

**H&F CCG Engagement action plan 2015/2016 – 360 survey**

360 survey issue and outcome	Proposed Actions	Key Stakeholder/s
<b>1. Improving communication with all stakeholders</b>	a) Create a process for GPs to log issues they are experiencing with providers, and ensure timely feedback to practices and the membership / identify shared and common issues	<b>GP Membership</b>
	b) Ensure that 'you said, we did' principles are regularly used with: <ul style="list-style-type: none"> <li>- Information boards in practices updated on a quarterly basis</li> <li>- an annual summary update to all stakeholders involved in the 360 survey prior to the survey</li> <li>- New GP newsletter</li> </ul>	<b>GP Membership and 360 survey stakeholders</b>
	c) Develop a membership communications plan including newsletter updates and email communications	<b>GP Membership</b>
	d) Develop a new look newsletter providing more concise information and signposting for GPs and staff	<b>GP Membership</b>
<b>2. Improving stakeholder engagement and relationship management</b>	a) Feedback the 360 stakeholder survey results to the PRG, Governing body and the membership	<b>PRG, GB &amp; GP Membership</b>
	b) Develop a Patient and public engagement grants programme to enable community or voluntary sector groups to complete various pieces of engagement work to compliment the CCG priorities	<b>Community and Voluntary sector</b>
	c) Develop relationships with the local authority, including increased engagement with a local authority councillor at PRG and other joint working groups	<b>Local Authority</b>
	d) Introduce clinical seminars on the months that EOD does not meet to review planned CCG activity and work	<b>Governing Body / GP membership</b>
	e) Meet regularly with the GP Federation to help support the delivery of CCG priorities	<b>GP membership</b>
	f) Complete co-ordinated outreach to seldom heard groups via CVS groups representing the seldom heard	<b>Community and Voluntary sector / service users</b>

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	g) Continue to develop links with community groups including community champions through regular PRG meetings and coordinated events (a number of events a year)	<b>Community and Voluntary sector / H&amp;F residents</b>
	h) CCG staff, including the engagement team, to be more visible in practices, in addition to network co-ordinators	<b>GP membership</b>
	i) Map out key events and meetings and co-ordinate CCG attendance	<b>All stakeholders</b>
	j) The Network Team working with individual practices on a one to one basis and seek to engage the whole clinical team	<b>GP membership</b>
<b>3. Stakeholders feel that they are involved in the decision making process</b>	a) Develop a toolkit to facilitate stakeholder engagement throughout the planning and implementation of service change and development	<b>All stakeholders</b>
	b) Hold a number of focussed events throughout the year to get feedback and continue to maintain the dialogue with stakeholders during the implementation of service change	<b>Community and Voluntary sector / H&amp;F residents</b>
	c) Hold a social media event (e.g. tweetchat), in partnership with key stakeholders to gather intelligence about how younger people of the borough wish to be engaged	<b>Community and Voluntary sector / H&amp;F residents</b>
<b>4. Stakeholders feeling that they are keep informed of the CCG's plan, priorities and commissioning intentions to ensure that the CCG is open and transparent in its commissioning decisions</b>	a) Co-design network meetings with GP networks and network co-ordinators	<b>GP membership</b>
	b) Network coordinators co-designing members meetings with networks that host the forums	<b>GP membership</b>
	c) Encourage CCG GB members to visit other networks and consider a buddying approach in order to provide practice staff with a point of contact on the GB and to give update on GB/CCG work	<b>GP membership</b>

H&F CCG Engagement action plan 2015/2016 – PPI engagement

Work stream and priorities	Proposed PPI engagement
<p><b><u>Mental Health Services</u></b></p> <ul style="list-style-type: none"> <li>• Urgent care</li> <li>• Memory assessment and support</li> <li>• Mental wellbeing</li> <li>• Young people</li> </ul>	<p>The CCG will recruit service users to the implementation groups for: Shifting settings of care, Perinatal, Urgent care, Dementia &amp; CAHMS</p> <p>There will be lay representation at all the working groups to ensure there is a co-production approach to the development of patient pathways and service re-design including the 'Like Minded Health and Wellbeing strategy' and the 'Future in Mind' national strategy</p>
<p><b><u>Primary Care</u></b></p> <ul style="list-style-type: none"> <li>• Out of Hospital services</li> <li>• Extended hours and access</li> <li>• GP workforce development</li> <li>• Improved MH support</li> </ul>	<p>PPG development – PPGs will be developed and sustained at GP practices to ensure that patient experiences and feedback can influence commissioning decisions to help shape primary and secondary care (e.g. Out of Hospital services, extended hours and access)</p> <p>PPG events to raise the awareness of developments and services available in primary care</p> <p>OOHS contract management group – Patients will continue to monitor and evaluate OOHS being delivered</p> <p>Patients and public continuing to be part of the procurement of community services ensuring that the patients and public voice are at the heart of commissioning services</p>
<p><b><u>Urgent Care</u></b></p> <ul style="list-style-type: none"> <li>• New NHS 111 service</li> <li>• Increase clinical expertise</li> <li>• greater coordination between urgent care service</li> <li>• develop ambulatory emergency care services</li> </ul>	<p>NHS 111 engagement events to seek views and about how the service should be designed and accessed by patients</p> <p>Work in collaboration with Healthwatch to review 18-35 year olds access to Urgent Care within the three boroughs. Follow up on the priorities identified following the report produced by Healthwatch</p> <p>Community engagement events throughout Hammersmith and Fulham to raise the profile of Urgent Care services available in the borough</p> <p>Providers undertaking engagement to ensure that BME communities and younger people aware of the urgent care services</p>