

**Governing Body Meeting 14 November****Report from the Chair of the Public Engagement and Equalities Forum (PEEF)****Date of meeting reported: 15 October 2019****Author: Anne Hooper, Lay Member****Main issues discussed**

At the PEEF meeting in October 2019 we discussed proposals for establishing a Borough based Public Engagement Forum following the merger of the CCGs.

We were also joined by commissioners and were pleased to note progress against four of the priorities in our Public Engagement Plan 2019-20: Frailty; Mental Health; Children and Young People; The NHS Long Term Plan and what it means for Lewisham.

In addition we noted the plans for a winter communications and public engagement campaign, which Lewisham is leading, across Bexley, Greenwich and Lewisham.

**Rationale for a Borough based Public Engagement Forum**

The Governing Body are asked to endorse the following rationale:

**SUMMARY:**

If Lewisham CCG merges with the other SE London CCGs as is proposed on 1 April 2020 the current Lewisham Public Engagement and Equalities Forum will cease to exist.

At the PEEF Governing Body/SMT Workshop in August we agreed that we should develop the rationale for a borough based Public Engagement Forum to ensure public engagement and involvement continues to be carried out to a high standard within the borough of Lewisham.

**KEY ISSUES:**

Local people want to see open conversations in Lewisham on how NHS services will continue to be accountable and responsive to residents as well as connected to the diverse communities we serve. Lewisham CCG has, over time, developed highly effective and valuable local connections and local intelligence both of which are vital to understanding local needs and views. This was recognised in NHS England's 2018/19 IAF patient and community engagement indicator rating of 'good'. A borough based public engagement forum will help to ensure that local voices continue to have a meaningful role in engagement and involvement and that the improvements evidenced in the IAF rating are sustained and that an outstanding rating is an achievable aspiration.

The Lewisham Public Engagement Forum will play an important role in ensuring that Lewisham residents retain a voice in the new SE London CCG Governance structures, and Equalities continue to be a focus on the engagement activities to be carried out at all levels (Primary Care Networks, Lewisham, Bexley/Greenwich/Lewisham, SE London). The Forum will ensure that local people have the opportunity to reflect the views and needs of their diverse populations at both a local level and also at the SE London strategic level.

The development of a Borough Based Board and a Lewisham local care partnership (Lewisham Health and Care Partners) brings an opportunity to coordinate public engagement and involvement across commissioners and the main health and care providers in the borough. This will support the development of provider alliances and co-production between staff delivering services and patients and carers.

The group will act as a borough-based sub-committee of the committee established to provide assurance around Lewisham based public engagement to the SE London CCG Governing Body and the Borough Based Board.

#### **PURPOSE:**

- Ensure that there is effective and meaningful engagement at a local Lewisham level to inform the priorities and commissioning decisions taken at multiple levels, including SE London; Bexley, Greenwich and Lewisham; and Lewisham.
- Provide feedback and assurance to the SE London CCG Governing Body and the Lewisham Borough Based Board that patient and public engagement is being carried out in Lewisham in line with best-practice and meets the legal duties placed on the CCG.
- Ensure that information drawn from engagement in Lewisham is reported to and taken account of in the development of CCG and borough based strategy and plans.
- Provide a support network to enable coordinated borough based engagement and involvement activities across Lewisham health and care partners, enabling co-production and shared learning.
- Provide feedback and assurance to the CCG Governing Body and the Borough Based Board that equalities and health inequalities are considered when planning and implementing the approach to public involvement and engagement in Lewisham.

#### **AREAS OF FOCUS:**

- Provide feedback and assurance to the SE London CCG Governing Body and the Lewisham Borough Based Board that patient and public engagement is being carried out in Lewisham in line with best-practice and meets the legal duties placed on the CCG:
  - Provide assurance on the duty to consult obligation

- Provide feedback which focuses specifically on the Improvement and Assessment Framework domain of public and patient participation and associated guidance
- Oversee the work of the Lewisham Public Reference Group (PRG), contributing to the work plan and responding to concerns or issues raised by PRG members. Receive a report on progress from the PRG Chair three times a year.
- Provide meaningful assurance that public engagement and involvement remains at the heart of both the strategic and local levels - including the impact strategic decisions will have on health and care services and on improving health standards and reducing health inequalities
- Ensure that Lewisham residents are engaged with and involved in plans to develop and enhance community based care in the borough.
- Bring together public engagement and involvement activities from across Lewisham's health and care commissioners and providers, ensuring that intelligence is shared and resources are pooled appropriately.

#### **MEMBERSHIP:**

- Borough based Lay Member (Chair)
- Lewisham Borough Based Partnership Manager
- Clinical Director/GP Lead
- Lewisham Director of System Transformation
- Healthwatch
- Lewisham Borough Based Head of Communications & Engagement
- Lewisham Borough Based Engagement Officer
- Lewisham Local (voluntary and community sector representative)

Other members will be invited to attend meetings, depending on what is on the agenda. These might include:

- Commissioners (including joint commissioners)
- Provider representatives (including Primary Care Networks, South London and Maudsley NHS Foundation Trust, Lewisham and Greenwich NHS Trust,
- Public Reference Group members
- Voluntary sector representatives

#### **KEY PEOPLE TO LIAISE WITH STRATEGICALLY:**

- SE London CCG Head of Engagement
- SE London CCG Director of Communications and Engagement
- SE London CCG Lay Member PPI
- Borough Based Director
- Director of Adult Social Services

- Director of Children and Young People's Services
- LBL Director of Strategy, Partnerships & Improvement

## **MEETING SCHEDULE:**

The Forum will meet a minimum of 4 times per year.

In addition to regular Forum meetings there will also be 2 Forum Workshops 2 times per year. Providers, commissioners, Borough Based Board members and voluntary organisations will be invited to these sessions to share learning and intelligence and also coordinate public engagement activities across the borough.

It is anticipated that the pattern will be that roughly every two months there will either be a regular Forum meeting or a Forum Workshop.

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

### **Frailty**

*Objective: To involve local people and community organisations in plans to transform care for people who are frail.*

So far the project has mainly been focussing on developing a frailty dashboard which identifies people with mild, moderate and severe frailty. Using this dashboard the data will be analysed to inform the work plan and engagement activities are planned for early in 2020 to support this.

### **Mental health**

*Objective: To support the developing Mental Health Provider Alliance, working with local residents and service users to co-produce care pathways and services which better meet local people's needs and aspirations and reduce health inequalities.*

The Mental Health Provider Alliance has been operating in a shadow format since April 2019. The plans focus on improving access to psychological therapies (IAPT), improving suicide prevention, care closer to home and more support for living well in the community.

The work has a strong focus on co-production with the BAME community to reduce inequalities, by having a proactive, preventative, coordinated and holistic approach and an offer of more culturally appropriate care, with an emphasis on access and prevention, rebuilding trust and decreasing stigma.

Public Reference Group members have been active participants in The Lewisham ACTOG (Alliance Community Transformation Operational Group) which is making good progress.

A new model for community mental health care is being piloted early in 2020 and the outcomes of the engagement and co-production will be shared with the Forum.

Commissioners have been engaging with Carers Forums, BME Forums, SLAM's Independent Advisory Group (IAG) and through the Mental Health Stakeholders event held on 14 October.

## **Children and Young People**

*Objective: To support Joint Commissioners to involve children, young people and families in plans to transform services for Children and Young People (CYP), including the Children and Adolescents Mental Health Services (CAMHS) Transformation Plan.*

The Forum received an overview of the comprehensive public engagement activities carried out this year around children and young people's services. This covered:

- Mental health and emotional wellbeing
- Early intervention services
- Community health
- Special educational needs and disabilities (SEND)
- 0-5 Services
- Looked after children

For each of the above areas the activity tracker summarised the nature of the engagement (what, why, who, how many, when) and the impact of the public engagement covering what has been learned, and how findings are incorporated into service planning. Examples include: a BAMER Mental Health Youth Group who have fed their views in to the CAMHS Transformation Project and contributed to the recruitment process for the CAMHS Trailblazer project; research with families in Evelyn Ward that led to changes in the activity schedule at a previously underused community centre. Since the changes there has been an 86% increase in attendance.

Engagement and involvement activities relating to CAMHS are summarised on pages 22-24 of the [CAMHS Transformation Plan](#).

## **The NHS Long Term Plan and what this means for Lewisham**

*Objective: Working with our partners we will engage with local residents and community groups to inform them about changes to local commissioning arrangements and gain their input to how the NHS Long Term Plan is implemented locally and how we develop 'place' based functions in Lewisham as part of the SE London integrated care system.*

The Forum received a report summarising the NHS Long Term Plan (LTP) engagement events carried out on our behalf by the Our Healthier South East London (OHSEL) team between June and August 2019. The events were organised by Kaleidoscope on behalf of OHSEL with the support of CCG local engagement teams.

The report contained:

- [Summary of NHS LTP engagement across SE London](#)
- [NHS LTP Lewisham topic event - Getting the best start in life](#)
- [NHS LTP Lewisham Borough-focused engagement event](#)
- A summary of outreach activities in Lewisham around the NHS LTP

The reports from the events held in Lewisham have been shared with all of the participants.

Additional outreach activities were carried out in partnership with the CCG team in Lewisham in July to with the following local community groups:

- BME Mental Health Carers Forum
- Elderly Asian group at Calabash Centre
- Lewisham BME Network
- Mental Health Carers Forum

The OHSEL team have summarised the findings from all of the engagement activities into five key themes:

1. People liked that there is and will be, more joined-up working between different services.
2. People liked that the public is being involved in south east London's response to the NHS Long Term Plan.
3. People are concerned about whether there is enough funding available to deliver these changes.
4. People are concerned about whether there are enough healthcare professionals in the workforce to deliver these changes.
5. People are concerned that the NHS isn't making the most of the resources that exist already, especially organisations in the voluntary, community and social enterprise (VCSE) sector.

The Forum noted the NHS LTP engagement reports and discussed how can we assure and evidence that feedback from Lewisham residents is taken into account strategically. There will be further work on this with the OHSEL team and how the impact of the engagement can be evidenced in a 'you said, we did' style format.

Members were pleased to note in the areas listed above the significant progress that has been made and the high number of quality engagement activities. The Public Engagement Team are working with the project leads to ensure that that the effectiveness of these activities are evidenced and available on our website.

The Forum will continue to monitor progress against these and the other objectives in the Public Engagement Workplan 2019-20.