

Governing Body Meeting 8 November 2018

Report from the Chair of the Public Engagement & Equalities Forum (PEEF)

Date of Meeting(s) reported: 16 October 2018

Author: Anne Hooper, Lay Member

Main issues discussed

The forum received a report on progress against the public engagement objective around the CCG overarching narrative, Healthwatch Lewisham's Men Talk Health report, commissioning frailty services development and redesign, reducing health inequalities for BAME communities and mental health services and equality delivery system (EDS2) grading, the CCG AGM and improving PEEF's assurance processes.

- **Progress against our objective relating to the CCG overarching narrative**

The objective is: *To 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.*

The report included a summary of activities completed, scheduled activities, further priorities and outcomes so far.

The forum were pleased to note that there has been good progress against the objective. Materials to communicate the narrative have been tested and adapted and the narrative has been presented and discussed with members of the public at several events and meetings. As a direct result of this engagement 10 new people have signed up to our engagement email list.

The forum looked at the results of 83 surveys testing understanding of the narrative which were completed by members of the public at events including Lewisham People's Day, Lewisham Bowel Cancer Support Group, Neighbourhood 4 Community Development Partnership, Lewisham Mental Health Forum, Goldsmith's University Fresher's Week and by people in contact with Healthwatch Lewisham through their outreach work. The surveys provided a useful insight which will be used to inform our future communications and engagement plans. Some of the main results:

- 46% did understand the role of the CCG
- 33% say 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

- 33% of people disagreed or strongly disagreed that health and care services in Lewisham work together to coordinate care around people's needs.
- **Healthwatch Lewisham update**

The forum received an update from Healthwatch Lewisham summarising their very helpful [Men Talk Health report](#). Findings include that men in Lewisham are more likely to isolate themselves than talk to family or mental health services, low levels of confidence in support for men's mental health, inequalities due to cultural stigma amongst the Caribbean community, masculinity prevents men from accessing services early, and men fear disclosing their mental health issue because they are concerned they will lose their job. The report offers a range of suggestions for commissioners and providers and these have been shared with both. The findings will also inform our future communications and engagement plans.

- **Commissioning frailty services development and redesign**

The forum received a report on the Frailty Summit held on 4 July which was organised by the CCG in partnership with Lewisham Health and Care Partners (LHCP). Over 100 people attended two events (sessions were repeated in the morning and afternoon) including local residents, people from community and voluntary organisations and professionals from across health and care services. Patient case studies were used to highlight issues and problems with the current system and participants were asked to suggest how health and care services could work together better to overcome these. The ideas and issues flagged have already been used to influence existing programmes of work including facilitating and supporting multi-disciplinary working, LHCP are developing plans for a more integrated approach to supporting people in their own homes, proposal to develop a community hub to coordinate responses to referrals, and plans to develop a Population Health and Care Management System.

A large number of the participants gave their details to get involved in helping to transform services for people who are frail. I attended this event and was pleased to see a detailed report identifying outcomes which will influence commissioning decisions.

- **Reducing health inequalities – BAME mental health summit**

The forum received an update from the BAME mental health summit which was held on 8 October. The event was jointly organised by the CCG and Lewisham Council to explore ways to tackle BAME health inequalities around mental health. It was well attended with over 80 participants who heard feedback from previous engagement and several examples of lived experience before lively breakout discussion sessions. A detailed report on this event and the next steps will be discussed at the December PEEF meeting.

- **Reducing health inequalities – EDS2 rating**

The Equality Delivery System (EDS2) is an important way in which we ensure the services we commission are appropriate for, and inclusive of, our diverse local population with particular regard to the nine protected characteristics listed in the Equality Act 2010. The forum heard how the CCG's Public Reference Group (PRG) have played a key role in our Equality Delivery System (EDS2) rating once again. PRG members met three times to: select from a long list three services that the EDS2 process covered (Child and Adolescent Mental Health Services, GP Extended Access Service and the Community Falls Service); pre-review evidence; and carry out the grading (in this final session they were joined by other residents including patients and carers).

- **CCG AGM 2018**

The CCG AGM was held at Cantilever House following the September Governing Body meeting. This year it was decided to hold a separate engagement event in the evening to see if we could attract more public participants, especially people of working age. This meant that the AGM was a smaller event. It was well publicised and 18 members of the public attended and were able to ask questions. Forum members thought it went well but noted that it is impossible to analyse the effectiveness of the decision until the engagement event has happened and been evaluated.

- **Improving PEEF's assurance processes**

As commissioning decisions are increasingly made at several levels (CCG; jointly with Lewisham Council; across Bexley, Greenwich and Lewisham; and across south east London) it is important that PEEF is able to keep track of public engagement activities. The forum discussed ways to use the Clinical Directors/Senior Management Team meetings and other key commissioning meetings to discuss public engagement plans and outcomes. The Engagement Team are developing a new approach and some simple forms to enable PEEF to systematically track plans, activities and activities.