

Report To:	Governing Body Meetings in Common
Report Title:	Communications and Engagement Assurance Report
Report From:	Jenni Northcote, Chief Strategy and Primary Care Officer
Date:	9 th May 2018
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 Feb – April 2018.
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 December 2017 and January and February 2018.

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:

Involve the public in governance

Warwickshire North Patient Group Forum

The scheduled patient group forum meeting was cancelled at the request of the chair due to the snow. The meetings will resume on schedule in May.

They have asked for updates from Andrea Green, Chief Officer for the CCG, and Kath Kelly, Chief Executive Officer at George Eliot.

Explain public involvement in commission plans/business plans

New communications and engagement staff appointed

A new Senior Communications and Engagement Manager is due to join the team on 14th May. Rose Uwins joins us from Midlands and Lancashire CSU, where she was assigned to West Leicestershire CCG. Suman Ghaiwal, who has been with the CCG for just over a year on secondment from Arden GEM CSU was successful in her interview for a Communications and Engagement Manager post, so will continue on with the team.

The interview panels for both roles featured representation from local general practice, other CCG teams and Healthwatch Coventry to ensure member practice and patient feedback and concerns are considered throughout.

360 survey

The CCG has recently received the data from the 360 survey and is currently analysing and reviewing the feedback. The CCG will refresh its stakeholder improvement plans informed by the insights provided from the 360 degree survey. The CCG will seek to refresh the existing improvement plan in collaboration with clinical leads and Executive team to ensure there is ownership of the actions identified. Progress against the improvement plan will be reported to the Executive Group in WNCCG and Clinical Executive Group in CRCCG.

Extended access stakeholder events

The "Improving Access to General Practice" survey is still live, although active promotion has been halted due to Purdah. So far we have received almost 600 responses to the survey, which looks at important topics such as extended access – times and days, online consultations, transport and seeing professionals other than a GP. In addition to the survey the CCG has also commissioned target outreach to vulnerable and seldom hear groups to ensure that the views and experience of these groups is also captured and reflected. Insights from this engagement / survey are already feeding in to the Improving Access Project Board, to inform the development of the specification for increased access to primary care services to meet national targets set out in the General Practice Forward View. The findings will also feed into in to wider commissioning plans for primary care and urgent care.

Brownsover Medical Practice development

The first patient advisory forum for the Brownsover development took place to great success, attended by representatives of the local communities in and around Brownsover, which were identified through engagement and by looking at local demographic information. From this group, a number volunteered to be evaluators for the procurement exercise for the provision of GP services at the new practice. These evaluators have reviewed and approved the patient engagement questions of the tender, are currently involved in the evaluation of provider responses and will be involved in bidder interviews.

Feedback from this group and the stakeholder events mentioned in the last report were showcased to potential bidders as part of a procurement market engagement event.

This means local patients and community groups will have had a very active role in deciding who provides the services from the practice, based on their needs and expectations.

Finally, based on listening to local residents and patients, we have created the “Brownsover Bulletin” (see enclosure), which we will produce alongside major project milestones, to keep people updated as to the latest developments of the project.

Maternity and paediatrics

An engagement partner has been commissioned to support with the work engaging with mothers, mothers to be, carers, families, front-line staff delivering maternal and child services and the voluntary and community sector to define critical success factors and outcomes for maternal and child services. This engagement will both recognise and add value to what has come before (e.g. Better Births review, West Midlands Neonatal cot review, previous engagement activity from local authorities around children’s centres and family hubs). This engagement will start in early May once Purdah closes in the local elections.

This engagement is built upon the public and patient participation guidance set by NHS England, the NHS England and Coalition of Care’s Co-Production Model and the local Healthwatch ‘Good Engagement’ charter.

Demonstrate public involvement in annual reports

Each CCG’s annual report has been produced. Based on feedback from the NHS England IAF audit, we have tried to demonstrate the range of public involvement which has underpinned the commissioning activity of the CCG throughout 2017/18 and have sought to highlight in each CCGs Annual Report patient outcomes and benefits to local patients which have been delivered.

Promote and publicise public involvement

Alongside our traditional methods of promoting and publicising public involvement, such as our website, social media, complaints and comments procedures, we have established a number of new involvement opportunities, as outlined below:

People’s Commission

Another successful Warwickshire North People’s Commission took place, with a focus on mental health and young people, featuring presentations from Coventry and Warwickshire Mind, CAMHS and representatives from the Better Health, Better Care, Better Value mental health workstream.

The Rugby People’s Commission took place on 18th April, once again with a focus on mental health. It featured a presentation from Warwickshire Community and Voluntary Action and Coventry and

Warwickshire Mind. A decision was made at the meeting to incorporate the updates and engagement that the people's commission had undertaken through an existing forum lead by CAVA. This arrangement should ensure that the CCG continues to have active engagement with a wide range of stakeholders

Healthwatch

The Head of Communications and Engagement provided an update at the Healthwatch Coventry steering group to keep them apprised of the latest and upcoming engagement work, encouraging them to be involved wherever possible. A Healthwatch representative was also involved in the interview panel for the newly appointed Senior Communications and Engagement Manager, due to start 14th May to add some much-needed capacity to the team. Regular meetings between Health Watch and Senior Executives / Chief Officers within the CCG have continued and have supported effective working relationships and identified opportunities for collaboration going forward.

Assess, plan and take action to involve

The CCGs must assess the benefits of, and the legal requirement for, public involvement and plan and carry out involvement activity. Decision making and the rationale for decisions should be clearly documented at all stages.

Cancer PLT event

A PLT event focused on cancer was held in March, with over 300 delegates from primary care coming to learn about early diagnosis, screening and more. The event was a huge success, with representatives from primary care across Coventry and Warwickshire coming together.

Member engagement

WNCCG news updates for member practices

We have recently improved our communication with member practices following feedback. This has resulted in a monthly GP newsletter drafted in collaboration with Dr Deryth Stevens, and sent to practices to highlight a number of important local topics and latest information for practices, a helpful roundup of all other communications they'd received and updates on training, events and opportunities. Feedback so far has been very positive and we will continue to update the newsletter to reflect feedback.

Communications and engagement updates at monthly Member meetings

Communications and engagement updates will be shared with attendees at all upcoming membership engagement meetings, as they pertain to topics on the agenda.

Ten High Impact Actions infographic for primary care

An infographic highlighting the ways the CCG has supported the ten high impact actions for primary care has been produced and will be sent to practices and shown in the annual report.

Advance equality and reduce health inequalities

We have worked hard over the last couple of months to improve our engagement with BME communities by actively approaching BME support and community groups and this work continues. We are in the process of scheduling meetings with a number of local groups to see how they can support and represent their communities in the commissioning cycle, and have already made headway with organisations such as Ekta Unity and EQUIP, the Equalities and Inclusion Partnership. Our new PPI lead for WNCCG has been reaching out to PPGF's and local community leaders and community forums to secure ongoing connections and links in to our diverse communities. The CCG stakeholder list have

been reviewed and refreshed and we are reflecting our existing contacts against the place based JSNA's to ensure that we have key stakeholder contacts to reflect the needs and priorities across our community.