

Planning template for Patient and Public Involvement

If you need support to complete this template please contact Ros.Spinks@swlondon.net.uk

Programme: Diabetes transformation	Lead commissioner Deborah Causer
Programme objectives: Deliver a model which provides: <ul style="list-style-type: none"> • Services as close to where people with diabetes live as possible. • A co-ordinated, integrated service without duplication or gaps. • An emphasis on self-care and self-management, recognising different priorities and needs within our communities. • A focus on early identification and prevention of diabetes. • Improved provision of care to reduce short and long term complications of diabetes. • Partnership working with the community and voluntary sector. 	Date of completion October 2018

Question	Supporting notes	Your response
What do you need to talk to patients or the public about?	<p>Are you looking to involve people in:</p> <ul style="list-style-type: none"> - Identifying local health and care needs? - To redesign patient pathways? - Service transformation e.g. moving care settings? - Service improvement? - Procurement/contracting? - Monitoring/quality? <p>Please try to be explicit here, it will help you to think through what questions you need to ask people and how</p>	<p>What stage are you at in the commissioning process? Please see here for a diagram outlining engagement and the commissioning cycle.</p> <p>Engagement objectives:</p> <p><i>We have held a series of workshops and events to engage of our workforce (irrespective of current care setting or employer) and communities to</i></p> <ol style="list-style-type: none"> 1. <i>Understand what is going well and less well</i> 2. <i>Co-design the new model</i> 3. <i>Test and spread new ways of working.</i>
Why do you need to ask patients and the public now?	<p>The CCG are required under section 14Z2 of the Health and Social Care Act (2012) and in the spirit of meaningful participation, particularly in, "Make(ing) arrangements to secure that individuals to whom the services are being or may be provided are involved (whether by being consulted or provided with information or in other ways) [in the development and consideration or proposals by the group for changes in the</p>	<p><i>Engagement has been ongoing throughout 2018.</i></p>

	<p>commissioning arrangements where the implementation of the proposals would have an impact on the manner in which the services are delivered to the individuals or the range of health services available to them.</p> <p>But think beyond that It's also around quality of experience, service improvement and working to provide the best possible care to Croydon residents.</p>	
<p>What do you already know? How relevant is any existing data to what you are trying to find out?</p>	<p>Complete a stakeholder map of people who may have insights and data that would help you. For example, Healthwatch Croydon, the Local Authority, Croydon Voluntary Action.</p> <p>Look at local needs assessments (PH Croydon Observatory), Complaints, patient surveys – is their recent intelligence which covers the same or similar questions?</p> <p>What is missing? Which population groups are not represented in existing local intelligence?</p>	<p><i>Stakeholder mapping completed January 2018, although continuously updated.</i></p>
<p>Who do you need to speak to?</p>	<p>Who needs to be informed of what you are planning? Healthwatch Croydon? Do the Overview and Scrutiny Committee need advance warning – they may have a view on who you need to engage with?</p> <p>Think about seldom heard communities – how will you identify and engage with them.</p> <p>The CCG has a duty to ensure it meets the Public Sector Equalities Duty and has a duty to have due regard to health inequalities (Equalities Act, 2010) .</p> <p>Life expectancy is 9.1 years lower for men and 7.7 for women in the most deprived areas of Croydon compared to the least deprived. For men, there is a healthy life expectancy of only 64 years, for women it is 64.6 years in Croydon's most deprived wards.</p> <p>This means that people living in our most deprived wards not only die younger but will spend more years of their lives in poorer health than their wealthier counterparts.</p> <p>How is what you are planning going to impact on this?</p>	<p>BAME communities – higher prevalence / risk of diabetes and previous engagement has indicated we need to improve education and peer support particularly for our BAME communities.</p>
<p>What are your timelines?</p>	<p>Have you completed the service change test? This will help to guide you on whether what you are proposing needs to go to a full consultation.</p> <p>Engagement takes time – what are your deadlines?</p>	<p>Engagement has been ongoing throughout 2018.</p>

What resources do you have to support you?	Financial and human.	
How will you engage with local residents?	Is this a large scale programme that will impact a lot of patients/carers? Or something that will effect a smaller number of people? How will you recruit people? Is this something you need qualitative insight into? If so, this will require more time to identify the right questions, recruit people, analyse ethnographic data.	Yes – 22,000 with diagnosed diabetes, 12,000 with undiagnosed diabetes, 40,000+ with pre-diabetes.
What help do you need from the Engagement team?	Information? Support to recruit? Support with question setting? Help to actually undertake the engagement?	<i>Support has been provided</i>
What are the potential risks?	Is the programme contentious? Is there likely to be strong local opposition? Is it likely to spark an increase in complaints, FOI's? Is there likely to be media interest? Do local MP's/Councillors need to be briefed?	So far positive feedback as we are planning to improve quality and experience of care.
When and how will you feedback to people who took part in the engagement? And more widely across Croydon?	Not feeding back to people who give up their time and energy to work with the CCG is a major cause of frustration for members of the public and carries serious reputational risks. Think about when and how you will feedback and ensure it is a key milestone on your project plan.	Feedback reports from all events and copies of any presentations have been emailed to attendees.

Engagement Log

This document is the full record of all the engagement activity, meetings and outreach events that the CCG undertook in the run up to and throughout the engagement period for xxxxxx

Example

Engagement Activity for Croydon CCG on Diabetes transformation								
Date	Type of activity	Target audiences	How were participants informed	Key themes identified and areas covered	Number of attendees, hits or users	Actions resulting	Evidence	
Shape the future of	Workshop	Workforce, community /	Emails to stakeholders	Established partnership approach and collective	c70	A number of key themes identified	Event report	

diabetes' workshop - January		voluntary sector, people with diabetes and carers		action planning with representation from across the system. 60+ attendees.		to inform new model of care	
'Diabetes - the way forward' community event – February.	Workshop	Mainly people from BAME communities but also including colleagues from primary care and the hospital.	Run and publicised in partnership with Diabetes UK, Knowledge and Practice, Croydon BME Forum, Know Diabetes (NW London)	Explore adapting the NWL peer mentor programme and other social prescribing initiatives (e.g. cooking classes) for people with diabetes and those at risk	C50	Initiatives being developed with the social prescribing boards	Evaluation report
Diabetes Clinical Forum – quarterly (Apr, July)	Education	Health and care staff from all care settings	Invite goes to healthcare staff from across the system.	The aim is to come together and learn more about our specialist clinics and services, discuss complex cases and share ideas on how clinicians can work better together	C35	<i>Improved knowledge on diabetes in pregnancy and accessing mental health support</i>	Evaluation reports
Diabetes 'change lab' - May	Workshop	Workforce and voluntary sector organisations	Invite to a smaller group drawn from our workforce and voluntary sector	Work together on specific plans to take forward the ideas from previous events	C30	Specific plans to take forward the actions from previous events	Event write up
Healthwatch event - March	Engagement / information sharing	Public	Invites from Healthwatch (?)	Further share and reflect emerging model of care	C40		Event write up