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# Engagement Summary Update

Quarter 1 (April – June 2017)





## Introduction

The majority of the quarter one the NHS was subject to Purdah rules due to the General Election Campaign (18 March to 8 June). This meant that for much of this reporting period the CCG were limited in the engagement activity we could undertake directly with patients and members of the public. Therefore this quarterly report is in a different format to the usual quarterly reports and provides a brief update on activity as well as a more detailed forward plan for quarter two.

Some direct PPI activity did take place which was largely related to work that had already started and related to commissioning programmes and transformation projects that were already in progress. These are described in the next section.

## Developing an engagement infrastructure

Given the limitations in directly engaging with Croydon residents, quarter one was used as an opportunity to:

- Design and develop and PPI structure to support the planned care transformation programme over the longer term (Appendix 1)
- Develop a recruitment process to attract a more diverse group of patients to support transformation PPI programme – this includes a recruitment pack, application form and induction programme (Appendix 2)
- Work with small and medium sized community and voluntary sector groups to widen our patient and public health network by talking to service users and staff about the work of the CCG and opportunities for Croydon residents to be involved in shaping services – these groups included Headway (Head injuries charity); faith group led community activities; volunteer led mum and toddler groups and local LGBT support network
- Working with Croydon PPG Network to develop an action plan to support better on-going engagement with local PPG's.

## Planned Care Transformation Programme

A stakeholder workshop was held in April which focused on 5 planned care specialist services as the first tranche of the planned care transformation programme. The workshop was held to draw together Commissioners, Providers and Croydon residents to begin the process of redesigning services and moving more services into community settings to make them more accessible to patients and improve patient experience.

The next stage of this was to develop service specific working groups to help shape and design new ways of working for planned care services. The working groups are responsible for looking at things like current number of users of a service, patient experience, where the demand for the service is heaviest. This, and other relevant information, is then used to develop potential new



ways and locations for delivering services, which can then be debated more widely with patients, the public, clinicians and service providers.

The working groups are designed to be task focused and contain approximately 3 patient representatives per work group with a similar number of clinicians to develop the new service models in the first instance.

A much wider group of Croydon residents will then be engaged at a broader level so that residents are aware of and can comment on any potential changes.

Prior to the first working group patient reps met with the PPI lead and lead commissioner for a briefing to talk through the transformation programme and more details about the service.

## IAPT Re-procurement

PPI team visited 12 different community groups over April and May to get feedback on the current IAPT service as well as to discuss with the participants how to make the service more accessible to older adults and BAME communities.

Specific engagement took place with specific protected characteristic/equalities groups to ensure that any issues around access, patient experience and outcomes are highlighted to the mental health team as they prepare the new service specification for IAPT. These populations were:

- People with physical disabilities
- Mothers of babies and young children
- Representatives from the Asian community
- Representatives from the LGBT community

The findings indicated that to help make the service more accessible to older people and BAME communities the following aspects should be incorporated into the design of IAPT services:

- Existing voluntary and community organisations (subcontract, locations) should be utilised to provide services
- Therapists should be culturally competent to deliver therapies to diverse communities
- Promotional material should include culturally reflective images to increase uptake amongst underrepresented communities and groups
- Churches and religious organisations, must be engaged to assist dispel fears associated with accessing IAPT and religious beliefs
- Providers could recruit volunteers to act as ambassadors to support the service

A Croydon resident who took part in one of the focus groups has been recruited to be part of the procurement evaluation panel.



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## Voluntary Sector Mental Health Review

As part of the review of voluntary sector mental health services a model of service transformation has emerged which has personalisation at the core. Due to purdah only limited discussions were held with service providers, who were largely receptive to the ideas. No discussions have been had with service users.

Therefore the next stage of this work is to hold a series of workshops with CVS organisations and service users to design a more integrated CVS mental health system. The Local Authority will lead on this work but it is very important that the CCG support this engagement to build upon the partnership developed during the review.

## Developing engagement opportunities with Healthwatch Croydon

In May Healthwatch Croydon invited the PPI team to present at a workshop event looking at engagement in Croydon and how the CCG could broaden its reach. A presentation was given (Appendix 3) and the participants were keen to be involved as this work develops into the 'One Croydon' approach.

## PPG Awareness Week

The week which was held this year from 19 – 24<sup>th</sup> June is organised by the National Association for Patient Participation, (N.A.P.P). During the week Patient Participation Groups across Croydon held a wide range of events to increase public and professional awareness, including health promotion activities and talks on topics such as diabetes and high blood pressure.

The CCG supported this work by helping with publicity and highlighting the week to our member practices.

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## Forward Planner

The main areas of work planned for the next quarter are detailed in the table below

SERVICE AREA	PATIENT AND PUBLIC PARTICIPATION
<b>Planned Care Transformation</b>	<p>The transformation of planned care services requires significant on-going PPI resource.</p> <p>The first five services have now developed into working groups for the next stage of the transformation.</p> <p>Quarter two will see two more workshops covering seven more specialities for which patients will be asked to participate.</p>
<b>Anti-coagulation patient engagement</b>	<p>A review of anticoagulation services will take place starting in August 2017.</p> <p>This will require significant engagement with organisations, stakeholders and current service users to ensure they are partners in the review and any re-design of future services.</p>
<b>One Croydon Engagement structure</b>	<p>Healthwatch Croydon is leading on work to develop a best practice engagement structure for Croydon to support the increasing amalgamation of services.</p>
<b>IAPT Re-procurement</b>	<p>Training for the patient representatives will be undertaken to support the procurement panel.</p>
<b>Big Ideas Forum (PPI Forum)</b>	<p>In July the quarterly PPI Forum will run as a Big Ideas sessions to generate ideas and future directions to support the CCGs financial recovery plan. The CCG view this as an important way to work in partnership with Croydon residents.</p>
<b>Volunteer recruitment and induction</b>	<p>The recruitment of volunteers has been on-going this quarter and the first group induction will take place in August.</p>

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## Appendix 1 – Planned Care Transformation Engagement Structure



Planned Care  
Transformation Prop

## Appendix 2 – Volunteer Recruitment Pack



VOLUNTEER  
APPLICATION FORM.



MONITORING  
INFORMATION CCG.

## Appendix 3 – Engagement Roadmap



Heathwatch PPI  
presentation 2 May 1