

**Report to NHS Hammersmith and Fulham CCG Patient Reference Group, Engagement
 Committee and Governing Body
 April – June 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 April, May and June 2018.

2. Contents

3.	Summary <ul style="list-style-type: none"> • What went well • What didn't go so well • What needs to change over the next few months
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"> a) Looking back at recent events b) Looking forward to planned events

3. Summary

What went well

- a) Successfully advertising 100% of our events four weeks in advance as agreed with local people (and exceeding 80% target for the second time).
- b) Starting to coproduce a solution to Patient Participation Group development in Hammersmith and Fulham – including a leadership training offer.
- c) A greater commitment to “you said we did” reporting across the CCG.

What didn't go so well

- a) Advertising regularly on the GP TV screens.
- b) Project initiation documents and engagement screening.
- c) Sharing “you said we did” reporting with attendees in a timely fashion.

What needs to change over the next few months

- a) Sharing “you said we did” information faster and across a greater range of channels.
- b) Project initiation documents and engagement screening becomes a routine part of CCG teams’ work.
- c) Train more staff in producing Easy read documentation.

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. After a fruitful discussion, the following priorities were agreed:

Priority area 1: Delivering patient / expert by experience training, to increase people’s confidence in getting involved in CCG decision making.

Priority area 2: CCG engaging earlier with partnership organisations and the public.

Priority area 3: Strengthening the CCG’s approach towards generating and communicating “you said we did” activity.

Members said that unless engagement was accessible, the other three priorities would not be achieved.

Bethany asked what types of engagement activities should be advertised on GP practice screens. PRG members advised the following:

- Take into account national awareness days when deciding the content.
- Advertise upcoming opportunities from partnership community and voluntary sector organisations.
- Advertise specific involvement opportunities e.g. workshops on diabetes services, integrated care, and primary care.
- Advertise the Patient Reference Group meetings and how to join the PPE network.

The group was asked how the CCG should advertise its “You said, we did” activity to local residents. PRG members advised:

- GP screens;
- Twitter;
- CCG website;
- Posters;
- Range of digital and non-digital means e.g. taking copies to local events.

4. Progress against co-produced Engagement and Communications Strategy

Action	Outcome	Progress

<p>1. To develop a commissioners' engagement toolkit and ensure it is being used across the CCG by December 2017.</p>	<p>100% of HFCCG project initiation documents to include completed engagement form by January 2018.</p>	<p>Business cases including completed engagement screen tools: We did not meet the target. Although most teams are improving in coming to the engagement team in a timely fashion to plan their engagement work, the CCG has experienced some setbacks on getting this system up and running due to issues with the Google Drive platform. The engagement team is planning an approach to ensure our engagement screening questions are built into project initiation documents and governance procedures going forward.</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>% engagement opportunities advertised 4 weeks in advance: 100% (10 out of 10) Full details of the dates of events and when they were advertised can be found in Appendix A.</p> <p>% engagement opportunities advertised on GP TV screens: 70% (7 out of 10) Comments: We uploaded slides on: how to join Patient Reference Group; the cervical screening campaign; the three equality objective workshops; and the Older People's Priorities workshop.</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 accessible format 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.</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, Healthwatch and community groups, and reporting back on "you said, we did" activity, by November 2017. This to include the NWL S&T team as well as H&F CCG. CCG to issue clear local messaging and positive news stories.</p>	<p>Minimum of 3 new "you said, we did" 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>									
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5. Update from the voluntary sector organisations the CCG is funding through the small grants programme.

The CCG grants scheme has been running for the last two years, providing funding for a wide range of projects and activities. The CCG is very supportive of the scheme, but unfortunately the continuing financial pressures we are facing means that funding for the grants programme cannot be found for 2018-19. This has not been an easy decision to make, as all members of the CCG Governing Body have seen the real value of the schemes that the grants have been able to support over the last two years. The CCG will continue to explore any other opportunities that may arise in the future with Sobus, and to widen and build on trusted relationships with community and voluntary sector groups. The Sobus funding bulletin provides information about other funding sources that may be suitable for your services and projects.

However, it is positive to note that a number of the projects funded in 2017-18 have been able to leverage the one year of CCG funding to obtain additional, longer term funding. For example, the Carers' Network 'End of Life Carers Support Project' was able to draw down an additional £2K funding from the NHS England London team's small grant programme. The project has also been successful in securing funding from The Henry Smith Charity and the Big Lottery Fund which will ensure that the project is delivered until the end of 2020.

6. Updates on any local or national communications campaigns.

Mental health awareness raising campaign

The mental health awareness raising campaigns are being driven by the Community Champions and funded by the CCG and Improving Access to Psychological Therapies (IAPT) team. The Community Champion projects have employed a range of effective techniques including activity sessions, targeted workshops run jointly with IAPT, and outreach.

Latent TB and cervical screening campaigns

The CCG is working with TB Alert, the GP Federation and the BME Health Forum on rolling out key messages around the importance of latent TB screening and cervical screening. For more information on this, do ask the CCG's engagement team.

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

Nothing to report.

8. Engagement events and opportunities

Other engagement events worth noting from the last few months:

Mental health awareness campaign workshop	16.04.18
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Sue Shorvon spoke at the North West London CCGs all staff event	30.04.18
Bethany presented on staying well and signposting at Canberra Old Oak PPG	23.05.18
Filming session with LGBT young people to inform North West London LGBT awareness training	03.06.18
Bethany presented to Action on Disability peer support group on opportunities to get involved with the CCG	08.06.18
Social Isolation and Loneliness Workshop at The Lyric	12.06.18

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
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Appendix A

Engagement event	Date held	Date advertised
Patient Reference Group	05.04.18	10.05.17
Canberra Old Oak & Somali community engagement session	20.04.18	Attended a pre-existing regular meeting at the group's request
Diabetes User Group	24.04.18	Broadly advertised 23.01.18 Re-advertised 13.02.18
Diabetes User Group	22.05.18	17.04.18
Patient Reference Group	07.06.18	10.05.17
Workshop to discuss health and care priorities for older people	21.06.18	24.05.18
North West London equality objectives workshop 1 (Hillingdon based)	25.06.18	23.05.18
BME Health Forum Quarterly meeting	26.06.18	10.04.18
North West London equality objectives workshop 2 (Hounslow based)	26.06.18	23.05.18
North West London equality objectives workshop 3 (Westminster based)	28.06.18	23.05.18