

Report To:	Governing Body in Common
Report Title:	Communications and Engagement Assurance Report
Report From:	Jenni Northcote, Chief Strategy and Primary Care Officer
Date:	20 th March 2019
Previously Considered by:	N/A

Action Required <i>(delete as appropriate)</i>							
Decision:		Assurance:	✓	Information:	✓	Confidential	

Purpose of the Report:
This report provides an overview of communications and engagement activity undertaken during January – March 2019
Key Points:
NHS Coventry and Rugby CCG and NHS Warwickshire North CCG continued to undertake a full range of communications and engagement activity during the reporting period. This report outlines how both CCGs have met their statutory obligations for communications, engagement and involvement in this reporting period
Recommendation:
The Governing Bodies are requested to NOTE the report, which is provided for assurance and information.

Implications							
Objective(s) / Plans supported by this report:	Supports CCG Communications and Engagement statutory obligations. Informs commissioning and service developments.						
Conflicts of Interest:	N/A						
Financial:	Non-Recurrent Expenditure:	N/A					
	Recurrent Expenditure:	N/A					
	Is this expenditure included within the CCG's Financial Plan? <i>(Delete as appropriate)</i>	Yes	✓	No		N/A	
Performance:	N/A						
Quality and Safety:	N/A						
Equality and Diversity:	General Statement: The CCG is committed to fulfil its obligations under the Equality Act 2010, and to ensure services commissioned by the CCG are non-discriminatory on the grounds of any protected characteristics. Policies/decisions may need to be adjusted in line with any equality analysis or due regard. Any decision that is finalised without being influenced by appropriate due regard could be deemed unlawful.						

	Has an equality impact assessment been undertaken? <i>(Delete as appropriate)</i>	Yes (attached)		No	✓	N/A	✓
Patient and Public Engagement:	The report details patient and public engagement undertaken						
Clinical Engagement:	There has been clinical engagement in a range of communications and engagement activity detailed within this report						
Risk and Assurance:	The report provides assurance that the CCG is undertaking its duties in respect to patient/public/stakeholder and clinical engagement.						

NHS Coventry and Rugby CCG and NHS Warwickshire North CCG continued to undertake a full range of communications and engagement activity during January and March 2019.

This report outlines how both CCGs have met their statutory obligations for communications, engagement and involvement in this reporting period, as set out by NHS England's Patient and public participation in commissioning health and care guidance:

Summary and key highlights

Involve the public in governance

- ✓ We supported another Patient Group Forum meeting in early March. Topics discussed included the NHS Long Term Plan, stroke, dementia and phlebotomy

Explain public involvement in commissioning plans/business plans

- ✓ We have been involved in the next iteration of the CCG operating plan to explain how our public involvement duty will be met
- ✓ We have done the same with the primary care estates strategy, clearly outlining how patients will be involved and the impact that involvement will have on outcomes

Demonstrate public involvement in annual reports

- ✓ The team has put together the first draft of both annual reports. This year we have continued to place emphasis on patient and public involvement, case studies and demonstrating the impact involvement has had on commissioning plans and priorities

Promote and publicise public involvement

- ✓ We have used a variety of methods to promote and publicise involvement such as surveys, social media, face to face meetings, our website and through our contacts in the community and voluntary sector
- ✓ We attended Healthwatch Coventry's steering group in February to update on POD, 360 survey, NHS long term plan
- ✓ Brownsover Medical Centre had its official opening, presided over by Rugby Mayor Cllr Tom Mahoney, MP Mark Pawsey, local residents and CCG staff to celebrate this exciting occasion



- ✓ We have a new "How to get involved" page on both CCG websites, which includes current and upcoming involvement opportunities

Assess, plan and take action to involve

- ✓ We are working with the primary care team to plan engagement around some APMS contract work, outlining the engagement the CCG would undertake to ensure patient involvement in any procurement exercise
- ✓ We are also planning how we will involve patients, the public and wider stakeholders in the localisation of the NHS Long Term Plan
- ✓ We did the aspect survey for Harts project involving LMC and PPG group and invited Healthwatch to participate – this will help to shape plans for the proposed health centre which is moving towards Full Business Case stage of development

Feedback and evaluate

- ✓ Following extensive engagement with patients, the public and carers of those with dementia, the CCG agreed arrangements in WN to access the Admiral Nurse service to better meet the needs of those living with dementia
- ✓ The CCG have also provided support via a community services provider to develop a training offer for carers of those with dementia

Implement assurance and improvement systems

- ✓ Our IAF audit submission for patient and public involvement was successfully submitted prior to the deadline of 8th March. This comes off the back of a large amount of work revamping the "Get Involved" sections of the website. We have completed the submission aiming for getting an "Outstanding" score for both CCGs, once NHSE have completed the audit we will receive our actual scores. New additions to meet the criteria include (but not limited to):
 - Whole new "how to get involved" section which includes current and upcoming opportunities, a form for people to provide feedback on involvement, support for involvement
 - A whole new section dedicated to case studies and testimonials
 - A revamped "You said, we listened" page, including a section demonstrating how patient involvement has impacted on CCG plans and priorities
 - A page detailing CCG work with the community and voluntary sector
- ✓ The annual 360 review has now closed and we are awaiting results. Responses were higher than the national average thanks to a

- lot of effort contacting stakeholders and encouraging responses – thank you to those who supported with this
- ✓ We worked with Healthwatch Coventry to develop new patient materials for the Prescription on Demand (POD) service
 - ✓ Andrea Green and members of the medicines management team gave an update on the POD service to Coventry Health Overview and Scrutiny Committee
 - ✓ The CCG presented to Warwickshire Health Overview Scrutiny Committee following on from a task and finish group to review and assure provision of GP and pharmacy services aimed at improving access

- understand the uses and dangers of social media for practices
- ✓ We are planning a follow up session to provide further support to practice managers and staff on how to make the most of social media as a patient engagement tool

Advance equality and reduce health inequalities

- ✓ We supported a cervical screening awareness event with Coventry and Warwickshire Grapevine services; shared information about NHS services with the Coventry Chinese Carers group and worked with the Polish community to raise awareness about NHS 111, included providing a poster in Polish
- ✓ We have created an accessibility page on our website where people can request information in different languages. TO support with this, we had the message translated into ten common local languages such as Polish, Urdu, Chinese and Arabic
- ✓ A health and wellbeing event took place at Warwick Uni Student's Union in partnership with the CCG. The event will have a presentation about the importance of Cervical screening from a local GP and information about healthy eating from the Diabetes team. There will also be a range of market stalls including IAPT, Grapevine (MH & LD), Cook well eat well, Year of Wellbeing and Health Lifestyles team.
- ✓ There have been a range of engagement events around 'I' Statements and the NHS Long term plan. It was a CQC Action to develop a set of 'I' statements with people who use Health and Social Care to form a benchmark for improvement, which are inclusive of all groups within the city
- ✓ The engagement sessions have been planned with Healthwatch input. Healthwatch have also offered to send a short survey out to their members. STP Communications colleagues are presenting at a range of these events/ groups

Provide support for effective involvement

- ✓ We supported a social media training session for WN practice managers to help them