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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 third meeting of these committees in common took place on 6 February 2018, chaired by Jennie Willmott, Lay Member, patients and public, NEW Devon CCG. The committees considered:

- The development of a joint Patient Experience, Engagement and Communications strategy
- Mental health engagement strategy development across the STP
- Evaluation of engagement undertaken in relation to the children's services re-procurement against the previously agreed 'What good looks like' template
- The NHS England (NHSE) engagement assessment process
- The proposed STP strategy refresh engagement process
- The involvement report, summarising the engagement activity underway/planned
- Communication and engagement protocols relating to joint commissioning of primary care
- Future meetings.

2. Purpose of report

This report highlights for Governing Bodies meeting in Common, the range of engagement and related activity reviewed, 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.

3. Content (risk and assurances)

The core issues of the meeting were:

- **Minutes of the meeting held on the 5th December 2017** were approved. Both these and this chair's report are available from both CCG's websites.
- **Joint Patient Experience, Engagement and Communications strategy:** since the committee's agreement at its October meeting that creating a new joint strategy based on the best of South Devon and Torbay's Patient Experience and Engagement strategy and NEW Devon's Communication and Engagement Strategy, discussions had taken place as to whether this was indeed the most appropriate way forward. The alternative was to

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produce separate strategies, one covering Patient Experience and the other, Communication and Engagement. The committee reaffirmed its belief that a joint strategy covering all three areas aligned with NHS England's latest guidance and that this approach should be pursued.

- **Mental Health:** steps taken to establish a Devon wide mental health engagement panel were presented. This has provided a forum for an open and honest exchange of views, with colleagues in mental health hearing service users' priorities. It was recognised that a current weakness was reflected in the difficulties of getting representation from younger age groups. A mental health strategy, informed by the panel, was being developed and it was agreed that a future meeting would review the engagement activity which underpinned its development.
- **Evaluating engagement re children's services re-procurement against the 'What good looks like' template:** the committee reviewed the conclusions of the evaluation and welcomed the objective and transparent way in which it had been undertaken. Committee members also praised the quality of work by all those involved in the engagement process, the breadth and depth of the engagement and the format and content of the 'reporting back'. Committee members felt that the engagement approach and delivery represented good practice and an approach that other projects of a similar nature should seek to emulate. Committee members also noted from the Engagement Feedback Report that health & social care professionals highlighted the need for a change in behaviour and culture within operational services in order to support families and young people in the way the service specification has been designed.
- **NHS England (NHSE) engagement assessment:** evidence supporting a review of provisional scoring had to be submitted by 16th February and the committee supported the efforts to improve the scoring of both CCGs by seeking a review on those areas where it was felt that the provisional scoring did not match the quality of engagement work undertaken.
- **STP strategy refresh:** the engagement plan for this and possible specific service changes (to implement for example last year's Acute Services Review) was still being developed. The committee asked that if engagement on it was to start before its next meeting, an additional special meeting should be called so it could assure the Governing Bodies meeting in Common of the adequacy of the plan.
- **Involvement report:** this summarises against the NHS England (NHSE) assessment criteria engagement activity underway/planned. It was agreed that this should be published as part of the chair's report to ensure that our communities were aware of what was taking place/being planned and to act as a reminder to staff of the importance of making sure all engagement activity is reflected in the report. Where some proposals were confidential due to their developing nature, it was agreed that the report could be amended to prevent unnecessary alarm. The report is attached.
- **Primary care joint commissioning communication and engagement protocols:** South Devon and Torbay CCG moved to a 'joint commissioning light' approach from 1 January

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2018. In the coming months, member practices of NEW Devon CCG would be asked to consider whether it should seek to make a similar move. The protocols formed part of a Memorandum of Understanding between South Devon and Torbay CCG and NHS England and were presented to the committee for information.

- **Future meetings:** in line with the discussion at the committee's initial meeting, the committee's Terms of Reference would be reviewed at the April meeting as would a forward work plan for the committee. The committee was currently scheduled to next meet in the school holidays, immediately after Easter and it was agreed that it might be better to change the date to ensure maximum attendance. Once again, members would complete a brief online survey to capture how the committee is working and opportunities for development.

4. Recommendations

The NEW Devon and SDT CCG's Engagement Committees in Common request that the respective governing bodies note this report and request any further actions that may be required.

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: 22 February 2018

NHS organisations involved:

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Project/ task	Purpose	Progress & comments	Outcome/ measure of success	Timeframe
Sustainability and Transformation Partnership (STP) > 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>	STP strategy and plans informed by public and patient involvement.	
STP workstreams:				
> Mental health	Strategy being developed	Engagement steering group established to guide this process.		
> Prevention	Prevention challenges: Alcohol, emotional health and wellbeing of adults children and young people, lifestyle, falls, making every contact count, long term conditions, housing.	<p>Two workshops of a series of three have been held. These included STP organisations and the voluntary sector.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> •Reinforce our commitment to prevention across the system and the priorities we have set. •Agree how to increase pace and scale of delivery across the system. •Have focussed conversations on how we can work with our communities to 		

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<p>➤ Children & Young people</p>	<p>The priority areas are:</p> <p>Young People whose needs we struggle to meet through our current system and who are referred to our services at a time of crisis</p> <p>Children with additional needs and long-term conditions</p> <p>Emotional health & wellbeing</p> <p>Adverse Childhood Experiences</p> <p>Best Start in Life</p>	<p>enable our existing and proposed interventions to flourish.</p> <p>Wide ranging research and feedback from staff who work with children and young people collected to find out what is important to them as well as asking staff in a recent survey. Data showing the needs of our population of children, young people and their families has been evaluated to develop areas for the programme to focus on.</p>		
<p>➤ Planned care</p>	<p>Shared care decision-making - Involving patients in musculo-skeletal pilot</p> <p>Planned Care Hip and Knee engagement on introduction of new approach to assessment for surgery. Two purposes: In Western to identify the best setting in which to</p>	<p>Underway</p> <p>Engagement leads have circulated a role specification advertising for patients to be involved with this evaluation process.</p>	<p>Survey/ feedback report</p> <p>For western – report to inform the decision about which of three providers will provide the service going forward.</p>	<p>December 2017</p> <p>January – Mar 2018</p>

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	<p>conduct the assessments</p> <p>Across Devon to gather patient experience feedback from patients being assessed from Jan-Mar 2018 to evaluate.</p>		<p>Across Devon. Feedback report to inform the evaluation of the assessment and any changes/improvements and support required.</p>	
Other work				
Children's community health services procurement	<p>Children, young people, parents, carers, professionals able to influence specifications and procurement process</p>	<p>Engagement period closed and specifications being prepared for procurement. A group of parents are involved in the procurement process. Living Options Devon is facilitating involvement of children and young people.</p>	<p>Specifications, procurement process and development of service influenced by user experience</p>	<p>Engagement Nov 2017</p> <p>Procurement May 2018</p>
South Devon and Torbay Prevention Board - Behaviour change	<p>Part 1: insight gathering from workforce</p> <p>Part 2: insight from public</p>	<p>9 workforce workshops across South Devon and Torbay in November facilitated by ICE Creates. Report made available 22 January 2018. Decision being made as to whether public engagement is appropriate or if more attention needs to be given to workforce.</p>	<p>Insight gathered from workforce to identify how to frame public engagement. This in turn will influence behaviour change programmes.</p>	<p>Part 1: December 2017</p> <p>Part 2: Jan – March 2018</p>
Equality, Diversity and Inclusion – Equality Delivery System (EDS2)	<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. To be organised into a survey and engagement process planned.</p>	<p>Understanding of how accessible public feel our work is. Evidence to report to NHSE for assessment.</p>	<p>April – October 2018</p>
GP Patient Participation Group (PPG) Network	<p>Work with PPG Chairs to develop a network</p>	<p>Working group set up, led by PPG Chairs. Survey of PPGs being evaluated and PPG leads are using the findings to help develop their local</p>	<p>A PPG network that can sustain itself and which the CCG can connect with for</p>	<p>Survey findings being shared through January 2018.</p>

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		and Devon-wide network.	engagement.	
Welcoming Communities - Insight work Dawlish	Involving a community in development of residential unit for people with learning disability.	Meeting to be coordinated by Devon County Council.	People in the community are involved with and understand the project. People moving into the house are comfortable in their community.	April 2019
Volunteer support	Induction Volunteer handbook Volunteer agreement Expenses policy	Group with community representatives being convened to work up induction programme for volunteers.	Induction programme Handbook. Volunteer agreement. Expenses policy.	January 2018
Engagement, experience, equality and diversity and communications strategy	Develop shared engagement strategy across both CCGs and update to reflect NHSE requirements	Equality, Diversity and Inclusion have been added to this strategy and the first full draft is in progress.	Strategy and Policy	January 2018
Personal transport budgets	Introduction more widely of personal transport budgets to address the pressures on transport provision especially with renal patients.	This is largely a communications exercise but there should be an opportunity to review patient experience of early adopters in order to develop and promote the initiative.	Mandate of support from local and national support groups. Feedback report.	TBC