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	Northern, Eastern and Western Devon CCG	<input type="checkbox"/>

Engagement Committee in Common: Chair's Report (Public)

1. Executive Summary

The latest meeting of the committees in common took place on 7 August 2018, chaired by Chris Peach, Non-executive Director for Patient and Public Involvement, South Devon and Torbay CCG. The committees in common reviewed engagement activity in relation to:

- Positively engaging with communities in Devon
- Better births engagement
- Holsworthy engagement plan
- Teignmouth engagement
- Engagement gateway
- Engagement and involvement report
- Discharging duties to the public.

2. Purpose of report

This Report highlights for Governing Bodies meeting in Common, the range of engagement and related activity being undertaken. The role of the committees meeting in common is to give governing bodies assurance that effective engagement is taking place and that statutory duties are being met.

3. Content (risk and assurances)

The core issues of the meeting were:

- **Minutes of the meeting held on the 5 June 2018** were approved. The main items discussed are summarised in the Chair's Report for that meeting, which is published on both CCGs' websites.
- **Positively engaging with communities in Devon:** the committee received a presentation setting out how the Devon system planned to improve the way it engaged with communities by taking a longer term perspective. The aim was to empower communities to mobilise for self-care and take action regarding their own health; enable communities to support each other by identifying their existing assets and strengths; and developing stronger partnerships with local communities to allow true co-production of services now and into the future.

This approach links with the four STP priorities published in the STP Two-Year progress report:

- Enable more people to be health and stay healthy
- Enhance self-care and community resilience
- Integrate and improve community services and care in people's homes
- Deliver modern, safe and sustainable services.

It will be implemented by going to groups in communities which already exist; encouraging other towns and areas to host community conversations; identifying other ways in which people meet and go to those; utilise social media as part of a campaign to support the approach.

The committee enthusiastically endorsed the approach while cautioning that it would be demanding of resource.

- **Better births engagement:** this engagement sought people's views on the recommendations contained in the NHS England Better Births Five Year Forward View published in December 2017. It followed a dual approach: social media /on line platforms and face to face engagement, targeting mainly mums but also seeking views of dads as well. About 1,750 people participated, 53 events were held and a bespoke facebook page attracted more than 150 members. The committee was advised that data collection was now complete but as the response was so good, there is a significant amount of data yet to analyse. Early indicators suggest a number of key themes are emerging and these include:
 - Most people felt that they had their antenatal care in the right place
 - 70% did NOT see the same healthcare professional throughout their pregnancy
 - A significant majority of women had hospital births with 90% feeling the location was right for them
 - Breast feeding support and advice inconsistent
 - Continuity of carer extremely important to expectant mothers, especially first time mothers
 - The importance to women of hard copy notes alongside digital platforms
 - Low level of homebirths – fear of things 'going wrong' vs. distance
 - Loss of groups in children's centres and impact on postnatal mental health/peer-to-peer support
 - Antenatal classes are poor, information limited and missing opportunities
 - Information from health professionals during pregnancy and shared decision-making during labour needs to improve
 - Specific feedback that has raised concerns or challenges about services and which we have brought to the attention of the relevant provider.

A full report will be published in the autumn but the initial findings are already informing future planning.

- **Holsworthy engagement plan:** the committee received an update on the engagement taking place, which had been set out in a report to the committee earlier in the year. A three phase approach is being followed. It began with public meetings organised by Holsworthy Town Council in association with the League of Friends and the CCG. Stage 2 was

establishing a new engagement group to look at longer term provision of services, including those in the wider community and beds within the community hospital. The group is predominantly made up of local people, community leaders and representatives with NHS support and is called the Holsworthy Community Involvement Group (HCIG). Stage 3 was considering the services already available in the town and the needs of people living there. The committee was advised of the considerable progress already made, with assets being identified, a communications and engagement plan being co-produced as has a quantitative survey. Information will be circulated to all homes in the area. The engagement, originally scheduled for 12 weeks, may be extended to ensure local people have the opportunity to comment. Once complete, a final report and recommendations regarding the longer term provision of services in Holsworthy will be produced. The engagement approach is likely to inform the wider 'positively engaging with communities in Devon' initiative highlighted above. The committee praised both the approach and the achievements already secured.

- **Teignmouth engagement:** the committee received a report on the engagement which took place between 30 April to 8 June regarding ideas to co-locate GPs with other services in a new building in the town as well as possible changes to outpatients and theatre work. An engagement feedback report is being co-produced with members of the Coastal Engagement Group and will be published soon. The engagement feedback encapsulates views expressed at drop in events, other meetings, feedback questionnaire and in correspondence as well as via social and traditional media. The feedback is currently being used to inform proposals which could be subject to consultation later in the year.
- **Engagement gateway:** the committee received a report on a new system being pursued within the CCG to ensure that any engagement undertaken meets the CCGs' legal obligations; is targeted at the right audiences; is properly planned, proportionate and resourced; sufficient time is allowed for plans to be effectively implemented; and that there is appropriate central oversight. The gateway builds on past good practice and is designed to ensure that all engagement meets the highest standards. Senior CCG staff, with provider colleagues as appropriate, will have to approve any engagement before it takes place. This new approach will also ensure that plans come to the committee at the most appropriate time so that it can effectively fulfil its assurance role. The committee welcomed the new approach and the commitment to ensure that CCG engagement was proportionate and effective.
- **Engagement and Involvement report:** the committee approved a new structure for this regular summary of engagement taking place. The new report is broken down into four sections
 - Strategic (Positively engaging with communities; maternity - better births; learning disability)
 - Service change (Teignmouth; Holsworthy; over the counter medicines)
 - Commissioning (children and young people service re-procurement; hip and knee pathway; diabetes prevention programme; children and young people asthma pathway)
 - Provider engagement (activity being undertaken by providers across Devon).

The report also indicates any engagement which is in the early stages of planning but which has still to pass through the engagement gateway as above.

- **Discharging duties to the public:** the committee had received a report earlier in the year about an NHSE assessment against the new Patient and Community Engagement Indicators in which both CCGs received a draft amber rating. Having taken the opportunity to submit additional information, the CCGs' ratings had now been confirmed unchanged. A range of actions were being taken to identify perceived weaknesses, largely in the way in which information is presented via websites. A recent presentation at an NHSE England engagement event on the statutory duties to involve the public as also shared with committee members.

The committee also agreed to close a number of historical risks relating to consultation and engagement and which had related to NEW Devon CCG.

4. Recommendations

The NEW Devon and SDT CCG's Engagement Committees in Common ask the respective governing bodies to note this report.

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Executive Lead: Andrew Millward

Job Title: System Lead Director of Communications and Engagement

Date of Approval by Executive: 14.08.18