



Patient & Public Engagement Progress Report (January 2019-September 2019)

Nadine Wyatt, Patient & Public Engagement Manager

October 2019

This is the first engagement progress report relating to engagement activities in Sutton. The report covers Quarter 4, 2018/19 (January – March) and Quarter 1 and Quarter 2, 2019/20 (April-September). A 6-monthly progress report will be presented to SCCG Quality Committee from October 2019 onwards (every April and October). It outlines the responsibilities and statutory obligations of the clinical commissioning group with respect to engagement with patients and members of the public in commissioning of health services.

Foreword

This is the quarterly Engagement report to NHS Sutton Clinical Commissioning Group's (SCCG) Quality Committee for January-September 2019. This report demonstrates the CCG's commitment to engage with patients and members of the public in a meaningful way and ensures that we design and commission services that meet the needs of our patients, to enable us to provide the best possible health outcomes.

The purpose of this report is to provide assurance to the Quality Committee on how the CCG has fulfilled its statutory duty and responsibilities to engage with patients and the public regarding service provision ([Health & Social Care Act 2012](#)). The report provides an overview of work undertaken and a summary of priorities for the year.

Contents

No	Item	Page
	Foreword	2
1	Introduction	2
2	Priorities of work & engagement activities	3
	2.1 Priorities & progress for Q4, (2018/19)	3
	2.2 Other priorities & progress for Q1 & Q2 (2019/20)	5
	2.3 Priorities for next two quarters Q3 & Q4 (2019/20)	6
3	Challenges	6
4	Summary	7
5	Appendices	
	5.1 Engagement activity log- attached separately	
	5.2 Engagement calendar	8

1.0 Introduction

Sutton CCG (SCCG) is continually building on existing engagement and participation infrastructure and in October 2018 has employed a full-time Patient and Public Engagement Manager (PPE lead) to ensure we strengthen and build on the existing infrastructure. The new PPE Lead has provided expert advice, guidance and support on all participation activities to ensure we fulfil our statutory obligations. Moreover, this role has ensured that SCCG provides more opportunities for our diverse communities to be involved in decision-making around commissioning, and to support individuals to be proactive around self-management and prevention of ill health.

During the first months of the new role, the PPE Lead scoped out current engagement activities within SCCG and wrote a comprehensive [annual participation report](#) detailing engagement activities (January – December 2018) which was submitted to Sutton CCG Quality Committee in February 2019. The report highlighted identified risks as detailed below and outlined key priorities for 2019/20, which were approved by the Quality Committee- see section 2.

Identified Engagement Risks:

- 1. Compliance with Health and Social Care Act 2012 (sections 14Z2 respectively)**
Engagement activities were not fully evidenced against commissioning cycles and in some instances, engagement with patients and the public was not conducted in a meaningful way.

2. Silo engagement

Engagement activities were 'ad hoc' with no framework or standardised engagement approach.

Some engagement activity was not fully aligned to the commissioning cycle and the reporting and feedback mechanism was not embedded.

3. Monitoring and evaluation

There was a lack of clear engagement outcomes, with the impact not being articulated or captured.

There was no feedback loop and therefore the impact of engagement activities on both the project and patients/public was not evidenced. Projects and commissioning were not clearly monitoring the "so what" factor to demonstrate what difference the engagement activity had on the project and how it has impacted patients and members of the public.

Moreover, [NHS England has a legal duty \(section 14Z16\)](#) to assess how well each CCG has discharged its public involvement duty (section 14Z2), as well as a commitment to supporting continuous improvement in public participation. All CCG's had to submit the Improvement and Assessment Framework (IAF) in February 2019 for engagement activities undertaken in 2018/19 and this provided SCCG with further opportunity to identify areas of improvement. These were added to the priorities for 2019/20.

2.0 Priorities of work- Jan March (Q4 18/19) and Q1 and Q2 19/2020 & Engagement Activities

The priority work undertaken and progressed is outlined below and have been divided into 2 sections. The first outlines the priorities & progress for Q4 (2018/19) which were identified in the annual participation report and this is followed by engagement activities identified for Q1 & Q2 (2019/20).

2.1 Priorities & progress for Q4, (2018/19)

In order to ensure SCCG is committed to putting the views of the local people at the heart of the NHS, and ensuring they are involved in the planning and reviewing of local services, the following key priorities were initially identified in the 2018 annual participation report and significant progress was made.

Priorities	Rationale	Progress
Working more collaboratively across Sutton and South West London CCG's which will strengthen sharing of best practice engagement methodologies and approach and cross fertilisation of ideas.	To ensure best practice is shared across SWL CCG's to maximise engagement opportunities.	Met with individual PPE Leads from SWL to fully understand the challenges of the job. Regular attendance at monthly SWL PPE Engagement Network meetings to share best practice ideas and explore solutions to challenging engagement activities. Matrix management model has assisted in ensuring information is shared across PPE leads.

<p>Review of engagement framework at Sutton CCG to ensure it is more outcome focussed and can demonstrate impact on patients and members of the public.</p> <p><i>Mitigates risk number 1: ensuring compliance with engagement statutory obligations</i></p> <p><i>Mitigates risk number 2: Silo engagement</i></p>	<p>Sutton can evidence that all staff fully understand the legal requirements for engagement relating to “when” and “how” to engage and following best practice.</p>	<p>Engagement guide is fully developed and launched to all Sutton CCG staff July 2019.</p> <p>The guide is based on the ‘So what? question. What difference did the engagement activity have on the project and how has it impacted patients and members of the public?’</p> <p>Templates have been developed to capture evidence of good engagement and learn from poor practice.</p> <p><i>Mitigates risk number 3: Lack of monitoring and evaluation</i></p>
<p>Ensure SCCG is fulfilling all its legal duties by reviewing current engagement framework, strategy and processes and ensuring closer alignment to the commissioning cycle in any engagement activity undertaken.</p>	<p>This ensures that engagement activity is reviewed to share learning with others and ensure best practice is followed.</p>	<p>Evaluation template has been developed to give commissioners the space to reflect on the engagement activity undertaken and learn from best practice that is evidenced in the PPE guide.</p> <p>Attend regular commissioning team meetings to ensure that engagement is discussed and forms part of day to day business.</p>
<p>System Wide development for collation and triangulation of feedback from patients and members of the public to produce key intelligence based on common themes and issues.</p>	<p>Ensure that data is triangulated from same cohorts of patients and public to maximise intelligence and recommendations.</p>	<p>Survey templates and excel have been developed to pull out common themes and share with commissioners.</p>
<p>Explore more innovative ways to engage with patients and member of the public using new technologies and methods (digital) and learning from best practice.</p>	<p>Maximise engagement opportunities to reach the ‘hard to reach groups’ and ‘seldom heard groups’ and reduce health inequalities.</p>	<p>Have discovered various innovative ways to engage by exploring opportunities with key stakeholders and partners.</p> <p>Have developed an <u>engagement database</u> which has been shared with all Sutton CCG staff which lists voluntary sector groups categorised under the 9 protected characteristics.</p>

2.2 Engagement activities undertaken during Q1 and Q2 (2019/20) and other identified priorities

- 1. NHS England IAF Assessment:**
As mentioned above, Sutton CCG submitted the 2018/19 IAF Assessment in February 2019. In July, NHS England sent all CCGs their final score and Sutton scored 13 overall. This is a -GOOD rating and only one point short for Outstanding. The main area of improvement identified was [under Domain D, Feedback and Evaluation](#) and this was shared with all commissioners. A meeting has been scheduled between Sutton PPE Lead and NHS England to go over the identified areas for improvement and this will be followed by an action plan to rectify those areas.
- 2. Engagement training:**
PPE Lead attended NHS England [10 Steps to Even Better Public Engagement training](#) and the training was rolled out to all Sutton CCG staff across 3 training dates throughout 2019 (June, September and November). This ensured consistency in understanding legal requirements of engagement and best practice guidance.
- 3. Engagement Guide:**
Engagement guide developed and launched to all Sutton CCG staff in July 2019 based on “measuring impact” of engagement activities. The guide was presented at wider team meetings and individual team meetings. A comprehensive quality assurance process had to be developed to improve compliance by ensuring that the Sutton CCG report cover template is completed under the section “patient and public engagement” with a copy of the [“engagement plan”](#). If engagement is not deemed necessary, then the [“assess to engage template”](#) needs to be added to this section for audit trail and evidence.
- 4. Engagement database:**
A comprehensive engagement database has been compiled under the 9 protected characteristics categories as well as internal CCG Groups. This database has been shared with all commissioners plus key stakeholders to maximise resources and avoid duplication of work.
- 5. Engagement activity log:**
Captures evidence of all engagement activities undertaken during the month and ensures impact is measured and feedback has taken place (see appendix1). This document will be utilised to capture engagement evidence for the next submission of the IAF Assessment for NHS England 2019/20.
- 6. Engagement calendar:**
A detailed calendar of upcoming engagement activities is shared with SCCG commissioners plus key stakeholders such as Local Authority, Voluntary Sector and Sutton Healthwatch (see appendix 2).

2.3 Priorities for next two quarters- Q3 & Q4 (2019/20)

The diagram below highlights the priority activities to be undertaken by the PPE Lead to support the delivery of SCCG objectives during 2019-2020. It will be reviewed annually by Equalities and Engagement Steering Group (EESG) to monitor progress and support development of priorities for 2020/2021.

	Sutton	SWL
Strategic	<ol style="list-style-type: none"> 1. IAF Assessment 2019/20 2. Annual engagement report 3. Children Review- 4. OBCR Review-MIC 5. Engagement database partnership working-Sutton landscape 	<ol style="list-style-type: none"> 6. SHCP wider engagement activities 7. Improving Healthcare Together 8. Contribution to SWL Communication and Engagement Strategy
Operational	<ol style="list-style-type: none"> 1. Perinatal dads focus group 2. Adult mental health strategy 3. PCN Workshop 4. DV event 5. Perinatal event 6. Support internal engagement plans 7. Attend internal Sutton CCG Groups (PRG, CAG, PAG, etc.) 	<ol style="list-style-type: none"> 8. Patient Voice via PPSEG- link with HW and PPI Lead 9. Contributing to actions following SWL Communication and Engagement Meetings and SWL PPE Network Meetings

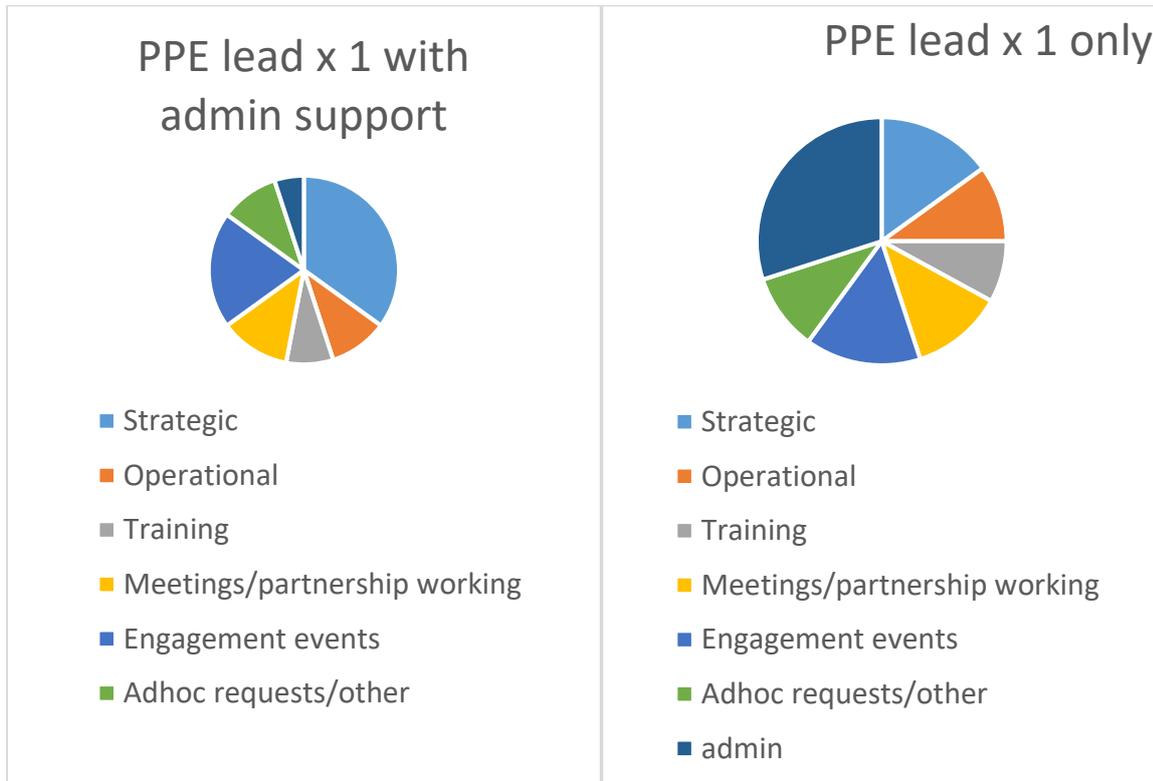
There are additional priorities for Quarter 3 and 4 which comprise:

- Continuous advice and support to CCG staff regarding completion of engagement guide templates and to ensure compliance
- Continuous development of engagement database
- Review of Sutton Engagement Strategy to ensure alignment with SWL engagement strategy
- Action plan to improve 'feedback and evaluation', as identified in 2018/19 IAF Assessment.

3. Challenges

One of the biggest challenges facing the PPE Lead role is that in Sutton CCG, there is no administrator/co-ordinator role to assist with the strategic and operational delivery of activities. During summer of 2019, a university student was hired and assisted the PPE Lead

and subsequently, as illustrated below, more time was spent delivering the strategic priorities for both Sutton CCG and South West London CCGs (SWL).



A further challenge to the PPE role is conflicting priorities across SWL and Sutton CCG due to the volume of work and pace of new changes within the NHS for example, the development of primary care networks, integrated care systems and requirements for engagement 'At Place' e.g. PCN's, ICS, Place Engagement.

In order to make SCCG an exemplar with engagement, more time is required to work directly with Sutton CCG commissioners. Meaningful engagement is difficult, however it forms part of their day to day work and requires support. This is evidenced through the continuous usage of the engagement guide and templates.

4. Summary

The CCG will need to continue to review its priorities with respect to engagement in light of new guidance, legislation and the changing landscape of health and social care and the NHS 10 year long term plan. The key is to ensure a strong foundation and structure is built 'at place' and engagement becomes an integral part of everyone's day to day business.

Governance arrangements for engagement will remain with the Equality and Engagement Steering Group (EESG) and issues will be escalated to SCCG Quality Committee as and when required.

5. Appendices:

5.1 Engagement activity log (attached separately)

5.2 Engagement calendar (page 8)

5.2- Engagement calendar

Sutton CCG Engagement Activities 2019- April 2020							
January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019
Colour Codes: Targeted Engagement and Wider Engagement and LBS joint engagement activities (j0_black)							
		<p>13th – SEND Information Day</p> <p>25th – PPG Network Meeting / Workshop</p>	<p>3rd – CAMHS & GP Issues Focus Group with Young Carers</p> <p>25th – CAMHS SEND Parents Café Style Meeting</p> <p>26th – Wallington Wellbeing Day with Sutton Residents</p>	<p>2nd – MH & WB Strategy Focus Group with SMHF Service Users</p> <p>8th – CAMHS Focus Group with Young Carers</p> <p>8th – MH & WB Strategy Focus Group with Young Carers</p> <p>9th – EDS2 Diabetes & Interpreting Service Meeting</p> <p>13th – MH & WB Strategy Conference</p> <p>20th – PRG 5 Year Anniversary Event with PRG Members</p>	<p>3rd – Perinatal Focus Groups with Dads</p> <p>4th – SHCP presentation to PAG</p> <p>14th – MH & WB Strategy Q&A Panel with Carer Forum</p> <p>14th – Carers Week Q&A Panel</p> <p>22nd – Perinatal Panel Workshop Meeting with El Ehsan Mosque</p>	<p>9th – HYTH Urdu</p> <p>16th – MH & WB Strategy Discussion with Stakeholders and Staff</p> <p>18th – Perinatal Focus Group with Dads</p>	<p>16th August- Young Commissioners Children Review</p>
September 2019	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020
<p>25th- Sutton CCG AGM</p> <p>26th – Perinatal dads focus group</p>	<p>25th- Wallington Community Group</p> <p>7th-Best Start in Life Workshop-Children Review (part 1)</p>	<p>13th – Perinatal Conference</p> <p>19th – DV Conference</p> <p>27th – PCN Workshop</p> <p>6th -Best Start in Life Workshop-Children Review (part 2)</p>					