

<i>If a decision is required please indicate which CCG is being asked to approve this report</i>	South Devon and Torbay CCG	<input type="checkbox"/>
	Northern, Eastern and Western Devon CCG	<input type="checkbox"/>

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

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### 1. Executive Summary

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The latest meeting of these committees in common took place on 5 June 2018, chaired by Jennie Willmott, Lay member, patients and public, NEW Devon CCG. The committees reviewed engagement activity in relation to

- Lower limb therapy
- Equality Delivery System
- PPG Network
- Autism
- Asthma
- Hip and knee engagement

It also received updates on a range of related activity as outlined in the 2 CCGs Involvement plan (attached).

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### 2. Purpose of report

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This Report highlights for Governing Bodies meeting in Common, the range of engagement and related activity being undertaken, including actions from previous meetings. 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.

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### 3. Content (risk and assurances)

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The core issues of the meeting were:

- **Minutes of the meeting held on the 10 April 2018** were approved. These and the Chair's Report of the meeting are available from both CCG's websites. The committee also confirmed the increase in NEW Devon CCG public representatives on the committee from two to three and welcomed Carol McCormack-Hole and June Wildman to their first meeting.
- **Lower limb therapy:** the committee received a presentation on the engagement which had taken place with primary care and PPG forums over the commissioning a new service in South Devon and Torbay. Once an audit of patients has been completed, the committee would like to see direct engagement taking place with patients who might be affected by the changes, especially as some may need to travel further for the service. The committee also stressed the importance of patient experience information being included in reports to it.

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- **Equality Delivery System:** A progress report was made in relation to this new NHS tool designed to support providers comply with their public sector equality duty to eliminate discrimination, harassment and victimisation; and to advance equality of opportunity. To date the engagement had covered small numbers and had attracted little comment from people with protected characteristics, their families, carers and supporters. The CCGs are supporting NHS providers in this initiative. The committee felt that more work needed to be undertaken in conjunction with organisations which had good links with such people such as Healthwatch, Living Options, Devon County Council groups and meeting such as the Joint Engagement Forum. Committee members also wanted to see provider trusts doing more to promote the opportunity to comment to patients.
- **PPG Network:** a report summarising the findings of a survey of patient participation groups designed by the network was received. The same paper had previously been received by the primary care committee and discussion centred on how PPGs could be supported and strengthened, given the important role they play. A toolkit to support PPGs had been developed by Torbay Healthwatch. The committee endorsed PPGs as a positive forum, and recommends that this is a forum of involvement across the CCGs which need resource and support to fulfil their role more effectively. It was felt that the primary care committee should lead on identifying how this might be delivered.
- **Autism:** The committee was updated with current engagement activity relating to autism and which will feed into the developing case for change. Meetings were being held across Devon as the views of patients were being sought. The principles of co-production, engagement and involvement in this work were endorsed by the committee and it was suggested that the task and finish group which was driving this piece of work would benefit from inclusion of a patient with autism on it.
- **Asthma:** the committee praised the approach being taken the team which set out clearly the engagement approach being taken on the redesign of the asthma pathway for children, young people and their families, taking account of patient experience and input in planning the future approach. It clearly identified those that needed to be engaged, the purpose and methods of doing so and the issues to be discussed.
- **Hip and knee engagement:** the committee received an update on progress being made in this planned care pathway and the role patient groups were playing. Significant patient feedback had been received and it was agreed that at a future meeting a detailed engagement report would be presented so that the committee could review how successful it had been. The committee also requested engagement plans for further areas of work within the STP Planned Care programme, including Orthopaedics and Ophthalmology.

The committee also received updates on the developing patient experience, engagement and communications strategy that was being prepared with a target date of October for discussion by members. Future subjects for discussion were reflected in the forward planner and a copy of the involvement report received by members is attached to this report.

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#### **4. Recommendations**

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

**Report author and job title: Ray Chalmers, Head of Communications and Strategic Engagement SDT CCG**

**Executive Lead: Andrew Millward**

**Job Title: System Lead Director of Communications and Engagement**

**Date of Approval by Executive: 12.06.18**

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## Devon CCGs - Involvement Report to Engagement Committee - June 2018

(An explanation to the NHSE Indicator is shown [here](#))

Project/ task	Purpose	Progress & comments	Outcome/ measure of success	Timeframe	NHSE Indicator
<b>Sustainability and Transformation Partnership (STP)</b>  ➤ Strategy	Engage on the STP strategy and next steps	<p>A strategic approach is being planned to involve and engage on the whole strategy refresh. This would give us a good opportunity to revisit our previous conversations with the public. We could also incorporate anything new coming from the strategy refresh that might need consultation in 2018/19 or later in the future.</p> <p>This is supported by the CCG Governing Bodies and NHS England.</p> <p>Timeframe has changed from March to August.</p>	STP strategy and plans informed by public and patient involvement	August 2018	1, 2, 4, 5, 6, 7, 8, 9, 10, (11), (14), (15), (16), (17), (18), (19)
➤ Maternity	To ensure our maternity system is able to meet national requirements set through Better Births, and respond to recommendations made through the Acute Services Review	<p>Currently collating what we already know. Engagement plan being developed.</p> <p>Testing questions for engagement with Maternity Leadership Group</p> <p>The Better Births in Devon work has been launched via an online survey (21/05/2018) and is being promoted on social media a programme of face to face meetings at Children's Centres is being finalised.</p> <p>There is a page on the STP website where information and documents are available. Engagement plan is being revised to reflect developments in the engagement and the 'what</p>	Progress in taking forward outcomes of Acute Services Review and Better Births informed by experience of parents.	<p>Clinical senate review February.</p> <p>Engagement Plan reported to Committee in April</p>	4, 5, 6, 7, 8, 9, 10, (11), (13), (14), (15), (16), (17), (18), (19)

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		we know' report will be completed on receipt of one last data set. This work will inform subsequent engagement around Acute Services Review of maternity services.			
➤ <b>Mental health</b>	Draft strategy ready for engagement	Engagement steering group established to guide this process.	Strategy will be developed with people with lived experience of mental ill health	Engagement to take place before October 2018	4, 5, 6, 7, 8, 9, 10, (11), (13), (14), (15), (16), (17), (18), (19)
➤ <b>Learning Disability</b>	Workstreams: <ul style="list-style-type: none"> <li>• Strategy</li> <li>• Tackling Health Inequalities</li> <li>• STOMP</li> <li>• Learning Disability Death review</li> <li>• Independence and Citizenship</li> <li>• Transforming Care</li> <li>• Autism</li> <li>• Workforce and staffing</li> <li>•</li> </ul>	Reviewing existing strategy to see how we achieved previous commitments. Lead into vision for future services  Engagement events for Autism took place in each local authority area in April and being followed up with further groups. Business case now being developed to take forward services informed by engagement.	Strategy will be developed with people with learning disability or autism.	Stake-holder Events in April	4, 5, 6, 7, 8, 9, 10, (11), (13), (14), (15), (16), (17), (18), (19)

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➤ <b>Primary Care</b>		Devon PPG network presented findings of survey to Primary Care Committee in May. Requesting support to enable them to network and encourage more PPG members.  Additional presentation to the Engagement Committee in June.	A peer-led PPG Network with engagement relationship with Primary Care Committee and Engagement Committee.	Network being established through 2018.	
➤ <b>Children &amp; Young people</b>	The priority areas are:  <b>Emotional Health and Wellbeing</b>  <b>Children with additional needs and long-term conditions</b>  <b>Audience:</b> children, young people with asthma and their families  <b>Adverse Childhood Experiences</b>  <b>Best Start in Life</b> led by	This workstream is being informed by the findings from the recent engagement to inform procurement of these services  Engagement plan to Engagement Committee 05/06/2018. 'what we know report' being started from 24/05/2018. Survey agreed by Asthma NOW steering group 24/05/2018 will run online from June-August.	An understanding of how development in asthma pathway will have improved over a year	Engagement plan to Committee June. Survey to run through summer. Impact review March 19.	<b>4, 5, 6, 7, 8, 9, 10, (11), (13), (14), (15), (16), (17), (18), (19)</b>
➤ <b>Planned care</b>	<b>Shared care decision-making</b> - Involving patients in musculoskeletal pilot	Engagement leads have circulated a role specification advertising for patients to be involved with this evaluation process.	Survey/ feedback report		

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	<p><b>Planned Care Hip and Knee engagement on introduction of new approach to assessment for surgery.</b> Two purposes:</p> <p>In Western to identify the best setting in which to conduct the assessments</p> <p>Across Devon to gather patient experience feedback from patients being assessed from Jan-Mar 2018 to evaluate.</p>	<p>Looking to involve a representative group of patients and therefore are proactively trying to recruit younger patients and patients from harder to reach groups.</p> <p>There are now two groups running looking at SDM and the aids and tools needed to make it work.</p> <p>Survey being run with patients administered by Physio teams and online. A similar survey has been run with staff currently providing services on the Hip and knee pathway.</p> <p>This will be reviewed in due course and inform any changes needed to the new pathway.</p>	<p>For western: report to inform the decision about which of three providers will provide the service going forward.</p> <p>Across Devon: feedback report to inform the evaluation of the assessment and any changes/ improvements and support required.</p>	<p>Progress report to EC Aug</p> <p>December 2017</p> <p>January – Mar 2018</p>	<p><b>2, 4, 5, 6, 7, 8, 9, 10, (11), (13), (14), (16), (17), (18), (19)</b></p> <p><b>1, 2, 4, 5, 6, 9, 7, 8, 10, (11), (13), (14), (15), (16), (17), (18), (19)</b></p>

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<b>Children's community health services procurement</b>	<b>Children, young people, parents, carers, professionals</b> able to influence specifications and procurement process	Procurement now underway. A group of parents are involved in procurement process and are receiving training. They are also meeting to discuss questions they want to put to bidders. Living Options Devon is running a parallel process with 8 groups of children and young people.	Specifications, procurement process and development of service influenced by user experience	Engagement Nov 2017 Procurement Feb-July 2018 Report to EC October	<b>1, 2, 4, 5, 6, 7, 8, 9, 10, (11), (13), (14), (15), (16), (17), (18), (19),</b>
<b>Teignmouth co-location of health services engagement</b>	Engagement process to review progress in locality since consultation, to determine any further action	Six week engagement underway until 8 June in relation to how services are working, the possibility of services co-locating with the three GP practices in a new building.	To get public views on sites for GP practices and what other services should be co-located with them. Review of the need for intermediate care beds.	By April 2019 Engagement plan to Committee April 2018.	<b>1, 2, 4, 5, 6, 7, 8, 9, 10, (11), (13), (14), (15), (16), (17), (18), (19),</b>
<b>Lower Limb Therapy Service</b>	Bringing the service to a central team, expanding the clinics, developing Well Leg Clubs, less care provided in primary care.	Presentations being given to locality engagement groups in South Devon and Torbay and feedback sought.	Service will be developed in conjunction with feedback sought from patient groups.	Ongoing	<b>5, 6, 7, 8, 10, (11), (16), (18),</b>
<b>Holsworthy</b> <a href="http://www.northdevonhealth.nhs.uk/have-your-">http://www.northdevonhealth.nhs.uk/have-your-</a>	In March 2017 the Trust announced growing safety concerns which meant it was not considered safe to continue	NDHT held two public meetings and eight drop-in sessions, and attended a town council meeting in public to explain the decision, listen to the community and hear their concerns. As a result of the ongoing dialogue with the community and some of its leaders/representatives, there is an		Engagement plan to Committee April 2018	<b>2, 4 5, 7, 8, 9,10, (14), (19),</b>

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<a href="#">say/Holsworth yengagement/</a>	<p>operating the 16 inpatient beds at Holsworthy Community Hospital. And temporarily closed it. There were:</p> <ol style="list-style-type: none"> <li>1. Insufficient patients needing an admission to Holsworthy hospital (bed occupancy).</li> <li>2. Insufficient availability of staff to run the inpatient unit safely.</li> </ol>	<p>expressed willingness to work alongside us to support the Trust address its safety concerns.</p> <p>NHSE approves the principle of full involvement and engagement on specific service changes in February/March followed by consultation in May if feasible. Therefore Holsworthy town council and hospital league of friends in association with the NHS are holding two public meetings on April 19<sup>th</sup> one at 3.30 and one at 7.00pm at Holsworthy Sport Hall</p> <p>These meetings are the start of a wider engagement exercise with local community for a period of 12 weeks.</p> <p>At the meetings the CCG made clear that they expected NDHT to reopen the temporarily closed beds and the CCG is working with local leaders to re-establish and extend a Holsworthy Involvement group with the first meeting to take place on 12/06/2018.</p>			
<b>Equality, Diversity and Inclusion – Equality Delivery System (EDS2)</b>	<p>Ask patients and public if they think we are meeting the objectives NHSE has set us under the EDS2 scheme.</p>	<p>Case example films have been made, subtitled and interpreted into BSL. Engagement process launched in conjunction with collaborative NHS organisations in Devon.</p> <p>Living Options Devon to run two focus groups.</p>	<p>Understanding of how accessible public feel our work is. Evidence to report to NHSE for assessment.</p>	<p>April – October 2018 Engagement Plan to Committee June 2018</p>	<p><b>2, 4, 5, 6, 8, 9, 10, (11), (15), (17), (18)</b></p>

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<b>Engagement, experience, equality and diversity and communications strategy</b>	Develop shared engagement strategy across both CCGs and update to reflect NHSE requirements	Update on progress on the agenda	Strategy and Policy	October meeting of engagement committee	<b>1, 2, 4, 5, 6, 7, 8, 9, 10, (11), (15), (16), (17), (18),</b>

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