

Engagement Report

Quarters One and Two 2020/21

1. Purpose

1.1. The purpose of this paper is to provide an update for quarter one (April 1 to June 30, 2020) and quarter two (July 1 to September 30, 2020) on:

- Progress of the implementation of the 2020/21 Engagement and Involvement Framework Objectives
- Engagement activities with the public and patients that have taken place across the Hampshire and Isle of Wight Partnership of CCGs.

2. Engagement and Involvement Framework Objectives

2.1. The CCG Partnership has agreed the following five engagement and involvement objectives for 2020/21:

1. Determine clear engagement priorities for 2020/21 taking into account CCG priorities and the impact of Covid-19
2. Develop new approaches to engagement
3. Improve our engagement and involvement with our seldom heard communities, including the working age population, families, young people and those who are digitally isolated
4. Develop a consistent approach to evaluation
5. Increase CCG staff awareness and training opportunities.

2.2. Highlights of progress to date include:

- Working with our Local Resilience Forum partners to track engagement work being undertaken by partners and other agencies to develop a bank of insight
- Starting to seek the views of patients who have used the NHS 111 First Service to understand their experience
- Seeking the views of local people on their use of NHS digital solutions during Covid-19 (as detailed in section three)
- Working with local authority partners to include health based questions in their citizens surveys (as detailed in section three)
- Informing key stakeholders, including patient groups, on the CCG Reform plans and seeking their views on these (as detailed in section three)
- Continuing to work with current engagement groups about how we develop our engagement approaches with local communities and key stakeholders (as detailed in section six)
- Continuing our work to support Primary Care Networks with a focus on primary care access and winter resilience (as detailed in section six).

3. Engaging with local people

3.1. During the last quarter the CCGs have been engaging with people in the following areas:

- **NHS Digital Solutions during Covid-19**

We have sought the views of the Hampshire and Isle of Wight NHS Citizens Panel on their use and experience of NHS digital solutions during the pandemic. The survey was completed by 661 people. Highlights from the results are:

- As might be expected, Covid-19 has increased respondents propensity to do things online, including communicating with family and friends, shopping, banking and managing utilities. Those at high risk of Covid-19 are more likely to be doing some of these things for the first time
- In terms of using digital channels for health there is a mixed picture. Some things, such as ordering a repeat prescription or using an interactive symptom checker have increased in usage whereas others such as booking a GP appointment have decreased. This might be a reflection of a general avoidance of face-to-face contact and worry about overburdening the NHS, rather than not wanting to use digital channels
- Positively, nearly one in ten respondents had an online GP appointment for the first time and 8% used the NHS App
- Most respondents using digital health channels for the first time had confidence in using them again with the exception of using an interactive symptom checker and accessing mental health or counselling support online
- Personal interaction appears to be key to a 'very good' experience, with in person, telephone and face-to-face online appointments being higher rated than email or live chat
- Telephone is considered good or very good by 78% of respondents and this is the channel that most respondents would consider using in the future for non urgent health and care appointments.

- **Council Citizens Surveys**

We have worked with local authority partners to include health based questions in their citizens surveys – the surveys for two of the unitary authorities have now closed and the responses are being analysed. Some of the district and borough surveys are currently still open for responses.

- **Hampshire Together: Modernising our Hospitals and Health Services**

We are working with Hampshire Hospitals NHS Foundation Trust, West Hampshire CCG and partners to seek the views of key stakeholders and local people on plans to deliver a new hospital to serve the people of north and mid Hampshire, as well as many other healthcare benefits, as part of the government's Health Infrastructure Plan to modernise NHS hospitals.

Over the summer 59 engagement events were held with 323 stakeholder, interest, community and patient groups contacted. Over 1,500 items of individual feedback were received with a strong demographic spread.

The key trends and topics from the engagement were:

- Main services focused on are emergency care, maternity and mental health but a major trend is a desire for the NHS to work together
- Opinion is broadly split between people who prioritise the best outcomes versus those who place local services first
- NHS staff are generally divided between a focus on clinical outcomes and staff experience though the two are not exclusive
- There is a divergence of opinion – public and staff – between Winchester and Basingstoke
- However, there is an overwhelming acceptance that something must be done.

The emerging themes are:

- Get it right – Keen to ensure the opportunity is maximised
 - Integrate services – Support for more integrated ways of working
 - Inclusion and holistic care – Importance of making sure everyone has equal access
 - Accessibility matters – Improvements to parking and (green) public transport.
- The next phase of public involvement is now underway, which involves generating and appraising options for consideration during the formal public consultation.

- **CCG Reform**

We are currently seeking the view of key stakeholders, including patient groups, in the plans to reform the CCGs across Hampshire, Southampton and the Isle of Wight bringing them together as a single entity.

4. Ongoing engagement routes

4.1. In addition to the engagement activities we have carried out, the CCG Partnership receives feedback through a number of other routes including:

- Fareham and Gosport and South Eastern Hampshire CCGs Community Engagement Committee
- North Hampshire Communications, Engagement and Involvement Forum
- Gosport Locality Patient Group
- Fareham Locality Patient Group
- North Hampshire Patient Participation Group
- Fareham and Gosport Voluntary Sector Health Forum
- Isle of Wight Healthwatch GP practice patients feedback quarterly report.

4.2. All of the meetings for these groups due to be held during quarter one were cancelled because of Covid-19. Since July the meetings have restarted and take place virtually.

5. Feedback received and action taken

5.1. Regular engagement group meetings held in quarter two primarily focused on the NHS response to date to Covid-19. Themes from the feedback about the response included:

- Changes in primary care have mostly been embraced and it's positive to see patients are willing to adopt new ways of accessing their GP, including receiving texts and messages
- Clinicians are being flexible in their approaches, especially with patients who were shielding
- It is important for there to be consistency in how the different practices triage patients
- Triage works for primary care but it isn't as straight forward to access other health services
- An education campaign for local people might help them to understand the different digital options being offered and how to use them. This could be particularly important as we approach winter and patients need to continue to use telephone and online options to access GP practices
- Some PPGs have had no communications with their practice since April but they have started to restart
- Some practices have seen a positive change in attitude that patients have toward them on social media, which was now much more positive

- Some were concerned about patients who were carers, and the support available to them
- Concern was raised about digital exclusion – patients without IT who couldn't access online services
- Some PPGs have reported that whilst practices have moved to telephone access, which was understandable – some patients have reported issues with getting through
- Some PPGs would have welcomed more communications about the various Covid-19 guidance, eg practices able to stand down engagement work
- It is important for the NHS not to lose face-to-face appointments or the personal touch
- Some members praised their experience of the NHS 111 service
- Some raised concerns about patients facing ongoing treatment at hospital.
- Communications became quite confusing – at the start of the lockdown there was minimal but clear information was provided, but as time went on there appeared to be a lot of information from a lot of different sources
- There has been some good work that has come out of working differently and would be good to keep some of this rather than revert back completely to how it used to be
- Some Locality Patient Groups felt excluded from the communications process and felt information wasn't readily available on CCG websites
- Good joint response between the community, voluntary and social enterprise sector and district and borough councils.

Groups also reflected on key points to be considered as the NHS restores services. These included:

- Continue and boost partnership working between different organisations
- Give patients more of a wrap-around service
- Increase the number of health and wellbeing coaches to support people coming to terms with the impact of the pandemic
- Provide mental health support for people that have been shielding
- Conduct table top exercises to determine how a local lockdown might be handled
- Improve communication between the CCGs and patient groups
- PCNs need to have an increasingly important role in future working
- Work together to ensure resources continue to flow through to the 'coal face' to build on success of social prescribing
- We mustn't under estimate the impact on mental health and the need to increase capacity across our area
- Need to consider how to support people to embrace a more digital world – e.g. providing them with 4G dongles, providing them with technology such as tablets
- We've broken down a number of organisational and sector silos during Covid-19 and need to continue to do that with further discussion needed on mechanics of how we do this to avoid unnecessary duplication whilst ensuring patients and those needing support get the help they need in most effective way.

6. Future planned engagement activities

Our focus for the next quarter is:

- Working with current engagement groups about how we develop our engagement approaches with local communities and key stakeholders at all levels of the NHS – Primary Care Networks, Integrated Care Partnerships and the Integrated Care System
- Testing our communications plans for flu and winter with patient groups with their views taken into account as these are finalised

- Working with partners in the Portsmouth and South East Hampshire system to seek the views of patients who have used the NHS 111 First Service to understand their experience
- Continuing to develop how we support and work with all of the Primary Care Networks across the CCG Partnership focusing on primary care access and resilience during winter 2020/21 including:
 - Working with our local Primary Care Networks to support them to engage with local communities, including developing a toolkit
 - Working with Age Concern Hampshire to develop a Carers Panel who we will work with as 'critical friends' to help identify some of the key concerns that patients and people in the community have, particularly carers and the people they look after
 - Aligning activities to Healthwatch Hampshire, for example, investigating how we can link to their Primary Care Networks Collaboration Project's 'Working in partnership with people and communities' workstream
- Continuing to engage with local people, Patient Participation Groups and local groups on the CCG reform as the new organisation emerges between now and April 2021
- Preparing for the Hampshire Together formal consultation which will start in January 2021
- Engaging on the Integrated Care Partnerships (ICP) as they continue to develop. This will include holding ICP engagement events over the coming months.