

Public Engagement Plan 2019/20

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Introduction

Every year demand on our services continues to grow while the money we have is increasing slower than demand is. The NHS has been constantly evolving and adapting since it was formed over 70 years ago.

We need to continue to change to meet our challenges. We the CCG will work more closely with our NHS and Council partners to focus more on outcomes (what people want from their NHS) and share our resources. We will move more care out of hospital and into the community. We need local residents to work with us to make difficult decisions and help us to deliver better quality of care to everyone in Lewisham.

Many people live with and die from conditions that could have been prevented by healthier lifestyles and earlier diagnosis of illnesses. We know that many people have different experiences of accessing and using NHS services and experience different outcomes. We want to work with residents and community organisations to make Lewisham a place which promotes health and wellbeing and reduces health inequalities.

We want to make it easier for people to find the information and advice they need to maintain their own health and wellbeing and to manage their health and care more effectively.

This CCG public engagement work plan for 2019/20 outlines our public engagement activities and priorities during 2019/20. It aims to achieve the best balance of engagement on specific service changes/redesign in the short term, whilst laying the foundations to work in partnership with local people in transforming local health and care in the longer term.

The plan sets out how we will achieve the aims for public engagement in our Communications and Engagement Strategy. Specifically building on the activities we carried out in 2018/19 to develop a more planned approach to public engagement to help us achieve our organisational objectives and enable better decision making; and moving up the engagement ladder (see appendix 1) to engage in dialogue which enables us to meaningfully involve our residents and our stakeholders.

Conversations held during our engagement in 2018/19 produced key learning points to improve our understanding of Lewisham's communities. We heard first-hand what is important to Lewisham people and how to work with them. We understand we need to

produce simple messages to enable communication, to better support our future engagement related to the NHS Long Term Plan, not only at Lewisham level, but also with our neighbouring colleagues at south east London level, including Bexley, Bromley, Greenwich, Lambeth, Southwark and CCGs. To achieve these plans we will also need to work regularly and effectively with Lewisham Health and Care Partners¹, Healthwatch Lewisham, and community and voluntary organisations.

For 2019/20 we have grouped our public engagement plans to cover our overarching narrative; four commissioning priorities in Lewisham (Respiratory, Mental Health, Frailty and Diabetes); and Children and Young People's Services. At appendix 2 you can see an outline timeline which maps activity for the themes and at appendix 3 a timeline listing opportunities for engagement. Appendix 4 includes the detailed work plan which is a live document and will be updated regularly.

Ultimately, our success in public engagement, will be measured by how feedback from our public engagement activities influence our commissioning and service redesign decisions. Evaluation will be a key element of all of the areas in this plan and progress will be reported to the [Public Engagement and Equalities Forum](#) (PEEF) regularly. PEEF will oversee our engagement activity and assure the CCG's Governing Body.

1. The NHS Long Term Plan and what this means for Lewisham

The NHS's Long Term Plan and the move towards integrated care offers us an opportunity to use the experiences and insight of residents and patients to shape and influence our commissioning and service re-design decisions. We will be engaging on the implementation of the plan including the proposed merger with the other five south east London CCGs and the resulting changes in how services in Lewisham will developed and delivered at both the merged (strategic) level and the local Lewisham (place based) level.

¹ Lewisham Health and Care Partners include NHS Lewisham CCG, London Borough of Lewisham, Lewisham and Greenwich NHS Trust, South London and Maudsley NHS Foundation Trust, One Health Lewisham GP Federation and Lewisham Local Medical Committee.

Objective: Working with our partners we will engage with local residents and community groups to inform them about changes to local commissioning arrangements and gain their input to how the NHS Long Term Plan is implemented locally and how we develop 'place' based functions in Lewisham as part of the SE London integrated care system.

We will arrange an event for community groups and campaigners during the summer that will cover the changes to the CCG, developing 'place' based functions and integration. We will also keep our Public Reference Group informed as plans develop. We will work with the Sustainability and Transformation Partnership (STP) team to support engagement events in Lewisham to inform the refresh of the STP Plan in response to the Long Term Plan. Our aim will be to achieve some consistency of messaging across the system and to ensure that we don't just focus on the things that might change. We will have ongoing dialogue as plans develop.

Key audiences: Public Reference Group, Key influencers in the community, community and voluntary organisations, particularly those working with people with protected characteristics, campaigners and the wider population.

Current status: Communications and engagement plans to be developed.

Measurement: Numbers of people and organisations reached. We will also measure understanding of changes to commissioning arrangements and input to developing 'place based' functions.

Dependencies/partners: Lewisham Health and Care Partners (LHCP), Our Healthier South East London STP Team, CCG Alliance colleagues, CCG SMT and Clinical Directors, Healthwatch Lewisham

2. Primary Care Support and Development

The NHS Long Term Plan set out an enhanced role for new Primary Care Networks (PCNs). Primary Care Networks are about groups of GP practices coming together locally in partnership with community services, social care and other providers of services around the needs of a local neighbourhood. NHS England have stipulated that: "PCNs should aim to develop a 'business as usual' approach of working in partnership with their local community from the start – ensuring that the views and experiences of local people influence all aspects of PCN design and delivery, including determining the vision and informing priorities." In Lewisham

there are six emerging PCNs and our engagement plans for the year include supporting the PCNs to establish mechanisms to meet their public engagement requirements and link in with their communities so they are able to deliver services which meet the needs of their specific populations. Other priorities in which we will engage around include online consultations.

Objectives: Support PCNs to map out their community connections and to engage their communities in ongoing dialogue; Support practices with guidance around public engagement relating to mergers; Engage with the public around primary care developments such as online consultations.

We will link in with the PCNs to help facilitate them linking to their local residents by helping to map out community assets including existing groups, venues and community leaders. We will establish a programme of visits to Practice Participation Groups (PPGs) to improve links for the new SEL CCG and the place based organisation.

Key audiences: PPGs, community and voluntary organisations, particularly those working with people with protected characteristics, campaigners and the wider population.

Current status: Communications and engagement plans to be developed.

Measurement: Numbers of people and organisations reached. We will also measure understanding of PCNs and their links to local communities.

Dependencies/partners: Primary care commissioning team, PCNs

3. Respiratory

In Lewisham we need to improve the quality, access and reduce variation in respiratory services and the pathway to better support and meet the needs of residents. Our commissioners want to develop a respiratory model of care that provides a holistic person centred service. For residents this means supporting patients to self-manage and providing proactive preventative services further upstream in both primary and community care in order to prevent acute exacerbations.

Objective: Engage with and involve local people in developing a new respiratory model of care in Lewisham which better supports and meets their needs.

Areas of commissioning plans for 2019/20 which can be influenced by public engagement include redesigning the respiratory pathway; commissioning integrated community-based hubs with specialist nurse support; redesigning how people access education (Lung Exercise and Education Programme - LEEP); and establishing Spirometry clinics in the community. We have established a respiratory sub-group of our Public Reference Group to support this work. Commissioners have expressed a wish to use Experience Based Co-Design principles in some of these areas.

Public engagement activities can influence how services can best be delivered (including the location and the format). User's experiences will be essential to redesign pathways and modify services, ensuring that changes do not create barriers and health inequalities. We will seek to engage with people who haven't accessed services as well as those who have.

Key audiences: Patients (COPD, asthma), Lung Exercise and Education programme (LEEP) users, Public Reference Group respiratory sub-group, Breatheasy group, and identified residents who do not engage with the LEEP programme.

Current status: Communications and engagement plans to be developed.

Measurement: We will collect the number of people engaged. We will also measure the numbers of interactions with community and voluntary groups, visits to our website and interactions on social media. We will systematically collect Equality data to analyse

data of reached residents and see if there are gaps on specific groups or groups under-represented. Special focus for inequalities for COPD linked with deprivation and asthma hotspots in the borough.

Dependencies/partners: Patients (COPD, asthma), Lewisham Health and Care Partners, Healthwatch, Lewisham services staff (outpatient, pulmonary rehab, spirometry tests), Adult Community Commissioners, Public Reference Group (Respiratory subgroup), Healthwatch, colleagues in Bexley and Greenwich CCGs.

4. Mental Health

We are establishing a local Mental Health Provider Alliance which will bring together staff from the main providers of mental health care in Lewisham (South London and Maudsley NHS Foundation Trust, Mind and Lewisham Council) to collaborate and pool resources. We want to co-produce care pathways to improve physical and psychological wellbeing and increase service user satisfaction and reduce inequalities.

Objectives: To support the developing Mental Health Provider Alliance, working with local residents and service users to co-produce care pathways and services which better meet local people's needs and aspirations and reduce health inequalities.

Commissioners and partners in the alliance have expressed a desire to use co-production techniques in the service redesign work. Areas within the plans that could be influenced by public engagement include establish a local provider alliance that offers a balanced system of mental health care and support that provides preventative and proactive support, is accessible for all and co-ordinates care around patients and carers; to make best use of pooled resources; to revise the mental health front door, simplifying access, referrals and early intervention; co-produce care pathways and services that are consistent with the stated aspirations and goals of service users and the wider community; and ensuring that reducing health inequalities are part of the service redesign. We have established a mental health sub-group of our Public Reference Group to support this work and members of this have been attending and contributing to the Community Pathway Redesign Group. The public engagement activities will

focus on both prevention and informing redesigns. Work with BAME communities will continue to co-produce improvements which reduce inequalities by improving access and early intervention.

This work will cross reference the work around the adult mental health priority with findings shared and considered.

Key audiences: Service users, carers, mental health providers and partners of Mental Health Provider Alliance.

Current status: [BAME Mental Health summit](#) held in October 2018. Follow-up Communications and Engagement plan in preparation and activities underway.

Measurement: We will use existing data from local intelligence on an ongoing basis, including Friends and Family Test, Service users feedback, patient experience data from SLAM and other providers, Healthwatch data, and Lewisham Independent Advisory Group (IAG). Feedback and Equalities information will be recorded at events and engagement activities.

Dependencies/partners: Health and Wellbeing Board, Mental Health providers; Lewisham Health and Care Partners; communities with Mental Health interest, including BAME community groups, service users and carers, Lewisham IAG, young people, Public Reference Group (Mental Health subgroup), Healthwatch

5. Frailty

Objective: To involve local people and community organisations in plans to transform care for people who are frail.

We will engage with Lewisham patients and carers to gather information on how they can be supported to age well, stay well and remain as independent as possible.

We want a better quality of life for those living with long-term conditions in Lewisham, and a better service user and patient experience. Areas for public engagement activities will be identified as evaluation and analysis of frailty data is completed and priority areas identified.

We will also support the work of Lewisham Health and Care Partners to develop a Care at Home Provider Alliance, which will bring together staff and organisations working with people in their own homes. We will support staff and service users from the emerging provider alliance to run a series of Experience Based Co-Design projects to improve the way that care is delivered.

We have established a frailty sub-group of our Public Reference Group to support this work.

Key audiences: Service users, carers, Care at Home agencies, Lewisham community and voluntary organisations working with the frail and/or elderly; older adults

Current status: A [Frailty summit](#) was held in July 2018. We involved local people and a range of partners including our providers and community organisations. We shared proposed commissioning outcomes and intentions, mapped current services across the community and identified what is required to inform transformation work. The discussion generated a list of suggestions and actions for Lewisham Health and Care Partners. A group of attendees showed interest in future co-production events. Plans for future meetings are in preparation. Experience Based Co-Design training arranged for May with projects due to start soon after.

Measurement: The projects and the impact on patient experience will be evaluated using a mixture of EBCD methodology and existing mechanisms such as friends and family test, PALS and complaints data. Evidence that engagement has influenced service provision and commissioning decisions. Feedback and Equalities information will be recorded at events and engagement activities.

Dependencies/partners: Lewisham Health and Care Partners, Public Reference Group (Frailty subgroup), Care at Home agencies, Healthwatch

6. Diabetes

Objective: To involve local people and community organisations in plans to transform care for people with diabetes.

As part of the Bexley, Greenwich and Lewisham Diabetes Transformation Programme, Lewisham CCG is developing a new model of care for prevention and management of diabetes in the community. We will support Lewisham commissioners to design and deliver public involvement and co-production events throughout the year and into 2020/21.

We have established a diabetes sub-group of our Public Reference Group to support this work.

In addition, through our engagement activities, we will continue to promote the National Diabetes Prevention Programme (NDPP), self-care and support our colleagues from Public Health, and other LHCP members. Providing information on diabetes will positively contribute to the identification of diabetic Lewisham residents, or those at risk of developing diabetes.

Key audiences: service users, carers, Lewisham community and voluntary organisations working with the elderly; older adults, Bexley and Greenwich partners, BAME groups.

Current status: Head of Communications and Engagement .

Measurement: Participation in and outcomes from co-production activities. Evidence that engagement has influenced service redesign and commissioning decisions. Feedback and equalities information will be recorded at events and engagement activities.

Dependencies/partners: Victor Ferreira and Evelyn Idise (Commissioners); Lewisham Health and Care Partners; Healthwatch, patients and carers, Diabetes UK, Public Reference Group (Diabetes subgroup)

7. Children and Young People (CYP)

Objective: To support Joint Commissioners to involve children, young people and families in plans to transform services for Children and Young People (CYP), including the Children and Adolescents Mental Health Services (CAMHS) Transformation Plan.

The Lewisham CCG CAMHS Transformation Plan was developed in 2015 and set out our four local priority areas for 2015/16 to 2020/21:

- Promoting resilience and early intervention
- Improving access to effective support
- Care for the most vulnerable
- Developing the workforce

We will support Lewisham CYP Joint Commissioning team to engage with service users and carers or families in co-production events and to continue developing their local priorities for 19/20, by increasing opportunities for service user participation and co-production: *'Ensuring that consultation and engagement with young people, parents, professionals and the wider public and stakeholders informs our commissioning at every level and through every stage of the commissioning cycle, from service design through to contract monitoring'*.

We have established a children and young people's sub-group of our Public Reference Group to support this work.

This work will cross reference the work around the adult mental health priority with findings shared and considered.

Key audiences: Young people and young adults, specifically with special educational needs (SEND), physical disabilities, mental ill-health or a learning disability. Carers and family members.

Measurement: Number of events, participation and outcomes. For specific Key Transformation 19/20 and success measurement see pages 38-43 of [CAMHS Transformation Plan](#).

Current status: [CAMHS Transformation Plan 2018](#) published on CCG website, including road map.

Dependencies/partners: Caroline Hirst, Service Manager CYP Joint Commissioning; LBL adult and children's services, Public Reference Group (Children and Young People subgroup, Mental Health subgroup, Respiratory subgroup)