

**Governing Body Meeting 9 January**  
**Report from the Chair of the Public Engagement and Equalities Forum**  
**(PEEF)**

**Date of meeting reported: 10 December 2019**

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**Main issues discussed**

At the PEEF meeting in December 2019 we discussed progress against three of our Public Engagement priorities (respiratory, diabetes and primary care support and development); we reviewed feedback and actions from our engagement around the NHS Long Term Plan; we had an update on progress from our Public Reference Group and from Healthwatch Lewisham on engagement they have carried out on our behalf and with our providers; we heard about the innovative winter communications and public engagement campaign; and we discussed the NHSE&I Oversight Framework 19/20 which has replaced the Improvement Assessment Framework. We also discussed work to reduce health inequalities including engagement and involvement in our Equality Delivery Scheme (EDS2) exercise; and engagement case studies for our Annual Equality Report.

**Other updates**

This report also covers partnership events (including the Big Health Day event for people with a learning disability, Falls event, mental health event); plans to develop a Lewisham Public Engagement Forum following the merger and establishment of the South East London CCG; actions following the review of the Lambeth, Southwark and Lewisham interpreting and translation service; handing over to the new organisation and structures.

**Progress against the priorities in the Public Engagement Plan 2019/20**

**Respiratory**

*Objective: Engage with and involve local people in developing a new respiratory model of care in Lewisham which better supports and meets their needs.*

We received a progress update on the review of the Lung Exercise and Education Programme (LEEP) that we have commissioned Healthwatch Lewisham to carry out on our behalf. The report will be completed early in 2020 and the forum will discuss it further when finalised.

The forum also heard how Public Reference Group members and members of the Breatheeasy group have been involved in activities such as developing plans to pilot the MyCOPD App. Members requested further information on the development of community respiratory hubs.

## **Diabetes**

*Objective: To involve local people and community organisations in plans to transform care for people with diabetes.*

Plans to transform care for people with diabetes across Bexley, Greenwich and Lewisham include a local public and patient engagement programme to co-develop a new model of care in 2020/21. The forum were pleased to note the excellent pre-engagement work that has already been carried out. This has included the commissioner and senior clinical director presenting and discussing plans with the Public Reference Group (PRG). They have also engaged several times with a sub-group of the PRG for more detailed discussions, to develop PRG members' knowledge and understanding of the subject and to jointly develop patient outcome measures for Lewisham patients.

An engagement plan for 20/21 is in development. It was noted that equalities should underpin the plan as it is important that the new model helps to reduce inequalities, particularly around access to diagnostics and treatments. The forum requested that the plan is brought to PEEF at either the January or March 2020 meetings.

## **Primary care support and development**

*Objective: Support Primary Care Networks (PCNs) to map out their community connections and to engage their communities in ongoing dialogue; Support practices with guidance around public engagement relating to mergers; Engage with the public around primary care developments such as online consultations.*

Forum members heard that currently there is variability across SE London with regards to the different CCGs' roles in supporting primary care to engage with their patients (including involvement with Patient Participation Groups and around changes such as mergers). Different levels of support have also been provided to the new Primary Care Networks to help them engage with patients. A public engagement framework for SE London is being developed which should bring some consistency to this. The framework will be discussed at PEEF in either January or March 2020. Opportunities have been identified for the Lewisham CCG engagement team to support primary care eg through training, sharing knowledge and contacts and commissioners will be discussing these with primary care network leads.

## **NHS Long Term Plan**

Following up on the discussion at the previous PEEF meeting members discussed the main findings from the portfolio of activities and how these can be transferred into a 'you said, we did/are doing' summary. This will be discussed with PRG members and will help to ensure that the feedback and actions are fed back in a meaningful way to participants. It will also enable us to ensure that this valuable input from Lewisham residents can be handed over to the new structures within the SE London CCG and the Lewisham Borough Based Board to ensure that our residents' views are taken forward and not forgotten about.

## **Healthwatch Lewisham update**

Forum members received an overview of recent Healthwatch engagement activities. This is an important way in which we monitor the performance of our providers when it comes to engagement and involvement. We received overviews of an 'Enter and View' at the GP Extended Access Service, a review of Lung Exercise and Education Programme (LEEP) and a review of primary care services for people who are homeless. The full reports into each of these will be shared with PEEF members when they are available.

## **Public Reference Group report**

The Forum received a [report from the Chairs of the Public Reference Group](#), summarising their activity since June 2019 (including meetings, events, training and feedback). Members were particularly impressed to note the depth of their work and thanked members for their valuable and meaningful contributions.

Each PRG activity is listed against the engagement ladder and it was pleasing to see that the majority of activities were either classed as 'involving', 'collaborating', 'consulting' or 'devolving'. Highlights included members who have been actively participating in the development of the Mental Health Provider Alliance, diabetes and equalities work.

It was also pleasing to note that many members attended the Deaf Awareness and introduction to British Sign Language training that we organised to help improve communication with our deaf PRG member.

Their meaningful input was illustrated further by some excellent feedback from commissioners and other people who have held discussions with the PRG.

Forum members agreed the report was an excellent way of demonstrating the impact and influence of the PRG.

## **Winter campaign**

Forum members received an overview of the innovative winter communications and public engagement campaign being led by the Lewisham team across Bexley, Greenwich and Lewisham. We have commissioned one of the UK's leading specialists in behaviour change communications and nudge theory and the campaign is underway and will run until the end of February 2020. The aim is to:

- Increase the numbers of people aged over 65 who have vaccinations for flu, pneumococcal and shingles (over 70s)
- Increase the numbers of people with long term conditions who have flu vaccinations
- Increase the numbers of children under 11 who have flu vaccinations

- Promote to residents and health and care staff the different ways people can access appropriate care across Bexley, Greenwich and Lewisham

The approach is very evidence-based and so far there has been a great deal of activity to develop and test the materials. This has included:

- A kick off meeting with input from A&E staff, public health, medicines management, commissioning and a practice nurse where we developed a behavioural audit
- A focus group with older people in residential housing
- Two focus groups with local parents
- Qualitative one to one interviews
- COM-B questionnaires (completed by over 200 local residents)
- Google surveys testing the creative concepts

Following these the artwork and messaging for outreach engagement has been developed, tested and tweaked in response to the feedback.

### **NHSE&I Oversight Framework 19/20**

The deadline for submission of evidence for the patient and public participation element of the Oversight Framework is 10 February 2020. The engagement team and commissioners are working to ensure that our work is evidenced effectively on our website and we are confident that we can improve on 18/19 where we were rated 'good'.

### **Reducing inequalities**

One of the ways that we monitor the public engagement and involvement of our providers and work with them to reduce inequalities is through the Equality Delivery System, a tool to measure equality performance of NHS organisations.

The forum noted that our Public Reference Group were involved in three stages of this work: [selecting the services to be assessed and graded](#), [reviewing the evidence](#) before the grading, and taking part in the [grading workshop](#) (with other residents and service users).

The forum were informed of the provisional grades for the three services reviewed:

- Community Specialist Palliative Care (provided by St Christopher's)
- Core24 Mental Health Liaison Service (provided by Lewisham and Greenwich NHS Trust)
- High Intensity Users Services and Interventions (provided by One Health Lewisham)

We also discussed public engagement case studies to be included in the Public Sector Equality Duty Annual Report. These will include our [summer engagement](#)

[events](#), [Me and my community mental health event](#), [Big Health Day event](#) for people with a learning disability and the [Pride in Practice initiative](#).

## **Other updates**

### **Lewisham Public Engagement Forum**

In November the Governing Body endorsed the rationale for a Lewisham Public Engagement Forum following the creation of the South East London CCG on 1 April 2020. We have continued to develop plans for the forum and the Governing Body will be asked to approve the Terms of Reference. The new forum will ensure that Lewisham residents retain a voice in the new SE London CCG Governance structures, and equalities continue to be a focus of the engagement activities carried out at all levels (Primary Care Networks, Lewisham, Bexley/Greenwich/Lewisham, SE London). It will also enable more coordination of public engagement and involvement activities across commissioners and the main health and care providers in the borough.

### **Partnership events**

I attended the excellent [Big Health Day event](#) for people with a learning disability in October which was led by Lewisham CCG staff in partnership with colleagues from Bexley and Greenwich. The aim was to reduce inequalities for people with a learning disability by providing helpful information about staying healthy and active. It was attended by more than 340 people. I spoke to several participants and feedback was overwhelmingly positive and people were appreciative that such a large scale event had been organised to help meet their health needs. There were a wide range of activities including theatre, dance, a choir, exercise classes, an inflatable colon and 27 different health information stalls.

Also in October we held a successful [Me and my community mental health event](#) in partnership with Lewisham Council, community organisations and our providers. The event was well attended and there were a number of excellent workshops and a marketplace of stalls.

We also participated in a very successful Falls Awareness Day in November which was organised by Lewisham Council and the Falls Service which is run by Lewisham and Greenwich Trust and jointly commissioned by the CCG and the Council. This was attended by over 250 local residents.

### **Lambeth, Southwark and Lewisham interpreting and translation service**

The public engagement carried out during the [interpreting and translation service review](#) informed the specification for a new service. A procurement exercise has been completed. I have requested the communications plan for the mobilisation of the new service includes feeding back creatively to the people engaged with (eg by producing information in a range of formats such as a video in British Sign Language).

## **Handing over PEEF work to the new SE London CCG and the Lewisham Borough Based Board**

The Lewisham Public Engagement Forum mentioned above will help to ensure that there is a good handover of public engagement and equalities work to both the SE London CCG and the Lewisham Borough Based Board. To facilitate continuity we will produce a final PEEF report in March 2020 that will include progress against the public engagement objectives 2019/20 and the findings from the activities.