

Governing Body Meeting 8th March 2018

Report from the Chair of the Public Engagement & Equalities Forum

Date of Meeting(s) reported: 20th February 2018

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Main Issues discussed

The meeting was held as a workshop for the wider Governing Body membership. Its purpose was to follow-up on the discussions held at the Strategy & Development in October with a view to further developing the CCG's strategic approach to public engagement and priority areas for 2018/19.

- **Reflections on 2017/18**

The forum reviewed the activities and outcomes of the key public engagement for the year to date. This highlighted the range and variety of engagement undertaken at public events, through surveys, and with community groups. There were in-depth discussions on the public consultations on the proposed changes to prescribing and on access to primary care and the future of the New Cross Walk-In Centre, and on the CCG annual general meeting. The importance of early conversations about changes and open-ness about their implications were highlighted, as was the value of building on relationships that have been established and the community networks that have been developed through the engagement and consultation processes, which will form part of the on-going monitoring of lessons learnt to influence future engagement work. There was also discussion of the reports from Healthwatch that the CCG had received and how they had been shared with other forums to ensure they inform service monitoring or change as required.

- **CCG Narrative**

The forum received the latest draft of an overarching 'narrative' for the CCG that provides a brief description of the context in which the CCG is operating and high level themes, which will then support engagement on transformation of local health and care services working with the local population. The value of the narrative was recognised, and will be developed further so that it includes a shorter summary and links to local system partnership working, as well as the supporting material that can be drawn upon according to the particular communication or engagement circumstances, with the intention to have an engagement plan for the narrative itself.

- **Priorities for 2018/19**

The objectives and priorities for the CCG for 2018/19 are under development. The forum reviewed the emerging priorities for the corporate objectives and QIPP programme, how they would relate to the overarching CCG narrative and the commissioning/engagement cycle as a framework for development of more detailed plans. A CCG engagement workplan will be reviewed at the next PEEF meeting and reporting back to the next Governing Body meeting.

Challenges

The forum agreed that there should be one overarching priority for a communications and public engagement campaign around the narrative and the three themes (access and awareness; coordinated; proactive and preventative). This will enable ongoing conversations to extend our reach in the community and lay the foundations to engage around future transformation work. The challenge was to achieve the right balance to engage on Lewisham specific service changes/redesign in the short term, whilst working in partnership with local people in changing the way in which health and care services are used, and to develop our engagement approach along the 'engagement ladder', for instance to move from 'informing' to 'involving'.

Quality & Safety

The reports from Healthwatch Lewisham are an integral to monitoring of quality and safety, including patient information, hospital discharge, and working with social care. The reports have been shared as appropriate with the CCG Integrated Governance Committee and Primary Care Commissioning Committee.

Inequality & Fairness

The need to be sure that the variety of groups and communities in Lewisham are engaged was emphasised to ensure that their different needs and views are met, for instance BAME groups and the homeless impacted by the recent consultations on proposed service changes. For example