

**Governing Body Meeting 12 March**  
**Report from the Chair of the Public Engagement and Equalities Forum**  
**(PEEF)**

**Date of meeting reported: 28 January 2020**

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**Main issues discussed**

At the PEEF meeting in January 2020 we discussed the NHSE&I Oversight Framework Assessment for 19/20; the evaluation of our Public Reference Group during 2019; Some excellent training we ran with NHSE&I for CCG staff and partners; Public engagement activities carried out by our providers; the draft approach to public engagement for the new SE London CCG; and a final PEEF report that is being produced to hand over to the new CCG and the Lewisham Borough Based Board.

**NHSE&I Oversight Framework Assessment for 19/20**

We discussed the submission of evidence for the patient and public participation element of the Oversight Framework (formerly the Improvement Assessment Framework). We agreed a process for sign-off and this was sent to NHS England & Improvement on 10 February 2020.

The engagement team and commissioners worked hard to ensure that our work is evidenced effectively on our website and we are confident that when the results are published in the summer we will improve on 18/19 where we were rated 'good'.

**Evaluation of our Public Reference Group**

We discussed a draft of the Public Reference Group Evaluation Report 2019. This is one of the ways in which we review and evaluate the effectiveness of our public involvement and engagement activities.

The Forum were pleased to note the excellent contribution of the group during the year. Highlights include their active involvement in work to transform diabetes services; collaborating in the development of Lewisham Mental Health Alliance; playing a key role in our [Equality Delivery System \(EDS2\) Assessment](#); involvement in procurement for minor eye condition services; and supporting the CCG to engage with residents and festivals and other community events.

Most pleasing was the move to increasingly meaningful engagement. We measure each interaction on the engagement ladder (below) and our aim is for more activities higher up the ladder. In 2019 22% of PRG of PRG interactions were either at the 'collaborating' or 'devolving' levels compared to 0% in 2018.

## NHS Lewisham CCG - The engagement ladder



Our feedback has been incorporated and the [Public Reference Group Evaluation Report 2019](#), including an infographic style executive summary, has been published.

### **10 Steps to Even Better Public Engagement in Lewisham**

The Forum heard how Teresa Rodriguez from our Engagement team had joined up with NHSE&I to run an adapted and localised version of their 10 Steps to Even Better Public Engagement training. I attended this session in January and it was very good. It was great to see such a good mix of commissioners, staff from providers and patient representatives.

The session covered the core principles and benefits of involvement, the key legal duties in relation to engagement and health inequalities, good practice and practical tips and activities. Attendees worked in small groups to put in practice an engagement plan. We analysed several local case studies including engagement activities carried out by some of our providers (South London and Maudsley NHS Foundation Trust and Lewisham and Greenwich NHS Trust) and the Bexley, Greenwich and Lewisham Big Health Day.

More about this on our website: [Sharing public engagement good practice with our health and care partners](#)

### **Public engagement activities carried out by our providers**

The Forum received an update on some of the public engagement activities carried out by our providers, including:

- Lewisham and Greenwich NHS Trust patient groups:  
[Patient User Group \(PUG\)](#)  
[Patient Welfare Forum \(PWF\)](#)
- South London and Maudsley NHS Foundation Trust  
Equality Delivery System 19/20, Mental Wellbeing Partnerships events,  
Lewisham CAMHS PPI reports, Ladywell Review and ongoing engagement  
by Lewisham Mental Health Alliance.

We plan to involve providers and other partners in the Lewisham Public Engagement Forum which will replace PEEF as a Committee of the Lewisham Borough Based Board. This will enable increased collaboration and sharing of learning from activities such as these.

### **Public engagement framework for the new SE London CCG**

Members discussed the draft public engagement framework which outlines how SE London CCG engagement activities will be coordinated from 1 April 2020. We asked for the framework to specify how the voice of local residents will be maintained in the new structures so that genuine and meaningful engagement will continue at a local level. We also gave a number of specific comments. This is being discussed in forums across the six boroughs, including at our Public Reference Group on 31 January. Comments are being collated and will inform the next draft of the framework.

### **Final PEEF Report**

We have one remaining meeting of the Lewisham CCG PEEF later this month. We will be looking at a final report that the engagement team are producing to hand over to the Lewisham Borough Based Board and the SE London CCG in April. This will include progress against our public engagement activities in 19/20; recommendations for next steps; and a 'you said, we did/are doing' summary of [engagement into the NHS Long Term Plan in Lewisham](#) to ensure that our residents' views are taken forward and not forgotten about.

### **Lewisham Borough Based Board**

In February the Lewisham Borough Based Board met in shadow format. We discussed arrangements for public engagement assurance following 1 April. We are developing plans for a Lewisham Public Engagement Forum and will take Terms of Reference to the next meeting of the Borough Based Board. The new forum will replace PEEF and it will ensure that Lewisham residents retain a voice in the new Lewisham Borough Based Board and SE London CCG Governance structures, and equalities continue to be a focus of the engagement activities carried out at all levels (Primary Care Networks, Lewisham, Bexley/Greenwich/Lewisham, SE London). It will also enable more coordination of public engagement and involvement activities across commissioners and the main health and care providers in the borough.