich Cooperative Development Agency (GCDA), funded by Health Innovation Network (HIN), starting 1 March 19 to support the National Diabetes Prevention Programme participants.

**Further priorities**

- Winter campaign with Bexley, Greenwich and Lewisham and Lewisham Health and Care Partners (LHCP)
- Evaluation in Q4 to include analysis of cancer screening rates

- Lewisham Pensioners Forum Health Fair – 30.01.19

**Outcomes so far**

Diabetes workshop 1 attended by around 40 people including staff and members of the public. The outcomes have been used to inform the next phase workshop which will look at pathway mapping and identifying ways to increase awareness of diabetes prevention. The second workshop was attended by 30 people, including patients and carers, who shortlisted the benefits for Adult Diabetes outcomes. Seven key areas, expected to have the biggest impact, have been agreed. This work should be helped by having the new Population Health and Care system, to dive into activity and trends, model and measure impact.

Diabetes Peer Support showcase (15 November) – event summarising CCG/Healthwatch Peer Support Facilitators project. Good feedback received from PSF neighbourhood 2 – Deputy Mayor and Gwenda Scott from public health gave talks, plus interactive learning session provided.

Residents gave valuable input in workshops on self-care at the CCG organised LHCP Working together for a healthier Lewisham event – the findings of which are being used to inform plans across Lewisham health and care partners.

Cancer prevention information shared with community influencers at NCDP meetings.

At People's Day and Downham Celebrates we provided information and discussed cancer prevention with a large number of residents. This was done creatively with activities targeted at children which often led to conversations with parents.

Liaison with Macmillan Cancer Support – Engagement Lead SE London to align and support future engagement

Supported launch and promotion of Macmillan and Rushey Green Time Bank collaboration pilot in Lewisham.

Positive discussions at Lewisham Library talks. Organisers have requested we run further sessions in 19/20.

We have increased awareness of self care through the Winter campaign. Facebook messages have reached over 130,000 people with just under 600,000 impressions so far. On Twitter there have been over 212,000 impressions and just under 5,000 people have engaged with the message so far.



<p><b>Objective</b>  Increase awareness of social prescribing among Lewisham residents and link with community organisations to identify potential new opportunities for social prescribing.</p>		
<p><b>Completed</b></p> <ul style="list-style-type: none"> <li>• CCG Public Reference Group</li> <li>• N2 Neighbourhood Community Development Partnership (NCDP)</li> <li>• Frailty Summit</li> <li>• LHCP Engagement event</li> <li>• Safe Assisted Independent Living (SAIL) Steering group 31/10/18</li> <li>• Social Prescribing Workshop 03/12/18</li> <li>• NCDP 3 – 09/01/19</li> <li>• Lewisham Pensioners Forum Health Fair– 30/01/19</li> </ul>	<p><b>Scheduled activities</b></p> <ul style="list-style-type: none"> <li>• PRG meeting TBC (SAIL and directory follow up)</li> <li>• Promotion of Parkrun Practices, linking our GP Practices up with local Parkrun organisers</li> <li>• Workshop with GPs 13 February</li> <li>• SAIL Social Prescribing film Feb 19</li> </ul>	<p><b>Further priorities</b></p> <ul style="list-style-type: none"> <li>• Continue to support engagement activities to raise profile of social prescribing, improve signposting, promote SAIL and Community Connections</li> </ul>
<p><b>Outcomes so far</b>  Residents gave valuable input in workshops which covered social prescribing at the CCG organised LHCP Working together for a healthier Lewisham event – the findings of which are being used to inform plans across Lewisham health and care partners. Health and care directory presented and discussed with influencers at neighbourhood 2 NCDP. Public Reference Group provided valuable feedback on the health and care directory. During the SAIL Steering Group the community stakeholders received an update on the new simplified SAIL referral form. The workshop in December explored the feasibility for extending our Social Prescribing scheme to people under 60 and establishing a “Social prescribing for wellbeing” model /Whole system approach to prevention. Discussions about SAIL under 60: What are the key features, How can we best deliver this? Who are the referrers, recipients and stakeholders? A number of organisations were present at the workshop. Promoting SAIL at LPF Health Fair that had a focus on Independent Living, Abuse and Safeguarding. Connections made between local Parkrun organisers and GP practices.</p>		

## Access and awareness

### Objective

Whole system A&E improvement: To develop urgent and emergency care pathways in partnership with patients and staff, improving the patient experience

**This project has been superseded by wider patient and public engagement and quality improvement initiatives which are being delivered by Lewisham and Greenwich NHS Trust.**

### Completed

- 2 x BGL meetings to discuss proposal

### Scheduled activities

- 

### Further priorities

- 

### Outcomes so far

**Objective**

Increase understanding amongst residents about the range of primary care services available and which service to access and when.

**Completed**

- Patient Advice and Liaison Service (PALS) sessions at Waldron Centre
- Drop-in at Lee Community Centre
- Borough-wide Patient Participation Group (PPG)
- Refugee family support event
- Lewisham Speaking Up event
- Kaleidoscope drop-ins
- 4 x Neighbourhood Community Development Partnership (NCDP) meetings
- CCG Public Reference Group
- Downham Celebrates
- People's Day
- Learning Disability Week event
- Meeting with Lewisham Deaf Community Association
- Lewisham Carers Mental Health Forum
- LHCP engagement event
- CCG Public Reference Group October 18
- Interpreting and Translation Service review events (Deaf is Cool 9/12/18,

**Scheduled activities**

- Interpreting services review

**Further priorities**

- Continue Winter campaign with Bexley, Greenwich and Lewisham and Lewisham Health and Care Partners (LHCP)

<p>events at the Turkish Elders Group, meeting with Lewisham Deaf Community Association)</p> <ul style="list-style-type: none"> <li>• Lewisham Library Talks (December 18)</li> <li>• Table Talk (23/01/19)</li> <li>• Lewisham Pensioners Forum Health Fair (30/01/19)</li> </ul>		
<p><b>Outcomes so far</b></p> <p>29 people supported to register with a GP practice.</p> <p>Activities and discussions with local residents at Downham Celebrates, People’s Day and other events.</p> <p>Applications received for Public Reference Group from groups engaged with including representative from Deaf Community Association and Lewisham Disability Coalition.</p> <p>New members recruited for email list.</p> <p>Use the right services distributed in information pack at Lewisham Pensioners Forum Day (September 18)</p> <p>Residents gave valuable input in workshops which covered how across the health and care system we can help people know where to go for advice, care and treatment at the CCG organised LHCP Working together for a healthier Lewisham event – the findings of which are being used to inform plans across Lewisham health and care partners.</p> <p>LHCP engagement event promoted at BAME Mental Health Summit 8 October. Many attendees showed interest and joined the event on 17 October.</p> <p>Revision and suggestion from PRG members on Patient Policy Choice draft.</p> <p>Continuous promotion of GP Extended Access (GPEA) service in all engagement events.</p> <p>Use the right service and GPEA distributed to attendees at the Lewisham Pensioners Forum Health Fair (January 19)</p> <p>We have increased awareness of primary care services through the Winter campaign. Facebook messages have reached over 130,000 people with just under 600,000 impressions so far. On Twitter there have been over 212,000 impressions and just under 5,000 people have engaged with the message so far.</p>		

**Objective**

Engage and involve local people to shape plans to transform outpatient appointments. Engage or consult around proposals for changes to the South East London Treatment Access Protocol (TAP).

**Work on this priority hasn't progressed as we are waiting for information from the Lead Commissioner for Planned Care who is coordinating work across south east London.**

**Completed****Scheduled activities**

- Public Reference Group 27 February

**Further priorities**

- CCG website
- Link with SEL and London Choosing Wisely work to develop local engagement plans

**Outcomes so far**

## Coordinated

<b>Objective</b> To involve local people and community organisations in plans to transform care for people who are frail		
<b>Completed</b> <ul style="list-style-type: none"><li>• Frailty Summit</li><li>• People's Day</li><li>• Lewisham Health and Care Partners engagement event October 18</li><li>• Publish Frailty Summit outcomes on CCG website – December 2018</li><li>• PEEF workshop with Governing Body – 29/01/19</li></ul>	<b>Scheduled activities</b> <ul style="list-style-type: none"><li>• Public Reference Group Frailty Interest Group to be formed and support Frailty follow-up</li></ul>	<b>Further priorities</b> <ul style="list-style-type: none"><li>• Arrange future co-production events and engagement activities for 19/20</li></ul>
<b>Outcomes so far</b> <p>Over 100 people attended the Frailty Summit including health and care staff, commissioners, care homes, voluntary organisations, patients and residents.</p> <p>Feedback from the Frailty Summit is feeding in to a number of workstreams, including further developing multi-disciplinary working in Lewisham; provider alliance care at home and transforming adult community health services work; work across Bexley, Greenwich and Lewisham to better identify risk and manage care proactively; development of Lewisham Population Health and Care Information Management System.</p> <p>Group of attendees (staff and residents) signed up to be involved in future co-production.</p> <p>Information about services (eg Falls Team) provided at People's Day.</p> <p>Workshop with Clinical Directors, three CCG lay members and Public Reference Group (PRG) co-chairs to discuss approach to public engagement for frailty.</p>		

**Objective**

To involve local people and community organisations in plans to develop neighbourhood hubs

*Within each of the neighbourhood areas, Lewisham Health and Care Partners are aiming to create neighbourhood hub premises to accommodate a range of community based services. These hubs will provide fit-for-purpose, flexible, adaptable and accessible premises for the delivery of health and care and, by bringing services together, support networking across the system. This includes clarifying any services for children and young people delivered in the hubs and ensuring clear links with the children's centre and health visiting neighbourhood model. With Lewisham Health and Care Partners we will engage with local people about the plans to develop the hubs, discussing the locations, range of services included in them and how the hubs will operate.*

**We haven't progressed with the public engagement around this priority as Lewisham Health and Care Partners' plans around this have developed slower than anticipated. Progress is now expected at the end of February 2019.**

**Completed****Scheduled activities**

- Preliminary conversations to think of local groups in the Waldron Centre area for communication and engagement plans (when/if plans approved)

**Further priorities**

- Link up with LHCP Estates programme, CCG Estates refresh and Devolution estates work
- When appropriate develop plans for engaging around Lewisham's estates framework

**Outcomes so far**

**Objective**

To support the engagement needs of Lewisham Children and Young people's services, with an emphasis in transition from young to adult services.

**Completed**

- Lewisham Health and Care Partners (LHCP) engagement event October 18
- Public Reference Group (PRG) meeting September 18
- Meeting with commissioners to clarify and align engagement plans (September and November 18)

**Scheduled activities**

- Public Reference Group meeting Children and Young Person's (CYP) transition from young to adult services TBC

**Further priorities**

- Additional meeting to share plans required from CYP and adult commissioners to develop public engagement plans

**Outcomes so far**

CYP commissioners attended the LHCP event.

PRG revised draft Integrated Joint Commissioning Group child and adolescent mental health services (CAMHS) transformation briefing and provided feedback to commissioners on the following questions:

1. What resources or support teams / mechanisms would you like to see more of in Lewisham?
2. What does a good quality MH services look like to children and young people?
3. How could we ensure that parents have enough information on the mental health support that schools offer to children and young people?
4. How could Mental Health Support Teams in schools better support our most vulnerable children and young people?
5. All schools will be incentivised to identify and train a Designated Senior Lead for mental health, how might this work best?

The PRG feedback initiated a more evidenced focus on equality which has influenced discussions across four boroughs with South London and Maudsley (SLaM) regarding existing data. This will result in revised key performance indicators which are better able to demonstrate barriers to access including cultural diversity.

The PRG findings also fed into Lewisham's Council's member-led review of the mental health and wellbeing needs of children and young people which has recommended that as part of the early help review, we should consider using local authority/CCG CAMHS funding to develop an approach to work specifically with young people at risk of exclusion, paying particular attention to the needs of BAME young people.



Findings also contributed to the updated CAMHS Transformation Plan 2018.