

Governing Body Meeting 9 May 2019

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

Date of meeting reported: 2 April 2019

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Main issues discussed

At the PEEF meeting in April the forum received a final progress report against our Public Engagement Workplan for 2018/19 and discussed the draft workplan for 2019/20; the review of primary care interpreting and translation services; our AGM; Healthwatch reports and planned engagement around the NHS Long Term Plan. We also discussed the Care at Home provider alliance and co-production work to reduce mental health inequalities.

Final progress report against our 18/19 Public Engagement Workplan

The Forum were pleased to note the final progress report and the considerable achievements and the significant levels of activity and creativity in terms of engagement and involvement during 18/19. They also noted that where progress hasn't been as anticipated this is usually due to reasons beyond the control of the Engagement Team (eg as commissioning projects haven't progressed as expected or planned activities have been replaced by other activities). The Engagement Team have been out and about in the community, creating new connections and extending our reach. As a reminder, highlights of the year include:

- 100+ engagement activities
- 2350+ people engaged
- [Interpreting and translation service review](#)
- Co-design of [rough sleeper service](#)
- [Frailty summit](#) (105 people attended)
- [Diabetes workshops](#)
- [Black and Asian Minority Ethnic \(BAME\) mental health summit](#) (80 people attended)
- Creative engagement at two local festivals ([People's Day](#) and [Downham Celebrates](#))
- Recruited [new Public Reference Group](#)
- Lewisham Health and Care Partners event – [Working together for a Healthier Lewisham](#) (98 people attended).

Draft Public Engagement Workplan for 2019/20

The Forum looked at the draft Public Engagement Workplan for 19/20 which has been developed following discussions at the PEEF workshop with Governing Body and Senior Management Team members in January. The plan aims to achieve the best balance of engagement on specific service changes/redesign in the short term, whilst continuing to lay the foundations to work in partnership with local people in transforming local health and care in the longer term. The workplan has five main objectives, mirroring the CCG's four clinical priorities (frailty, mental health, respiratory and diabetes) and a specific objective around Children and Young People's services.

Much of the work is already underway, however comments on the plan are being incorporated and an updated plan will be presented for approval at the next PEEF meeting on 4 June.

Reducing health inequalities - Review of Primary Care Interpreting and Translation Services

The Forum received a report into the review of the interpreting and translation services we carried out in parallel with colleagues in Lambeth and Southwark CCGs. We were pleased to note the [extensive and creative public engagement activities carried out](#) to ensure we heard from a wide range of people who use the current services. Feedback and inequalities identified during the review will inform commissioning plans.

CCG AGM 2019

The Forum discussed proposals for this year's CCG AGM and agreed to look at holding the AGM following one of the existing Governing Body meeting dates. In 2018 we held alternative public engagement activities (rather than incorporating as part of the AGM) and it was agreed that this approach worked and that we should take a similar approach in 2019. The AGM will be advertised widely to the public and people who attend will be invited to ask questions.

Healthwatch update

The forum received an update from Healthwatch Lewisham which covered the public engagement activities around the NHS Long Term Plan which they are coordinating across south east London. Priority areas for this include mental health, learning disabilities and autism.

We also received an update on two recent Healthwatch Reports 'Sense of Mental Health' covering children and young people and 'Assessing Complaints Information' which looked at information available on GP practice websites.

Commissioning Services Development & Redesign - Care at Home Provider Alliance

The communications and engagement plans for the Care at Home Provider Alliance are now finalised. The Provider Alliance will bring together staff providing care to people in their home from a number of provider organisations and professions. The forum were pleased to note plans to use Experience Based Co-Design (EBCD) with staff and patients to improve the experience for people receiving care. 50 staff will be trained in using the approach in May 2019.

Reducing health inequalities – Mental Health

Following last year's [BAME Mental Health Summit](#), in partnership with colleagues at Lewisham Council and members of the Health and Wellbeing Board, we are working with BAME representatives to develop methods for ongoing co-production to support commissioning of mental health services. Also in partnership with the council and providers we are putting into action plans involve local people in co-producing plans to develop a mental health provider alliance that will enable staff from different organisations to work better together.