

A Meeting of the Public Engagement and Equalities Forum (PEEF)

10 December 2019

ENCLOSURE 3

Public Reference Group (PRG) update

MANAGERIAL LEAD: Russell Cartwright Post: Head of Communications & Engagement

AUTHORS: Michelle Nembhard
James Campbell

RECOMMENDATIONS:

The Public Engagement & Equalities Forum is asked to note and discuss the PRG Chair's report.

SUMMARY:

The Chair's report is the third report for 2019, and second report from the PRG Co-Chairs (cohort 2019-2021)

KEY ISSUES:

The report contains a summary of the PRG contributions, subgroup activity and members.

CORPORATE AND STRATEGIC OBJECTIVES

The PRG work plan is aligned with the CCG Public engagement work plan to efficiently support the delivery of CCG messages, engagement activity and PRG contribution.

CONSULTATION HISTORY INCLUDING MEMBERS ENGAGEMENT:

N/A

PUBLIC ENGAGEMENT

The PRG play an important role in our public engagement. The PRG Chair collates feedback from the PRG members using the PRG feedback form.

HEALTH INEQUALITY DUTY & PUBLIC SECTOR EQUALITY DUTY

The PRG play a role in identifying health inequalities.

RESPONSIBLE MANAGERIAL LEAD CONTACT:

Name: Russell Cartwright

E-Mail: russell.cartwright@nhs.net

AUTHOR CONTACT:

Name: James Campbell and Michelle Nembhard

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PRG GENERAL MEETINGS

DATE	ITEM	DIRECTORATE	LEVEL OF ENGAGEMENT
June 2019	Equalities Delivery System (EDS2)	Equalities	Collaborating
	South East London Systems reform (CCG merger)	Governing Body	Informing
September 2019	PRG Chair Election	PRG development	Devolving
	NHS Long Term Plan engagement South East London	Healthwatch	Informing
	Children and Young People Mental Health and Emotional Wellbeing	Joint Commissioning	Informing
October 2019	South East London CCG Merger update	Corporate	Informing
	BGL Diabetes Model of Care	Commissioning	Involving
	Pharmacy First	Medicines Optimisation Team	Involving

DATE	ITEM	DIRECTORATE	LEVEL OF ENGAGEMENT
November 2019	Winter Campaign 2019	Corporate	Involving
	SEL CCG update	Corporate	Informing
	Lewisham Respiratory Services	Commissioning	Consulting
	Lewisham Integrated Medicines Optimisation Service (LIMOS)	Lewisham and Greenwich Trust	Involving

PRG SUBGROUPS MEETINGS

DATE	ITEM	DIRECTORATE	LEVEL OF ENGAGEMENT
June-November 2019	Weekly meetings Mental Health Alliance Community Transformation Operational Group	Lewisham Health Care Partners	Collaborating
04.07.19	BGL Diabetes Model Overview	Commissioning	Informing
10.07.19	My COPD app	Commissioning	Involving
09.09.19	HIV OPT-OUT poster	One Health Lewisham	Collaborating
10.09.19	BGL Diabetes Task & Finish Group	Commissioning	Collaborating
17.09.19	Equalities Delivery System (EDS2) Review evidence	Equalities	Collaborating
01.10.19	BGL Diabetes Task & Finish Group	Commissioning	Collaborating

DATE	ITEM	DIRECTORATE	LEVEL OF ENGAGEMENT
01.10.19	Equalities Delivery System (EDS2) 2019-20 Grading Event	Equalities	Collaborating
20.11.19	Diabetes - Development of Patient Outcomes for Lewisham Diabetes Model	Commissioning	Collaborating

PRG INVOLVEMENT – ACTIVITY/EVENT ATTENDANCE 2019

DATE	ACTIVITY/EVENT	MEMBERS ATTENDED	COMMENTS/FEEDBACK
From July 19	Lewisham Patient & Public Voice (PPV) for Our Healthier SE London for Elective Orthopaedic Surgical treatment	1	<p>Taking part in the discussions to refine how we can better support patients in their preparation for potential elective orthopaedic surgical treatment. GPs, Patients and Consultant Anaesthetists are now reviewing and refining proposed SE London guidance on the levels of physiological fitness patients need to achieve before being referred to secondary care outpatient clinics for potential surgical treatment. The aim is that patients are supported in Primary Care to understand their role in preparing for surgery and that GPs are aware of the standards of patients' physiological fitness required for them to receive surgical treatment. We have also been looking at problems facing pre admission and who/how they should be dealt, wording of appointment letters and how feedback is obtained.</p> <p>I find some of the documents and emails sent can be quite lengthy and difficult to understand, although I manage to put forward some useful information and queries and have also sent over some relevant information received through our PPG etc e.g. NAPP Bulletin, Patient Access.</p>
04/06/19	South Lewisham Group Practice Golden Agers coffee morning	1	<p>In collaboration with Ageing Welling Lewisham with a talk regarding importance of sleep. Many people not aware how sleep/ lack of sleep/ poor quality sleep (due to snoring for example) can affect health and wellbeing.</p>

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			Meeting with good access and very relaxed atmosphere enabling patients to take a part in discussions and learn although speaker not sleep expert. Suggestion to CCG to do research on sleep and its effect on patient health & wellbeing. Provide advice, information and support on getting quality sleep to avoid health problems.
08/06/19	Downham Celebrates	1	<p>Attended by one PRG member together with CCG staff worked together to man a lively stall in the marquee which during heavy bursts of rain became rather hectic. Main health messages for the children were healthy eating and exercise and the children enjoyed the art tables where they made Father's day cards and drew pictures with enthusiasm for the keeping healthy picture competition. Information was available on other issues and conversations on COPD, air pollution and mole awareness were initiated.</p> <p>This was a well attended local community event with a good representation of health providers in Lewisham present.</p>
02/07/19	South Lewisham Golden Agers coffee morning	1	<p>In collaboration with Ageing Well in Lewisham. Speaker Zanne Findley, grief specialist & chair of Telegraph Hill centre, 'Grief'.</p> <p>Showed the importance of people to grieve as can have a big impact on health conditions and wellbeing. There was initial concern about having someone talk about grief however the relaxed atmosphere soon got people talking quite openly.</p> <p>Grief takes a variety of forms with people dealing with grief in different ways. Grief may not only be for people but also for pets as a close bond lost, loss of jobs etc. which also affects health and wellbeing. Access to the event was good and positive feedback received.</p> <p>Suggestion for CCG: Ideally make more counselling available.</p>
16/07/19	NHS Long Term Plan OHSEL – Borough event (Lewisham)	2	Held at St Laurence Centre Bromley Rd. Good access. The meeting had a good presentation with very little jargon. Good round table discussions. Perhaps more time needed for questions and answers. There was good interaction and some passion on subjects obviously close to people.
20/07/19	Evelyn Multicultural Festival	2	<p>The festival was expected to be held at Deptford Park. However, due to bad weather forecast the festival was transferred to a local Community Centre at the last minute. It was really useful for the Engagement team to have two members of the PRG at this event. They each supported the stall in one of the locations and helped to signpost visitors.</p> <p><i>'People were not informed of change of venue and there</i></p>

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			<i>was no poster in the original venue to inform people attending the festival. Some of the activities did not take place which people were looking forward to watch and no explanation given. There should have been a notice at Deptford Park of where the festival was taking place and direction to the place. The activities that were cancelled should have been announced to make people aware that they were not able to take part.'</i>
23/07/19	Neighbourhood Community Development Partnership (NCDP) meeting Goldsmiths Community centre.	1	Meeting held at Goldsmiths Community centre. Good networking events and some very useful information available. Good presentation and access. Able to put forward thoughts and ideas and get responses from the representatives of the variety of groups there. Decision making between groups and interaction between attendees was good. Funding for local projects limited. Groups encouraged to collaborate and apply together for funding.
24/07/19	Home Visiting Service at One Health Lewisham	2	Interesting meeting. We agreed we would assist with a service review in 6 months time as well as being available for <i>ad hoc</i> conversations between now and then. The service they hope to provide will be a significant one for housebound patients in the area but the specification for delivery needs to be nailed down as does the validation of success criteria.
09/09/19	HIV Opt-out poster at One Health Lewisham	2 <i>in-situ</i> and additional support by email	At OHL we discussed 4 slightly different versions of the poster (wording, colours and layout) and a copy of the current Lewisham Hospital HIV poster. We felt the ribbon on the poster was too large; smaller would allow space to enlarge the font and make them more prominent as currently too small and unclear. We advised the poster should be similar to the Lewisham Hospital one as it stood out more. We suggested doing the bullet points at bottom in red, fonts in bold and larger, and the ribbon if to be kept much smaller. Additional comments from other members were received by email, focusing on colour scheme, font and wording.
12/09/19	CCG AGM	1	Need to meet targets but as this is not likely for some time there needs to be a careful managing of expectations especially with Winter approaching. For the attention of the CCG: Prevention issues seem to be rising up the agenda. This will require more cooperative working with the voluntary sector and the wider community. The profile of this aspect needs to be raised

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			especially with the wider community and particularly in the area of social prescribing health and self-management. The video for the Annual Review is a good idea but in this venue it did not work well: the playback was a problem (getting started) and the sound quality was not good.
16/10/19	i-Thrive: cross-sector consultation and engagement event for the national, conceptual framework for CYP in Lewisham	2	Parents should have been invited to take part to have a broad view on how best to support them. More education for the BME group due to lack of understanding of how to help these young disabled.
25/10/19	BGL LD Big Health Day	1	This was the first Learning Disabilities Big Health Day, organised across the three CCG (Bexley, Greenwich and Lewisham) in collaboration with South East London Cancer Alliance (SELCA). The day had a selection of activities, promoting health checks, healthy eating and cancer awareness, combined with fun activities like a Smoothie Bike, theatre performance, choirs, and dance. More than 300 attendees joined the day. Improvement for future events will be to get better signs with clear directions to reach the different activities.

Training

Deaf awareness and BSL signing workshop

The training was delivered in September and was attended by several members of the PRG, the Communications and Engagement team and two Governing Body Lay members. The session included information on causes of deafness, how to get attention of a deaf person and important tips for good communication. It also contained practical exercises for lip reading and transcribing messages. The attendees received a copy of the presentation and additional information on BSL signing, alphabet, essential messages and health and safety signs.

Michelle, co-Chair of the PRG says: *'I found the Deaf Awareness training informative and insightful. It was very useful to see a little of how deaf people deal with the challenges of everyday life and how important it is for us to acknowledge what they need to be understood. The activities were useful and interesting and at times difficult, however they reminded us of the difficulties that deaf people face on a regular basis. The deaf facilitator and her interpreter made the training fun and enjoyable while always reminding us of how difficult it is for deaf people to communicate in places that hearing people take for granted such as the hospital and the train station. I am very grateful to have had the opportunity to attend the training and I will feel more confident in approaching deaf people in the future.'*

Active Sub-group updates:

- **Mental Health Alliance Community Transformation Operational Group (ACTOG):** This group have continued to meet regularly every week during the last months with the presence of PRG members to support the development of the community transformation program. Furthermore, PRG Member A has attended two meetings of the SLAM's Service User and Carer Advisory Group. He has a standing invitation to attend regularly to get feedback from the group and to give updates from LACTOG. *'The alliance is coming on extremely well. I really do get listened to in the meetings. As part of my contribution to the group, I have updated and discussed my role in the Operational Meeting at the Service User Forum. I provided information about Patient Access with service users and carers. Patient access varies quite a lot in the services. Some neighbourhoods have proxy patient access, while others do not have it at all. Some service users raised concerns over request of services being very IT-led, as a result, phone bookings are not easily available. This is affecting elderly service users who do not use smart phones and cannot book online. The group is currently working on a Lewisham Alliance Communications and Engagement Plan'*

- **Diabetes Subgroup.** Four PRG members joined the Diabetes subgroup. They have met twice with Victor Ferreira (Diabetes Commissioner) and Charles Gostling (CCG Senior Clinical Director). In July the group received an overview of the BGL Diabetes model: *'This was a good presentation in a matter of fact way, with no jargon and with opportunity to ask questions'*. Members were invited to join the task and finish groups and decided to rotate their attendance depending on availability.

In November the subgroup discussed the findings of the workshops organised by Diabetes UK in 2018. The members endorsed the patients outcomes outlined in the report and developed additional local outcomes for Lewisham.

Diabetes Task and Finish groups: Two PRG members joined the first meetings in September and October: *'The BGL emerging model care is based in the Portsmouth model. We are now getting support to consider the development of a shadow provider alliance to progress diabetes working in Lewisham and we discussed how we use work to date to initiate this. It will be very important the collaboration of Care at Home and Mental Health Alliance. We will working towards community care.'* Charles Gostling said *'the group had productive discussions considering community assets and community asset development in Lewisham, Social Prescribing, the future community post/role and education including the option for patients to self-access Book and Learn training.*

- **Respiratory subgroup.** Two members of the subgroup joined a workshop with patients and members of the public from Bexley and Greenwich to discuss My COPD app. The group raised a number of questions and issues covering themes such quality, flexibility, collaboration, health and safety, target group, training and motivation for user to use the app which have influenced how the app will be used in Lewisham. The subgroup and full PRG received an update on the app for Lewisham during the meeting on 20 November.
- **Equalities subgroup.** The PRG identified three services to be part of the Equality Delivery System (EDS)2 2019/20 exercise during their meeting on the 28 June.
 - o Community Specialist Palliative Care
 - o Core 24 Mental Health Liaison Service
 - o High Intensity User's Services and Interventions

The Equalities subgroup met in September to revise the evidence provided for the selected case studies. The PRG members said: *'This was an extremely useful session to review the evidence submitted by services for the annual equality delivery system review. The importance of collecting data about service users i.e. data to identify and the 9 protected characteristics was a focus of the session, as without this basic data the services are unable to properly evidence that they meet the equality standards required. The session was focused and was essential preparation for the external stakeholder grading panel.'*

At the External Grading Event held on the 1st October, two members of the Equalities subgroup attended. *'Each service was presented by a Commissioner and/or Provider, it was extremely interesting to hear about each of the 3 services being reviewed, although each attendee was only reviewing one of the services. Each service was on a table with providers, commissioner with one in some cases 2 external reviewers and a facilitator to support discussion. It seemed that there were rather a low number of external reviewers in attendance. Each table engaged to discuss the service and evidence with lively discussion. It was inspiring to hear about the high standard of work being carried out by these services, however it was easy to get side-tracked and had to keep getting back to whether the service was able to evidence the work and outcomes related to service users from the 9 protected characteristics... This was a well organised event with good engagement, and facilitator support.'*

Feedback for PRG members

Dr Grace Bottoni, GP HIV Champion, One Health Lewisham

HIV Opt-Out poster: *'We really appreciated the feedback from the members of the PRG. They highlighted areas that we had overlooked especially with the medical jargon we used. The poster is now not only more eye catching but it also easier to understand which is invaluable to get people on board with the project'*

Dr Charles Gostling, Senior Clinical Director, CCG

South East London Systems reform / CCG merger: *'The contribution and comments from the PRG clearly demonstrated that Integrated Care Systems (ICS) redesign is moving ahead correctly, although there remain clear fears about privatisation. All members have a comprehensive understanding of subject matter'*

Marzena Zoladz, Involvement and Projects Manager, Healthwatch Lewisham

NHS Long Term Plan engagement by Healthwatch – *'I was happy to meet the members and was really impressed with their commitment and passionate approach. Reflecting on the presentation and questions asked, I would probably spend more time explaining to the group about Healthwatch and what we do. More time would be useful at an initial visit to fully explain what our role is and summarise the existing relationship between HW and the CCG. Perhaps also a discussion of how the group and Healthwatch Lewisham could support each other's work.'*

Lorraine Smedmor, Commissioning Project Manager, CCG

Lewisham Respiratory Services – *‘It was very useful to receive the PRG feedback around training sessions to support carers / partners of COPD patients and query around patients directly accessing the hubs. We will continue to monitor guidance around vaping. Looking at previous presentations to the PRG helped me prepare mine, for example including definitions of abbreviations. I found the allocated time slot to be sufficient to talk through the presentation and answer questions.’*

General updates

- The Interim Co-Chairs have been re-elected for the next year and the group has a Secretary.
- Many of the members currently have an active nhs account email.
- The group has agreed to a new format for the ‘You Said, We Did’ template to prioritise the ongoing actions and facilitate discussions.
- The group received a Mid-year summary to have an overview on progress over the different priorities and identify gaps.
- Some members feel the opportunities for the members to engage with the CCG activities should be on a list, rather than a first come first basis. There was only one opportunity for the tender and procurement during this financial year.
- A PRG Evaluation Report will be prepared annually.

Michelle Nembhard and James Campbell

Interim Co-Chairs, Public Reference Group