

Report To:	Governing Body in Common
Report Title:	Communications and Engagement Assurance Report
Report From:	Jenni Northcote, Chief Strategy and Primary Care Officer
Date:	
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 July – August 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:	<p>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.</p>						
	<p>Has an equality impact assessment been undertaken? <i>(Delete as appropriate)</i></p>	<p>Yes (attached)</p>		<p>No</p>	<p>✓</p>	<p>N/A</p>	<p>✓</p>
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 July and August 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:

Summary and key highlights

Involve the public in governance

- ✓ We have had regular catch ups with our WNCCG PPI Lay Member, particularly around engagement with patient participation groups and the BME community

Explain public involvement in commissioning plans/business plans

- ✓ We have been engaging on our commissioning intentions for 2019/20, with over 200 people having their say on a variety of topics
- ✓ We concluded the first phase of engagement for the maternity and paediatrics strategic workstream, with over 700 people contributing their thoughts, ideas and feedback on these services which will help inform future models

Demonstrate public involvement in annual reports

- ✓ Our full annual reports and summary annual reports are available on the CCG websites
- ✓ We will shortly be publishing our first annual engagement report to accompany this

Promote and publicise public involvement

- ✓ We have used a variety of methods to promote and publicise involvement such as surveys, social media, face to face meetings, our website and through our contacts in the community and voluntary sector
- ✓ We made links with the popular Facebook group "Coventry Updates", which has over 52,000 members, to help us share health and care messaging and

calls to action, such as the commissioning intentions survey, for free

- ✓ We attended the Healthwatch Coventry Annual Meeting and a number of their steering group meetings to provide updates on CCG plans and seek involvement e.g. commissioning intentions, POD communication materials, improving access to GP services

Assess, plan and take action to involve

- ✓ We involved members of the homeless, refugee and asylum seeker community, as well as the voluntary and community sector organisations supporting them, in the procurement exercise for the Anchor Meridian practices
- ✓ We have been attending various local JSNA engagement meetings to gather feedback, as well as input our own, to help ensure we include the right people in commissioning plans and decisions
- ✓ Healthwatch Coventry have been engaged to support us in developing new materials for patients about the POD service
- ✓ A joint Coventry and Warwickshire Diabetes Protected Learning Time (PLT) event, for GPs, practice nurses and dieticians, is taking place on World Diabetes Day 2018, Wednesday 14 November 2018 at the National Agricultural Centre, Stoneleigh. The event will be publicised online and more information will be shared as soon as it is available.

Feedback and evaluate

- ✓ We are creating a new section on the CCG websites that will detail what people have been telling us and what this has led to i.e. "You said, we did"
- ✓ Once we have finished analysing the feedback from the maternity and paediatrics work, we will take it back out to the public to check we have understood correctly and accurately reflected the feedback they gave us

Implement assurance and improvement systems

- ✓ We have begun to include the recently refreshed Health and Wellbeing Concordat in all of our work
- ✓ The new frameworks put in place by the team over the last few months to help us

to continue to meet our statutory obligations are working well and being refined and tailored to suit each audience e.g. the model used for Brownsover was replicated for the Anchor Meridian work, tailored to suit the particular audience

Advance equality and reduce health inequalities

- ✓ We have done a lot of engagement with homeless people, refugees and asylum seekers to understand their views on GP services as part of the Anchor Meridian procurement exercise
- ✓ We engaged with members of the LGBT community at Warwickshire Pride as part of the maternity and paediatrics work
- ✓ We delivered face to face engagement sessions with BME communities around our commissioning intentions – Suman even delivered one entirely in Punjabi!
- ✓ We met with key BME community leaders across the WN patch to understand how we could work more closely with them and their communities going forward

Provide support for effective involvement

- ✓ We held a WN People's Commission looking at the JSNA, commissioning intentions and asking for feedback on what other topics they wished to discuss in the future
- ✓ We held both CCG AGMs during July, where attendees heard from the CCG on key updates for performance, finance and pieces of work. Over 80 people attended the CRCCG AGM, and over 60 attended the WNCCG AGM. Feedback from both events was very positive.
- ✓ Teams from across the CCG have been supporting the commissioning intentions engagement by having key conversations with their colleagues, friends and families to ensure as many people as possible can have their say on our plans and priorities

