

Governing Body Meeting 12 September 2019

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

Date of meeting reported: 20 August 2019 (workshop with CCG Senior Management Team and Governing Body members)

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Main issues discussed

At the PEEF workshop in August we analysed our Improvement and Assessment Framework (IAF) results for 2018/19 and discussed public engagement and involvement activities following the [proposed changes to the south east London CCGs](#).

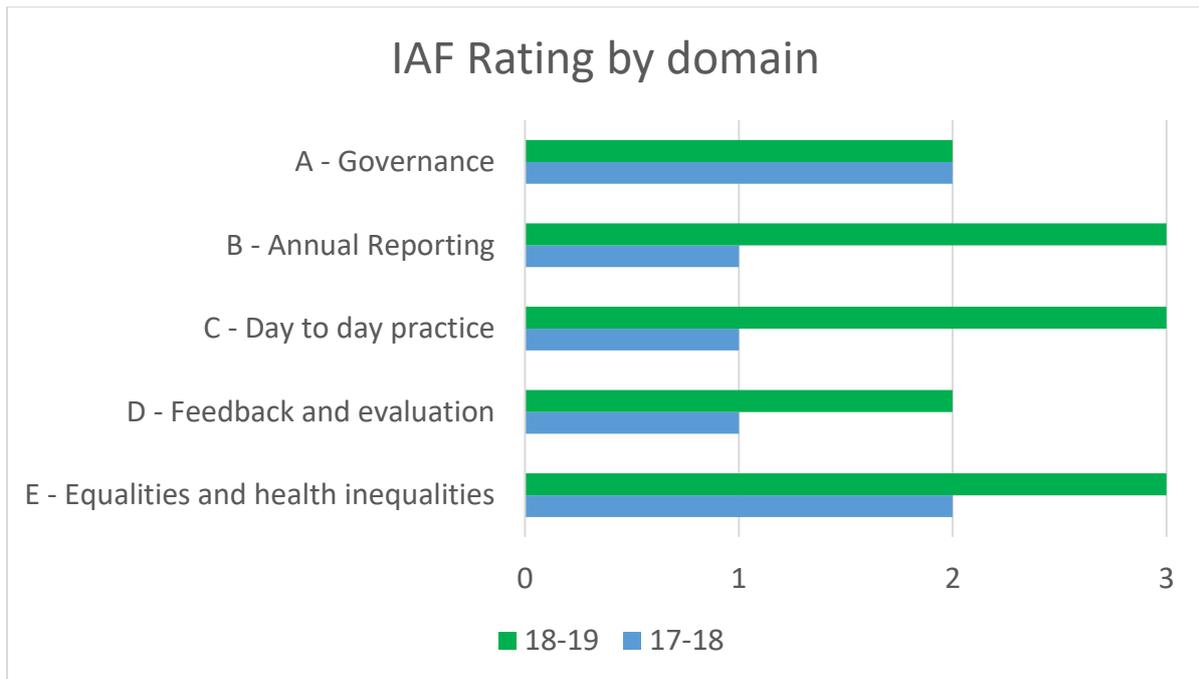
This report also highlights feedback from Lewisham residents on public engagement events held to gain views on the local implementation of the NHS Long Term Plan and the proposed creation of one CCG covering the whole of south east London.

Improvement Assessment Framework (IAF) rating for 2018/19

The IAF assessment is part of NHS England's Improvement Assessment Framework for CCGs. We are rated on patient and public participation in commissioning health and care. NHSE assess our performance by looking at evidence of our engagement which is published on our website under 5 domains.

Our overall rating for 18/19 was 'good' and workshop participants were pleased to note the significant improvement from 17/18 when we were rated 'requires improvement'. We narrowly missed out on a rating of 'outstanding' with an overall score of 13 out of 15 (one short of 'outstanding'). The improvement was due to a combination of adopting new initiatives in response to the previous assessment and better evidencing of our work. I am pleased that the CCG's improvements and the hard work of the communications and engagement team and their commissioning colleagues has been recognised with this assessment.

The graph below shows the results for each of the five domains and shows the improvement from the 2017-18 rating. At the workshop we analysed detailed feedback from NHS England for each domain to ensure that we learn from this year's performance and identify areas to improve. The main areas to improve are listed following the graph.



Domain A – Governance: rating ‘good’

Areas to improve:

- Increase evidence in relation to how the Governing Body is assured about the difference Public Engagement has made
- More evidence to describe the approach the CCG takes to reviewing involvement across providers and taking action in response. This is an area that most CCGs struggled with nationally. It was noted that the proposed south east London CCG would bring an opportunity to get a better handle on this as many providers work across more than one borough.

Domain B – Annual reporting: rating ‘outstanding’

Areas to improve:

- Demonstrate better how networks have influenced the work of the CCG.

Domain C – Day to day practice: rating ‘outstanding’

Areas to improve:

- Add information outlining that a range of options for receiving information in different formats is available and how people can access it – to be linked from the CCG ‘Get involved’ section.

Domain D – Feedback and evaluation: rating ‘good’

This was a domain that many CCGs struggled with nationally. We agreed that this should be our main focus to improve and that we will seek to learn from CCGs who were assessed as outstanding for this domain.

Areas to improve:

- The ‘You said, we did...and are doing’ section to be improved by including dates so it is clear what is current/recent.
- Workplan and Progress report don't provide enough information about how effective engagement has been. This would benefit from a more comprehensive account of how the CCG reviews and evaluates the spectrum of engagement activity and takes action in response.
- Example improvement on interpreting and translating review: use diverse and creative methods to feedback, for example videos in different languages and / or signed as per local need, podcasts, infographics, you said we did and feedback via patient partner who took part.

Domain E – Equalities and health inequalities: rating ‘outstanding’

Areas to improve:

- The CCG would benefit from providing more robust evidence of embedding of EDS2 (Equality Delivery System) as part of overall engagement strategy, plan or approach.

Public engagement and involvement activities following the proposed changes to the south east London CCGs

The Forum then discussed what types of public engagement and involvement activities will be required following the proposed creation of one CCG covering all of south east London.

Participants stressed the important role that local knowledge, networks and contacts will need to play to ensure that Lewisham residents’ continue to have a strong voice.

We discussed the continuing need for meaningful engagement and involvement on the impact that decisions made at a strategic level would have on local people and services. We also acknowledged that changes in the design and delivery of local Lewisham services would also require a robust engagement and involvement framework.

We discussed different types of activities occurring at different levels (eg Primary Care Networks, Lewisham, Bexley/Greenwich/Lewisham, and across south east

London) and the likely resources required. We also discussed governance and assurance and we are developing the rationale for a Lewisham sub-group of the Borough Based Board to ensure Lewisham residents' views feed into the Place Based Board and are reported to the south east London CCG.

We also noted that all boroughs in south east London have received a 'good' or 'outstanding' rating for public engagement. This shows that the new organisation will have excellent foundations to build on and that different approaches taken in each CCG have enabled them to meet the needs of their local populations.

The recommendations from the workshop will be fed in to the CCG Change programme with proposals for governance and assurance to come to a future CCG Governing Body.

Lewisham residents' thoughts on how the NHS Long Term Plan should be implemented locally

Since the last Governing Body we worked with the Our Healthier South East London team to hold [two public engagement events](#) in Lewisham to hear what local people think about how the NHS Long Plan should be implemented locally. The reports from these events will be published on our website when they are available.

We also supported a number of discussions with seldom heard groups in Lewisham (12 July - BME Mental Health Carers Forum; 19 July – Lewisham Asian Group; 25 July – Lewisham BME Network; and 30 July – Lewisham Mental Health Carers Forum).

In addition Healthwatch Lewisham have published a [report into the Long Term Plan engagement](#) they carried out in the borough.

Our Healthier South East London will be publishing the strategy for the implementation of the Long Term Plan in November 2019 and in forthcoming PEEF meetings we will continue to analyse the findings from all of these activities and seeking assurance as to how they will be considered in the ongoing development and delivery of future south east London plans.

Lewisham residents' thoughts on the proposed creation of one CCG covering all of south east London

Since the last Governing Body we have also been engaging with local residents about the [proposed changes to the south east London CCGs](#). We hosted a discussion on 18 July and following that we attended additional meetings on request, including a Pensioners Forum event on 24 July, Save Lewisham Hospital campaigners on 13 August, and Healthwatch Lewisham's Planning Committee on 4 September. The findings from these engagement activities informed the papers that the Governing Body are considering today. Reports from the activities will be published in the [get involved](#) section of our website.