

Governing Body Meeting 10 January 2019

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

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Main issues discussed

The forum received updates on engagement around the review of Lambeth, Southwark and Lewisham interpreting services; the CCG-led Lewisham Health and Care Partners (LHCP) public and staff engagement event in October; the Lewisham BAME mental health event, also in October; improving PEEF's assurance processes; and progress made on evidencing our public engagement activities on the CCG website in preparation for the next assessment by NHS England.

Commissioning services development and redesign

- **Lambeth, Southwark and Lewisham Interpreting Services review**

The forum received an overview of the review of the Lambeth, Southwark and Lewisham Primary Care Interpreting Services. Current arrangements are not sustainable either financially, operationally and contractually and the equality impact assessment has identified that the current service negatively impacts on some of the population so there is a need to review the existing service to help outline and recommend proposals for future service delivery to meet the needs of the local populations in the three boroughs.

Each of the three CCGs are carrying out engagement activities with their populations. In Lewisham most effort is being focused on hearing from people who speak the top 5 languages requested (Spanish, Mandarin, Vietnamese, Turkish and Portuguese) and people who use British Sign Language. We were pleased to note that this is a good example of thorough and meaningful engagement at an early level in the commissioning cycle. The findings will shape a report that will be written in February to outline recommendations for future service delivery.

- **Lewisham Health and Care Partners (LHCP) event, 17/10/18**

This event was a partnership event with the CCG taking the lead role in organising with input from each of the partners. It replaced the public engagement element of the CCG AGM. The objective was to: *Engage with staff and members of the public around transformation and change plans which are being developed across the health and care system. Increase understanding and build connections for future engagement activities.*

The event was attended by 98 people. Around 40% of these were health and care professionals with the remainder either members of the public or from community organisations and charities. Holding the event in the evening was successful in meeting its objective of attracting more people of working age as 96% of attendees were aged 18-69.

The ethnicity of attendees was broadly in line with Lewisham's population, apart from under-representation from people with an Asian background. While the event was successful in attracting more people of working age, a lower number of elderly residents attended. There was a good turnout from people with disabilities with representation just above Lewisham's estimated population.

Summary of topics covered in workshop discussions that will feed in to LHCP plans:

- Promoting better access to information about health and care services and activities that promote wellbeing and self-care. Linking with other services and activities provided in the community. Promote social prescribing. Better care navigation.
- Making better use of our open spaces.
- Activities to reduce social isolation.
- Encourage participation and citizenship.
- Better communication between different parts of the health and care system and with service users and families.
- Support and training for carers.
- Consistency of care and care providers. Could some roles be combined? Care coordinator – one person building a relationship with the family.

The feedback from the workshops will be analysed further and a report will be published on partner websites in the New Year. This will outline the actions that are being taken in response to what we heard at the event.

The event was successful in developing awareness of LHCP and how we need to transform services together across the health and care system and with local residents. We have laid the foundations for a transformation journey with local residents and staff. 41 people who attended signed up and gave contact details to be involved in future engagement activities.

Reducing health inequalities

- **Lewisham BAME Mental Health Summit, 08/10/18**

The forum received an update from the BAME mental health summit which 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.

Several clear themes relating to the experiences that BAME residents have in relation to mental health services arose from the discussions. These themes were:

- Stigma
- Communication - around what is already happening within in terms of both community and statutory services.

- Early intervention - need for earlier intervention with young people, via education and other routes to prevent mental ill health.
- Genuine co-production – need for a clear mechanism for genuine dialogue and co-production with BME communities for both mental and physical health.
- Cultural competence of services: need for and benefits of culturally specific services.

In terms of outcomes, joint commissioners will be discussing with members of the Health and Wellbeing Board and the Lewisham BME Network several initial actions including:

- Endorsing and supporting stigma and discrimination reduction activities such as the Time to Change campaign.
- Developing mechanisms through Lewisham Health and Care Partners for genuine co-production with members of the BAME communities to support commissioning of all-age mental health services.
- Considering how we can place a stronger focus on prevention and early intervention for mental health, particularly within BAME communities.

Improving PEEF's assurance processes

The Forum agreed to test new templates for commissioners to complete to outline public engagement plans early in the commissioning cycle and to evidence the outcomes following public engagement activities. There will be a regular public engagement slot at the Clinical Directors and Senior Management Team meeting where these will be discussed, prior to being reported at PEEF. This will enable the Engagement Team to systematically track plans, activities and outcomes more effectively.

Evidencing our public engagement activities on the CCG website

The Forum were pleased to note the excellent progress that the Communications and Engagement Team have made in evidencing our public engagement activities on the CCG website. Further priorities were identified to be published prior to NHS England's next assessment as part of the Improvement and Assessment Framework (IAF). This will include further evidence of the influence that public engagement has had on commissioning decisions and a summary of public engagement activities carried out on social media.