

Governing Body Meeting 11 July 2019

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

Date of meeting reported: 4 June 2019

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Main issues discussed

At the PEEF meeting in June the forum discussed the draft Public Engagement workplan for 2019/20; received the first progress report from the second cohort of our Public Reference Group (PRG); an update on the co-design activities in the Care at Home provider alliance work; and an update on our Summer engagement activities.

Public Engagement Workplan 2019/20

The Forum discussed the draft workplan, which outlines our public engagement activities and priorities during 2019/20, and received helpful feedback from commissioners and directors.

The plan 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 response to the NHS Long Term Plan.

Building on the activities we carried out in 2018/19 we are continuing to develop our planned approach to public engagement to support us in achieving our organisational objectives and to enable better decision-making; and continuing to move up the engagement ladder to engage in dialogue which enables us to meaningfully involve our residents and our stakeholders.

The objectives of the public engagement plan reflect the CCG's corporate objectives:

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 the 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 with local residents and community groups to inform them about changes to local commissioning arrangements, gain their input to how the NHS Long Term Plan is implemented locally and how, working with our partners, services in Lewisham will be developed and delivered at both the merged (strategic) and the local Lewisham (place based) level.

2. Primary care support and development

The NHS Long Term Plan sets 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.

In Lewisham there are six PCNs and we will be supporting them to map out their community connections, to engage their communities in ongoing dialogue and support them with guidance around public engagement relating to mergers.

3. Respiratory

In Lewisham we need to reduce variation in respiratory services and improve the quality, access the pathway to better support and meet the needs of residents.

Our commissioners want to develop a respiratory model of care that provides a person centred service and we will be engaging with and involving local people in developing a new respiratory model of care in Lewisham which better supports and meets their needs.

4. Mental health

In Lewisham 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 will be supporting the developing Mental Health Provider Alliance and will be working with local residents and service users to co-produce care pathways and services which can meet local people's needs and aspirations and reduce health inequalities.

5. Frailty

Lewisham CCG wants a better quality of life for those living with long term conditions. We will be involving local people and community organisations in plans to transform care for people who are frail. We will continue to support the work of Lewisham Health and Care Partners to develop a Care at Home Provider Alliance and will support staff and service users from the Alliance in running a series of Experienced Based Co-Design Projects to improve the way that care is delivered.

6. Diabetes

As part of the Diabetes Transformation Programme Bexley, Greenwich and Lewisham CCGs are working together to develop a new model of care for the prevention and management of diabetes in the community.

We will be involving local people and community organisations in these plans and to design and deliver public co-production events throughout the year and have established a diabetes sub group of our Public reference Group to further support this work.

7. Children and Young People

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 Adolescent Mental Health Services (CAMHS) Transformation Plan.

We will support Lewisham CYP Joint Commissioning Team to engage with service users, carers and families in co-production events and have established a CYP sub group of our Public Reference Group to provide further support.

Some final amendments are being made to the plan but it is expected to be approved by the end of July 19. Much of the work is already underway.

Public Reference Group progress report

The Forum received a report from the PRG co-chairs and were pleased to note the excellent progress the second cohort have made since January when their term began. Their work plan has been aligned to the CCG's main priorities and a sub-group has been formed for each of these areas.

It was great to hear about so many examples of meaningful engagement both at the main PRG meetings and at sub-group meetings held since January. Each item was rated based on the engagement ladder with 2 items classed as 'informing'; 2 as 'devolving'; 2 as 'involving'; and 8 as 'collaborating'.

Commissioning Services Development & Redesign - Care at Home Provider Alliance

The Care at Home 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 that 36 staff have recently received training in Experience Based Co-Design (EBCD). EBCD is a technique where staff and patients or service users work together to improve both the care and the experience of receiving care. Staff within the provider alliance are now developing ideas for the first EBCD projects which will start over the summer.

Summer engagement activities

As there is no Lewisham People's Day this year the CCG engagement team are working with partners and PRG members to engage with local residents at several smaller events. The first of these was the Phoenix Festival on Saturday 11 May.