

**Report to NHS Hammersmith and Fulham CCG Patient Reference Group, Engagement  
 Committee and Governing Body**

**October – December 2018**

**Update paper on patient and public engagement, communications and equalities**

**1. Introduction**

This paper is a summary of what we achieved through patient and public engagement during October, November and December 2018.

**2. Contents**

3.	Summary <ul style="list-style-type: none"> <li>• What went well</li> <li>• What didn't go so well</li> <li>• What needs to change over the next few months</li> </ul>
4.	Working with Healthwatch
5.	Progress against Engagement and Communications Strategy four point patient and public engagement and communications action plan.
6.	Update from the voluntary sector organisations the CCG has funded through the small grants programme.
7.	Updates on progress of any key local or national communications campaigns.
8.	Updates on progress of any key local engagement or reports.
9.	Engagement events and opportunities: <ul style="list-style-type: none"> <li>a) Looking back at recent events</li> <li>b) Looking forward to planned events</li> </ul>

**3. Summary**

**What went well**

- a) Started to explore how best to make our engagement more relevant and interesting for children and young people
- b) Trialled exciting new approach towards patient leadership training and coaching
- c) Granted the opportunity to start work on [“Pride in Practice”](#) in 2019, offering all H&F practices access to support in connecting with their LGBT patients

**What didn't go so well**

- a) Insufficient resource in the CCG to take forward a project with the Photojournalism Hub
- b) Experienced some challenges around Patient Participation Group development work
- c) At Age UK Consultative Forum, we were told we need to work harder to hear a wider variety of older people's voices

**What needs to change over the next few months**

- a) Explore other organisations' (e.g. [Sobus](#))' appetite to work with Photojournalism Hub on project
- b) Consider with Healthwatch CWL putting forward a bid for a funded Patient Participation Group development project
- c) Widen our engagement with older people

**4. Working with Healthwatch**

The CCG and Healthwatch identified ten priority areas for joined up working. At April's Patient Reference Group, we asked group members to reduce these into the top three priorities that mattered most to them. Here is how we worked with Healthwatch to progress against these three top priorities in October-December 2018:

Date	Action	Priority area
Friday 12 October	First steering group meeting for campaign with Queens Park Rangers Football Club and West London Health Partnership	CCG engaging earlier with partnership organisations and the public
Monday 15 October	Meeting with Healthwatch and Imperial College Health Partnership to discuss widening participation with children and young people	Delivering patient / expert by experience training, to increase people's confidence in getting involved in CCG decision making
Monday 5 November	Second steering group meeting for campaign with Queens Park Rangers Football Club and West London Health Partnership	CCG engaging earlier with partnership organisations and the public
Thursday 15 November	6 weekly Healthwatch tri-borough catch up	CCG engaging earlier with partnership organisations and the public
Thursday 20 December	Third steering group meeting for service signposting campaign with Queens Park Rangers Football Club and West London Health Partnership	CCG engaging earlier with partnership organisations and the public

**4. Progress against co-produced Engagement and Communications Strategy**

Action	Outcome	Progress

<p>1. To develop a commissioners' <a href="#">engagement toolkit</a> and ensure it is being used across the CCG by December 2017.</p>	<p>100% of HFCCG <a href="#">project initiation documents</a> to include completed engagement form by January 2018.</p>	<p><b>Business cases including completed engagement screen tools:</b> We are completing a plan around how we could join up our engagement and equalities related screening more effectively in the future. The plan will be shared with Patient Reference Group once completed.</p>
<p>2. To notify relevant groups of engagement opportunities at least four weeks in advance and put in place an accessible evaluation form for patient and public representatives to rate their involvement experience by September 2017. To establish effective training and support mechanisms for patient and public representatives by September 2018.</p>	<p>80% of engagement opportunities to be advertised at least 4 weeks in advance by September 2018.        80% of engagement opportunities to be advertised on GP TV screens by September 2018.        80% of patient representatives to report satisfaction with involvement support by September 2018.</p>	<p><b>% engagement opportunities advertised 4 weeks in advance:</b> <span style="background-color: #d4edda;">100% (4 out of 4)</span></p> <p>Full details of the dates of events and when they were advertised can be found in <a href="#">Appendix A</a>.</p>
<p>3. To ensure that documents are available in variety of languages and formats where requested.</p>	<p>100% of documents translated into other formats where this is directly requested by September 2018.</p> <p>At least three key strategic documents to be translated into <a href="#">accessible format</a> so that meaningful engagement can be carried out with a wider range of local groups by September 2018. PRG members to report that the CCG's website is more accessible by September 2018.</p>	<p>No requests received this quarter; however, latent TB awareness raising materials have been provided in multiple languages, and the Senior Commissioner for Learning Disabilities and Carers continues to produce engagement documents in an Easy read format.</p> <p>As reported in previous quarters, more than 3 documents have already been translated into an Easy read accessible formats for engagement purposes this year, therefore the target has already been met. However, the CCG will continue to work on ensuring that engagement documents are created in an Easy read format wherever possible.</p>

<p>4. To develop and implement a tiered and structured system for obtaining intelligence from GP practices, PPGs, <a href="#">Healthwatch</a> and community groups, and reporting back on <a href="#">"you said, we did"</a> activity, by November 2017. This to include the NWL S&amp;T team as well as H&amp;F CCG. CCG to issue clear local messaging and positive news stories.</p>	<p>Minimum of 3 new <a href="#">"you said, we did"</a> examples to be circulated and posted to CCG website every 3 months by January 2018. Minimum of 3 annual positive news stories and/or patient stories actively shared by September 2018.</p>	<p>3 examples of new 'you said we did' activity since last report:</p>					
		<table border="1" style="width: 100%;"> <thead> <tr> <th style="background-color: #4F81BD; color: white;">You said</th> <th style="background-color: #4F81BD; color: white;">We did</th> </tr> </thead> <tbody> <tr> <td data-bbox="837 387 1141 963"> <p>"People don't talk about poor mental health in BAME communities, though many are suffering. A space needs to be found for those who are struggling. A closed, confidential well-being group is needed run by professionals and people who understand the language."</p> </td> <td data-bbox="1141 387 1508 963"> <p>The Improving Access to Psychological Therapies (IAPT) service will reach out to coproduce a tailor-made emotional well-being workshop approach for BAME groups with BAME CVS representatives.</p> </td> </tr> </tbody> </table>	You said	We did	<p>"People don't talk about poor mental health in BAME communities, though many are suffering. A space needs to be found for those who are struggling. A closed, confidential well-being group is needed run by professionals and people who understand the language."</p>	<p>The Improving Access to Psychological Therapies (IAPT) service will reach out to coproduce a tailor-made emotional well-being workshop approach for BAME groups with BAME CVS representatives.</p>	
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		<p>"People don't talk about poor mental health in BAME communities, though many are suffering. A space needs to be found for those who are struggling. A closed, confidential well-being group is needed run by professionals and people who understand the language."</p>	<p>The Improving Access to Psychological Therapies (IAPT) service will reach out to coproduce a tailor-made emotional well-being workshop approach for BAME groups with BAME CVS representatives.</p>				
<p>"Need tailored care for the homeless community in Westminster, Hammersmith and Fulham and Kensington and Chelsea."</p>	<p>Set the following equality objective for 2019-2023: 'To ensure that commissioning and provider staff understand how to make services accessible for people who are homeless (particularly to encourage GP registration, health need assessments and signposting), using the resources available in the Healthy London Partnership Homelessness Programme.' Engaged with homeless health service providers and clients to inform how this will be actioned.</p>						
<p>"LGBT awareness training needed for frontline healthcare staff, particularly GPs, receptionists and mental health professionals, and to include a focus on challenging</p>	<p>We are working with the LGBT Foundation to roll out the <a href="#">Pride in Practice</a> support initiative across NW London. The initiative includes a wide range of support including awareness training, support around</p>						

		assumptions, and understanding of non-binary and transgender definitions and what this means for care.”	connecting the practice with their LGBT community and promoting cancer screening etc for this group.
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**5. Updates on any local or national communications campaigns.**

**7. Update on any key local engagement or reports undertaken e.g. 360 stakeholder engagement survey, and statutory obligations report.**

The annual 360 survey goes out to the CCG’s stakeholders in January 2019. This year, local residents as well as community and voluntary sector representatives from the Patient Reference Group have kindly agreed to complete the survey.

**8. Engagement events and opportunities**

Engagement events worth noting from the last few months:

Event	Date
We engaged with local residents at Action on Disability to find out their views around accessing GP and nurse appointments.	Friday 5 October
We attended Thrive LDN’s World Mental Health Day.	Wednesday 10 October
Stall at H&F Age UK event, Charing Cross Sports Club	Friday 19 October
Outreach work at GP practices to recruit to Patient leadership and coaching course	Wednesday 24 October, Friday 26 October
Met with young people from Hammersmith and Fulham Youth Foundation to discuss their healthcare research project	Thursday 1 November
Started a mental health anti-stigma project with a patient representative	Friday 2 November
Engaged with QPR FC older people’s community group at Loftus Road around primary and urgent care access	Wednesday 7 November
Patient leadership and coaching course	Thursday 8 November
Engaged with members of the H&F Youth Council around primary and urgent care access	Tuesday 13 November
Engaged with local residents around primary and urgent care access at a yoga session in Wentworth Court	Wednesday 14 November
Engaged with Age UK Consultative Forum around primary and urgent care access	Wednesday 21 November
Engaged with young people at Youth Takeover Day around primary and urgent care access and digital	Friday 23 November
Community Champions conference	Wednesday 28 November
Equalities training session from Consultation Institution for NW London CCG staff	Thursday 29 November

Beat the Winter Blues event with Addison Community Champions	Wednesday 5 December
Community Champions quarterly providers meeting	Friday 14 December
Latent TB meeting with Migrants Organise	Friday 14 December
Engaged with “Heads Up” mental health service user panel around primary and urgent care access	Wednesday 19 December

On Thursday 4 October the CCG discussed a wide range of topics with Patient Reference Group, including: patient information for the musculoskeletal service, accessing GP and nurse appointments, our planned local health campaign with Queens Park Rangers FC, and local tuberculosis and cervical screening awareness campaigns.

The CCG has engaged with local people about primary and urgent care access at a wide range of events this month, including at Queens Park Rangers FC yoga class, Community Champion events, Youth Takeover Day, and the Age UK Consultative Forum. We have gathered lots of useful information and are already seeing themes and trends coming through. The feedback is all being written up and engagement on these topics will continue into 2019.

On Thursday 8 November the CCG trialled an exciting new approach towards engagement. We ran a Patient Leadership and Coaching training day for people interested in joining their practice’s Patient Participation Group. Nearly 30 patients attended and there was an abundance of positive and constructive energy; one patient attendee remarked: “I had no idea what patient participation was, but if it is like this, I am in!”

The CCG has continued going out to engage with community groups as part of our review of primary and urgent care access. In December we engaged with the Health, Adult Social Care and Social Inclusion Policy and Accountability Committee, the BME Health Forum, our Patient Reference Group members and “HeadsUp” mental health service user involvement panel. We have heard from 362 local people to date. At Patient Reference Group we also discussed NHS 111, the Kick It stop smoking service, the signposting campaign we are working on with the Queens Park Rangers Football Club, and a potential photojournalism storytelling project. On Wednesday 12 December the CCG attended Mosaic LGBT Youth annual showcase event.

**Over to you:**

- 1. What do you think of this document? Does it read well?**
- 2. What could we do better?**
- 3. Would you like any changes to the format and/or content next time?**

**Mark Jarvis & Bethany Golding**  
**Patient & Public Engagement**

## Appendix A

<b>Engagement event</b>	<b>Date held</b>	<b>Date advertised</b>
Patient Reference Group	Thursday 4 October	Tuesday 7 November 2017
Patient Leadership and Coaching training day	Thursday 8 November	Advertised via outreach and Practice Managers over two month period
Patient Reference Group	Thursday 6 December	Tuesday 7 November 2017
BME Health Forum quarterly meeting	Tuesday 11 December	Awaiting confirmation