

Patient and Public Engagement Summary 2018-19

The CCG communicates and engages with local communities:

- To ensure patients and the public have accurate information about what NHS Central London (CL) CCG is planning, and how it will affect them, as well as information about the range of services available and how to access them.
- To ensure high quality, cost effective services. When CL CCG commission services based on accurate awareness of community needs, they can be more confident they will be used appropriately.
- By involving patients, and communicating effectively with them about the design, development and commissioning of services their unique insight and experience can ensure that commissioned services are based on these values, thus putting patients at the heart of care.

Involvement enables the collection of patient intelligence to inform commissioning, therefore engagement and dialogue must be embedded into all stages of our commissioning processes.

Demographic monitoring of CL CCG's engagement activities demonstrate us which local communities have been represented through communication and engagement. Through such monitoring help assess if certain communities (particularly those with protected characteristics) have been under represented and take action accordingly.

Engagement Reports

The CCG's engagement summary reports for 2018-19 cover:

- Patient and Public Engagement – The legal requirement to engage and key principles.

- Patient Reference Group (PRG) – the membership and purpose of the PRG.
- Examples of the impact of engagement – some examples of engagement making a difference.
- Patient involvement in commissioning – how patients have been involved in commissioning.
- Reaching diverse, potentially excluded and disadvantaged groups – the range of different communities CL CCG has engaged with in the last year, giving as many of our diverse communities as possible a voice.
- Working with our partners – how the CCG has worked with partners to deliver public patient engagement.
- How partners have influenced engagement activity, service and development. – A summary of how some of our partners have influenced the way the CL CCG has engaged with communities.
- Keeping patients and the public informed about engagement. – How the CCG ensures as many local people as possible know what we are doing and how they can get involved.

Evaluating engagement and looking forward – examining what has worked well, what could improve and what is planned for the future.

Communications and Engagement Strategy

The CCG's [Communications & Engagement Strategy for 2017/21](#) is available on the CL CCG website. The strategy was ratified in November 2017.

Partner Reports

CL CCG commissioned the BME Health Forum to deliver a series of engagement activities with people from within the Westminster borough, with the aim of gathering their experiences of local health care services and to encourage them to volunteer with or get involved with CL CCG.

CL CCG commissioned the BME Health Forum to work with new and emerging communities, in particular refugees and asylum seekers, to raise awareness and promote access to health services.

In collaboration with the Public Health Team at Westminster, the CCG commissions Paddington Development Trust and The Abbey Centre

Community Champions to engage, involve and help to address health inequalities among different local groups.

Transforming Local Healthcare Services

As part of transformation of health and social care CL CCG has been working with the public and patients to identify the key changes needed to improve services locally. This culminated in key transformation themes to target improvement and deliver better services for local people.

Examples of surveys used to gather views

The CCG uses online or paper-based surveys to practically measure the views of patients and the public on some key areas of importance and debate. The subjects are wide ranging.

- Survey to inform and understand patient and stakeholder insight on changes at Randolph Practice.
- Survey to inform Palliative Care Strategy (Survey Monkey, PRG, Staw Centre Housing Event).
- Survey to inform Continuity of Care (CHC) (PRG, Housing Events at Staw and Pimlico Centre, online).
- Recruited patient Clinical Advisory Panel for Diagnostic Service, Craniological Service and patient advisory panel for NWL NHS 111 Integrated Urgent Care (IUC).
- Online and paper based survey on Extended Hours GP services.

Our programme of engagement work

We have a wide ranging annual work programme of engagement and involvement with patients, the public and stakeholders in the borough. The work programme outlines the scope of each project, how the project relates to our key objectives and details how the practicalities will be managed.

Our diverse approach to patient & public involvement

We involve people in an accessible and proportionate way

- Individuals using a particular service, or health and care services
- User groups or representatives
- People who care for someone using health and care services

- Local people, either on an individual or group basis, who do not necessarily use the service or services in question.

- Local voluntary and community sector organisations - these might include organisations working with particular groups

- Other partner organisations

The ways that we involve

CL CCG recognises that any involvement needs to be a collaborative effort between the CCG, public, patients, carers and also partners and staff.

- We involve our local partners by inviting them to comment on, consult and/or scrutinise our commissioning proposals including:
- CVS organisations; such as BME Health Forum, The Abbey Centre, One Westminster, Paddington Development Trust
 - Healthwatch
 - Relevant patient groups
 - Patient Participation Groups (PPGs)

- Patient Reference Group

In what other areas have local people helped to shape services?

- Procurement of new services such as Integrated Urgent Care Services, GP PMS Contracts, Respiratory, Cardiology and Diagnostic services
- Getting involved in the tender processes & decision making

Developing our Sustainability & Transformation Partnership (STP) work particularly in NWL Diabetes transformation activity

CL CCG reached to establish a strong PRG over the last few months with active members of local PPGs and community and voluntary sector.

The CCG has funded local Healthwatch to support PPG development activities.

Developed a comprehensive stakeholder engagement database.

Reached out to over 900 patient and public towards transforming engagement, involvement and participation activities over the last two quarters.

Engaged diverse groups through arts and music activities, cultural and community festivals, outreach work, pop-up stalls and digital engagement.

CL CCG ensures that training and support is provided to the CCG staff members for conducting equality analysis on all project plans,

policies and business proposals.

As part of the work with service users, CL CCG has supported a variety of events including:

- Launching of Westminster Mental Health Transformation co-development event in collaboration with CNWL – an event for mental health service users and their carers

Future plans public and patient involvement and engagement

- Advance planning- liaising with commissioners
- Establishing Patient and Public Equality and Involvement Committee
- Updating PRG Terms of Reference
- Ensure Patient Partnership and Volunteer strategy and policy in place
- Additional workforce to sustain existing work and for further development
- Allocated communication devices and tablets to carry out surveys and capturing live patient experience related data
- Ensure every engagement activity strictly adheres to Accessible Information Standards



- Recognise, award and celebrate stakeholders contribution towards CCG's work