

Report to NHS Hammersmith and Fulham CCG Governing Body – 8 November 2016

Update paper on patient and public engagement, communications and equalities

1. Introduction

This paper provides the Governing Body with a summary of the CCG work on patient engagement, communications and equalities undertaken since the last update in May 2016, with a view to highlighting current areas of achievement. It describes areas of work that have previously been considered, in the main, by the Patient Reference Group (PRG) and/or the Engagement and Organisational Development (EOD) Committee.

2. Key findings

The paper describes developments in patient communications, engagement and equalities since the last GB meeting, specifically, it describes how we:

- have begun to engage the local community in the Sustainability and Transformation Plan (STP) discussions
- have continued to work with the voluntary sector organisations that were awarded community grants
- are supporting patients to get involved
- have engaged with the Patient Reference Group (PRG)
- have reviewed and refreshed the engagement and 360 action plans
- have prepared and submitted our annual statutory engagement report

2.1 Sustainability and Transformation Plan

Following the submission of the draft Sustainability and Transformation Plan (STP) in June a number of engagement activities have taken place to encourage local people to feed back their comments. An on line questionnaire was developed and made widely available, resulting in 1,257 visitors, 150 comments and 110 users registering for further information and updates. The Facebook advertising of the tool reached 18,288 NW London residents, with 261 shares/likes and 121 visits directed to the engagement tool. The most engaged age group has been the 45-54 year olds (20%) followed by 25-34 year olds (14%). The feedback will be examined for key themes and trends.

Within Hammersmith and Fulham an engagement meeting took place on Monday 3rd October at St Paul's Church. The event was chaired by Dr Tim Spicer who introduced Dr Tracy Batten, Chief Executive of Imperial College Healthcare NHS Trust, Cllr Stephen Cowan, Leader of the London Borough of Hammersmith and Fulham and Clare Parker, Chief Officer of Hammersmith and Fulham CCG. All spoke about the STP from their different perspectives and invited people to ask questions. Although the London Borough of Hammersmith and Fulham are not signatories to the STP, Cllr Cowan supported the continued joint working across the

local organisations in order to deliver better services for local people. There were a range of questions from the many people present which provided the opportunity to explain some of the detail behind the high level information set out in the STP. A small group also spent some time looking at some specific issues of interest in relation to carers, mental health, hospital care for patients with dementia, and access issues experienced by the BME community. The Patient Reference Group has also had two discussions about the STP and provided some very useful feedback. Further engagement opportunities are being planned.

2.2 Grants for the community and voluntary sector

In April 2016, the CCG awarded £100,000 worth of grants to ten community and voluntary sector organisations serving residents of Hammersmith and Fulham (subject to contract agreements) to deliver local projects that meet the need of the local population. As promised in the previous report the full list of successful schemes are:

Youth Projects International, 'Enabling access of service by African people' (specifically focusing on homeless LGBT young people);
Carers Network, 'Carers' Time Out' (weekly mindfulness sessions);
H&F Mind, 'Learn well' (working to address mental wellbeing in secondary schools);
Catalyst in Communities, 'Street Beat' (engaging with street homeless)
The Wilde Foundation, 'Black women heal' (addressing BME women's health and wellbeing);
Midaye, 'Health advocacy for people with long term health conditions';
Somali Men Welfare Association, 'Health & Wellbeing Project' (health promotion);
People Arise Now, 'Women empowerment and wellbeing' (covering both physical and mental wellbeing and including zumba classes and counselling);
Foundations UK, 'Boost your health' (aimed at reducing social isolation and encouraging self-care in White City);
H&F Mencap, 'Get Fit, Stay Fit' (fitness and healthy living for people with learning disabilities).

The CCG is working in partnership with Sobus to run the grants scheme to facilitate the delivery of this project through the evaluation of bids, contract monitoring and evaluation of the projects. The projects will run for one year and on completion of the project, Sobus will support the projects to ensure that they are able to remain sustainable going forward.

The Governing Body has agreed that it would like to receive presentations over the course of the year from each of the projects. To date People Arise Now and Midaye have presented to Governing Body seminars and Carers Network will be presenting to the Governing Body meeting in public on 8 November. Members of the Governing Body and CCG staff are also planning to visit each of the projects over the course of the year to gain a more detailed insight in to the work that they are doing. At the conclusion of the projects there will be an event where all the schemes will come together to share the learning and present their end of year reports.

2.3 Patient Training

The CCG has commissioned Patient and Public Involvement (PPI) Solutions to deliver training to support patients and residents to increase their knowledge of the how the NHS works and understand what getting involved with the NHS as a patient representative entails. PPI Solutions have delivered four training sessions that have taken place over two days. Attendees to the summer and autumn sessions included local interpreters and carers, voluntary organisation representatives, and community champions. October's training sessions attracted 44 attendees. It is hoped that the training sessions will have strengthened the patient voice and provide the CCG with greater opportunities to engage with patients in a constructive and positive way. Outcomes of the training sessions include the CCG having added a representative from Age UK H&F to our Patient Reference Group, and attendee feedback included 'I realised that things are not as complicated as you would think, and feel we can effect change', and 'As an interpreter for GPs and Social Services, I find very useful to know the structure to be able to signpost the users of the NHS to the right services.'

2.4 Patient Reference Group updates

The PRG has met on three occasions since the May Governing Body meeting. They have received presentations from People Arise Now (a charity which provides rehabilitative support to ex-offenders and stabilising support to families affected by the stigma of crime) on their small grant project; from Imperial's Lead Community Cardiology Nurse on the community cardio-respiratory service; from Imperial on acute medicine / chest pain pathway proposals; from Jane Wilmot on patient transport engagement and improvement work in North West London; from Public Health on Drug and Alcohol Services; and from Janet Cree on the STP (as indicated earlier). A standing item on the agenda includes updates from PRG representatives that involve round table discussions about attendee key issues or work being undertaken. This very often allows representatives to agree to work collaboratively and share knowledge where identified as appropriate.

PRG agendas are co-designed with the membership to ensure that attendees are discussing and hearing about issues relevant to them.

2.5 Engagement and 360 Action Plans

In November 2015 the Governing Body approved a new engagement strategy. Almost a year on from then work has been undertaken to review and refresh the action plan that was developed in the early months of the strategy. The emphasis continues to be on active engagement with members of the community and being visible at as many local events and meetings as possible. The Engagement and OD

Committee continue to work with staff within the CCG to monitor progress with the strategy action plan.

Work has also been on-going to review the feedback from the 360 survey and to look at ways in which we can improve our engagement with key local stakeholders. Particular attention is being given to improving the ways in which the CCG engages with its primary care membership.

2.6 Annual Statutory Report

CCGs are required to submit an annual report to NHS England every October setting out the engagement activities that it has undertaken over the previous year, providing examples of the impact these engagement activities have had, and forward planning for the year to come. Following review of the report the CCG is provided with a rating by NHS England. The 2015/16 report was submitted on 31 October. The CCG will be kept informed of the outcome of the rating and feedback from NHS England.

3. Forward look: key opportunities

3.1 Key opportunities to highlight are:

- Working with the Community Champions to help deliver the Stay Well This Winter campaign messages;
- Tri-borough self-care patient seminar on Stay Well this Winter – patients and the public to be invited for 17th November;
- Upcoming CCG staff training to help optimise the extranet as a GP and staff engagement tool;
- Raising awareness around mental health and wellbeing of staff and forging stronger connections between staff and our mental health user groups as part of the 'Time to Change' campaign work;
- Carers' Rights Day event 25th November: CCG to host stall (White City);
- Community Champions annual event on 24th November: opportunity for CCG to speak and engage around STP;
- Close working with the new Hammersmith and Fulham Healthwatch Engagement & Volunteer Coordinator on social media, and engagement in the White City area.

4. Recommendation

4.1 The Governing Body is asked to note content of this report.

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