

Title of paper:	Community Hospital Service Review – Engagement Update		
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Exec Lead:	James Blythe, Director of Commissioning & Strategy		
Date:	24 April 2015		
Meeting:	Governing Body		
Agenda item:	11	Attachment:	08
For:	Information		
Executive Summary:			
<p>To provide an update on the progress of the engagement agenda for the Community Hospital Services Review.</p> <p>To highlight upcoming engagement activity and the process for ensuring two-way communication between the CCG and relevant stakeholders.</p> <p>Please note: The CHSR Communications and Engagement plan has been to a previous Governing Body and is available on the CCG web site.</p>			
Compliance section			
Please identify any significant issues relating to the following			
Risk Register and Assurance Framework	None.		
Patient and Public Engagement	Identified within document.		
Patient Safety & Quality	None – considered as part of EQIA.		

Financial implications	None.
Conflicts of interest	None.
Information Governance	None.
Equality and Diversity	An EQIA has been drafted as part of the project team and aligned to the Communications & Engagement plan. This document will be taken to the Programme Board and agreed on 28 April 2015.
Any other legal or compliance issues	None.
<p>Accompanying papers (please list): Appendix 1: Engagement log</p>	
<p>Summary: What is the Governing Body being asked to do and why?</p> <p>To note and provide appropriate scrutiny to ensure all engagement angles are considered as part of the Community Hospital Services Review.</p>	

Community Hospital Services Review: Engagement Update

Summary:

The Communications & Engagement Team have been working as part of the programme team for the Community Hospital Services Review (CHSR), to ensure that the Communications & Engagement plan is central to all activities. Specifically that:

- The CCG is open and transparent, where possible
- Stakeholders are aware of/invited to relevant workshops and events
- Stakeholders have access to key pieces of information, and know how to contact the CCG for further information
- The varying needs and requirements of stakeholders are taken into account, with equal opportunity for all.

This update highlights engagement activities to date and plans for the future, and will form part of the reporting mechanism against the CHSR Communications and Engagement plan.

An engagement log has been attached with this paper, which includes greater detail on separate activities.

Project planning:

CHSR Programme Board:

The first meeting of the CHSR Programme Board was held on 14 April 2015. The Board is chaired by Jill Evans, GP and Clinical Chair for the East Elmbridge locality. Jill also provides additional expertise in this area, as she also works within a number of the community hospital sites. Membership includes representatives from the CCG, local providers, and the Health and Scrutiny committee. Additional representatives, such as NHS Property Services, will be invited as and when is required. The group will meet in full every month and fortnightly for those involved in the day-to-day business of the review.

Progress on the Communications & Engagement plan is a standing item on the Board. This will include:

- Changes to the strategy
- Identification of risks in progress
- Engagement log updates
- Review of engagement activity outcome reports
- Items available for feedback.

Engagement activity outcome reports will be presented at the end of each significant stage of engagement activity. They will ensure that all information collected from engagement activities is fed back into the review and considered as part of the review process. In turn, actions arising from the consideration of the Board will then form part of the engagement feedback process to external stakeholders (such as the public), together with other relevant documents and items - thus enabling a two-way communication process.

Stakeholders:

CCG Staff:

Staff members have been kept up-to-date via team brief and alerted to where information is held on the CCG website. Members of staff who work in areas affected by this project receive regular updates through the programme team and attend the relevant programme meetings.

CSH Surrey/other provider staff:

Monthly staff drop-in sessions have been organised at each of the four community hospital sites (4 per month in total), where Tom Elrick, Programme Lead is available to discuss concerns with staff. These have been organised following consultation with staff as to best dates/times.

Posters, including Tom's picture and details of visits, have been circulated at all sites for staff. This not only alerts staff to activities, but helps them to become familiar with Tom; whereby they would be able to recognise him and feel comfortable approaching him. The project team is working closely with managers from all providers and the Communications Team at CSH Surrey to promote these sessions.

Q&As will be fed back to staff individually or, where they have a commonality, through the Communications team for the necessary provider(s).

Details of site visits are included below.

Provider representatives attending the Programme Board are also asked to disseminate the necessary information to colleagues.

GPs:

Those affected directly as service providers, will be brought into the Programme Board as and when required.

Feedback is being provided to GPs via our weekly GP newsletter 'Start the Week'. It will include links to the website and contact details if GPs receive any questions from patients.

Public and Patients:

Website and social media:

As part of our new website launch, the CCG now has an area of our website dedicated to 'Our Projects': www.surreydownsccg.nhs.uk/get-informed/our-projects. Links to the website are provided through our Facebook, Twitter and Streetlife accounts and alert the public to when new information/engagement opportunities are available. The following information is now available and regularly updated:

- All presentations at public events
- A timeline of engagement activity
- Details of local events and online surveys
- Relevant documents
- Links to relevant information, such as how to sign up to our mailing list.

Since 1 March 2015, when the page went live, our CHSR projects page has had nearly 300 visits alone, with users spending an average of 3 minutes on the page – this not only shows the use of the page, but that individuals are reading the information contained therein.

Mailing list:

We now have around 300 individuals signed up to our Patients Advisory Group mailing list. The mailing list used to:

- Provide projects updates as part of our bi-monthly newsletter.
- Recruit patient representatives for workshops
- Alert individuals and groups to information updates online
- Circulate details of surveys and events

Public Events:

Details of our public workshops are listed below.

Representatives from the CCG are also attending a number of locally organised events and responding to invitations from local groups. Details are noted within the engagement log.

Please note: the regulations set out by the Cabinet Office in regards to Purdah are being adhered to in both accepting invitations to and speaking at public events.

Site visits:

These commenced on 20 April 2015 and are as follows:

- 20-29 April: NEECH
- 30 April – 8 May: Dorking
- 11-19 May: Molesey
- 20-29 May: Leatherhead

All necessary engagement feedback from these visits will be forwarded to the Communications & Engagement Team for inclusion within an engagement outcomes paper, at the end of each stage.

Workshops:

16 workshops will be held over the four community hospital site areas in the next four months. Each of the four workshops will cover one broad topic which may vary slightly area to area depending on the previous workshop discussions held.

Workshops commenced on 13 April 2015 and were as follows:

Topic One: What is your ideal community hospital? – including: the services that patients feel they need, how they are prioritised and why.

- 13 April: King George's Hall, Esher
- 14 April: St Barnabas Church, Epsom
- 15 April: Leatherhead Hospital
- 16 April: United Reformed Church, Dorking

Workshops are limited to a maximum of 30 people each, to ensure that they remain workshops with productive results, and not just public meetings for debate.

Feedback from each event will be collated and will help to inform outlines of the future 12 workshops. Broad subject matter will be as follows:

Topic two: Building a business case – developing the themes prioritised in the first workshops and looking at the development of these in the commissioning process.

Topic Three: Existing services – with each of the four workshops tackling specific patients/service groups.

Topic four: Outcomes and feedback – looking at how all workshop data is fed into the final outcomes report.

As above, workshop data will be fed into the Programme Board.

Next steps:

The next stage of the engagement plan will be focusing on targeted engagement with hard to reach groups, service-specific patient engagement and gathering feedback from those individuals who do not regularly liaise with the CCG or our local providers and do not have access to the internet.

This will include:

- Agreement of the Equality and Quality Impact Assessment (EQIA) by the Programme Board
- Providing both an online and printed survey (with freepost address) addressing the priorities of both individuals and the Surrey Downs population as a whole. These will also create a baseline, which could be used comparatively and repeated, if major changes occur.
- Liaising with past and present patients on site and via surveys and telephone interviews
- Demographic modelling against groups currently engaged; to capture gaps in engagement
- Engagement progression with GPs, via various methods including Practice Manager and locality meetings.

Community hospital services review Engagement Log

Event/Engagement activity	CCG Representative	Type (e.g. meeting, stall, survey, consultation)	Subject	Date	Location	Stakeholders (e.g. patient reps, GPs etc)
Leatherhead Resident Association public meeting on community hospital services review	James Blythe Tom Elrick Jade Winnett Usman Nawaz	Presentation followed by Q & A	Leatherhead hospital/community hospital services review	02/02/2015	Leatherhead Institute	Members of the public
Ewell Community hospital services launch	James Blythe Tom Elrick Jade Winnett Usman Nawaz	Public meeting	Community hospital services review	02/03/2015	Bourne Hall, Ewell	Members of the public
Esher Community hospital services launch	James Blythe Karen Parsons Tom Elrick Usman Nawaz	Public meeting	Community hospital services review	04/03/2015	Elmbridge Civic Centre, Esher	Members of the public
Dorking Community hospital services launch	James Blythe Karen Parsons Tom Elrick Jade Winnett	Public meeting	Community hospital services review	05/03/2015	Burford Bridge Hotel, Dorking	
Disability Alliance Network (DAN)	Jade Winnett Usman Nawaz	group meeting	Community hospital services review	09/03/2015	Park House	Disability services users
Derby Medical Practice PPG meeting	Usman Nawaz	PPG meeting	Patient engagement in the CCG	17/03/2015	Derby Medical Practice - Ebbisham Centre	PPG members - patients

Event/Engagement	CCG	Type	Subject	Date	Location	Stakeholders
League/Guild of Friends (for community hospitals) introductions	James Blythe Tom Elrick Jade Winnett Usman Nawaz	Meeting	Engagement in community hospital services review	18/03/2015	Cedar Court	League of Friends reps
Mole Valley Access Group	Usman Nawaz	Group meeting	Community hospital services review	08/04/15	Park House	
Cobham and District Residents Association	James Blythe Tom Elrick Jade Winnett	Public meeting	Community hospital services review	09/04/15	Cobham	Resident Association members
CHSR Workshop 1 Molesey	Tom Elrick Jade Winnett Usman Nawaz	Workshop	What is your ideal community hospital?	13/04/15		Patients Members of the public
CHSR Workshop 2 Epsom/Ewell	Tom Elrick Jade Winnett Usman Nawaz	Workshop	What is your ideal community hospital?	14/04/15		Patients Members of the public
Project group meeting	James Blythe Tom Elrick	High level meeting	Review progress	Every two weeks from 14/04/15	Cedar Court	CCG, provider organisations, Elected Members
CHSR Workshop 3 Leatherhead	Tom Elrick Jade Winnett Usman Nawaz	Workshop	What is your ideal community hospital?	15/04/15	CAU Room Leatherhead Hospital	Patients Members of the public
CHSR Workshop 4 Dorking	Tom Elrick Jade Winnett Usman Nawaz	Workshop	What is your ideal community hospital?	16/04/15		Patients Members of the public
Service Redesign group	Tom Elrick Jade Winnett Usman Nawaz	Meeting	Developing/redesigning service pathways	Monthly from 23/04/15	Cedar Court	CCG service redesign teams, provider organisations, 3 patient representatives

Event/Engagement	CCG	Type	Subject	Date	Location	Stakeholders
Friends of Dorking Hospital AGM	TBC	Public meeting	Community hospital services review	29/04/15		Patients, members of the public, Friends group
Friends of Thames Ditton Hospital	TBC			INVITED		