

Governing Body Meeting 14 March 2019

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

Date of meetings reported: 29 January 2019 (Workshop with Governing Body and Senior Management Team)
12 February 2019

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Main issues discussed

At the Governing Body/SMT Workshop in January we reflected on 2018/19 so far, discussing progress against our objectives; Our forthcoming submission of evidence to NHS England for the Improvement and Assessment Framework (IAF) on Patient and Community Engagement; and held group discussions to inform our plans for 2019/20.

At the PEEF meeting in February the forum again discussed progress against our objectives; the IAF submission and how the feedback from the workshop can shape the public engagement and equalities plans for 2019/20. We also discussed the Care at Home provider alliance; work to reduce health inequalities (mental health) with BAME communities; and the evaluation of our first cohort of the Public Reference Group.

Reflections on 18/19 so far

Governing Body and SMT were all pleased to note the considerable progress and the significant levels of activity and creativity in terms of engagement and involvement during 18/19 so far. The Engagement Team have been out and about in the community, creating new connections and extending our reach significantly. Highlights reported 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).

The Director of Healthwatch also shared reflections on the CCG's engagement and equalities work during the year and concluded it was an active and productive year for the engagement team. She praised the Frailty and BAME mental health summits for being well attended and having good discussions. She also praised the work carried out following the consultation and closure of the New Cross Walk-In Centre and commented on the quality of material and engagement plans for the interpreting and translation service review, which Healthwatch are currently supporting.

Lessons have been learnt from the CCG's engagement activities and from those of our partners, including Healthwatch, which will inform plans for 19/20. For example from equalities reports we have identified that we tend to have lower interactions with Asian residents and with residents who are Muslim. Also interactions are low with our Spanish, Portuguese and Vietnamese communities.

Progress against our objectives

The forum received a [Progress Report on the Public Engagement Workplan 2018-19](#). They were pleased to note the excellent progress that has been made. 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).

Improvement and Assessment Framework (IAF) on Patient and Community Engagement

PEEF and Governing Body members were pleased to note the progress that the Engagement Team have made. Engagement and equalities activities and outcomes are now well evidenced on the CCG website. The team have until 8 March 2019 to submit a list of web links as evidence that NHS England will use to determine the CCG's rating for patient and community engagement for 18/19.

Public Engagement and Equalities Planning for 19/20

Governing Body members agreed that the 19/20 workplan will have four main objectives, mirroring the CCG's four clinical priorities (frailty; mental health; respiratory; and diabetes). We had useful table discussions on each of these areas covering what good engagement and involvement would look like; how we ensure we meet our statutory obligations; and how the Public Reference Group should be involved. The notes from these productive discussions are being used to develop the detailed plans for next year.

Commissioning Services Development and Redesign – Care at Home

The forum received an update on engagement plans for the Care at Home Provider Alliance. 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 and projects will start during Spring 2019.

Evaluation of our first cohort of the Public Reference Group (PRG)

The forum received the final report from the outgoing Chair, Beverley Weston and thanked her and the original cohort of PRG members for their considerable contribution. The forum noted that 16 new members have been recruited and it was pleasing to welcome one of the Joint Interim Chairs, Michelle Nembhard to her first PEEF meeting. A comprehensive [evaluation report](#) has been prepared which outlines the impact the PRG had and identifies key learning points for the new cohort of members. Commissioners need to be encouraged to come to the group sooner and be clearer about what the ask is of the group and present their materials more accessibly.

Work to reduce health inequalities (mental health) with BAME communities

PEEF members were pleased to note that actions are being taken following the [Black and Asian Minority Ethnic \(BAME\) mental health summit](#). A facilitator has been commissioned from the BAME community to run a meeting with members of the Health and Wellbeing Board to focus on approaches to sustainable co-production to support commissioning of all age mental health services.