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## Progress against Richmond CCG's patient and public engagement (PPE) forward plan – December 2019

### Working closer together

The main avenue for progressing PPE joint working with our local health and care partners is through the Kingston & Richmond communications and engagement (C&E) group. This is made up communications and engagement professionals from our local health and care partners.

During 2019 our first success was to deliver a joint engagement programme to support the development of health and care plans in Kingston and Richmond.

Key activities to April 2020:

- Develop a communications and engagement offer for our local health and care leadership groups in early 2020 to formalise the group's role of working with health and care leaders across Kingston and Richmond to ensure quality, integrated communications and engagement, that is aligned to and supports integrated health and care delivery in both boroughs.
- Develop a community engagement approach to ensure the voice of local people can continue to influence the decision making of the new South West London CCG and our developing borough health and care partnerships.
- Develop an overarching integrated communications and engagement forward plan 20/21 (to include deliverables for health and care plans and other integrated priorities)
- Develop a young people's mental health campaign across Kingston & Richmond

Alongside the communications and engagement group, work with Kingston CCG we are facilitating a forum in January 2020 for patient and public engagement/experience leads from our local NHS acute and community providers and local authorities across Kingston and Richmond to explore how we can best support each other, avoid duplication across organisations (and boroughs) and identify opportunities for joint working and sharing insights to improve how we engage with our local communities.

The outcomes of this meeting will inform our integrated communications and engagement plan and our early thinking for an integrated community engagement approach to support our local health and care partnerships.

### Continuous improvement

Feedback and evaluation was an area identified for improvement in NHS England's Patient and Community Engagement Indicator 2018/19 assessment.

To improve how we review our own engagement activity:

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- We have formalised regular review and reflection for our ongoing local community outreach and engagement as part of our PPE team meetings.
  - We have agreed to build in regular review and reflection with peers as part of our South West London PPE network.
  - We are revising our local engagement processes to ensure that mid-point and end of engagement reviews for project specific engagement takes place systematically rather than on the current adhoc basis.
  - We will build evaluation and learning into any partnership communications and engagement processes we develop with our local health and care partners.

To improve how we seek the views of patients and the public about our approach to engagement:

- We are currently testing a revised evaluation form for engagement activities as one of the ways we will seek the views of patients and local people about how we engage. We would want to be responsive to the feedback we receive in this way and make improvements as we go; to report on improvements we make as part of our “you said, we did” approach and include as learning in our annual engagement review.
- We will be including a page on our website encouraging people to share their experience of being involved in our work and/or how we have engaged with them. This will include a link to our evaluation form.
- We annually undertake a review of our approach to engagement with our community involvement group, the last review taking place in October 2019.
- Feedback on our approach to engagement will inform an annual update to our approach.

### **Advance equality and reduce health inequality**

As part of our ongoing review of our work we identified that we do not have robust demographic information about who we are engaging with. The only time we were collecting this information was at large scale events or surveys but not for smaller scale activities such as outreach to groups or focus groups.

We have therefore included some demographic questions in our revised evaluation form which is currently being tested at all engagement activities. This should ensure we have a more detailed picture of who we are engaging to help us improve and target our engagement activities effectively.

### **Working with our providers to review public involvement activity**

To enhance how we review patient and public engagement (PPE) activity with our providers we are testing how our community involvement group could play a role in supporting us to review PPE. This approach would complement and inform discussions about PPE at the clinical quality review group (CQRG).

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Following discussions at the CIG the group identified the following areas they would like providers to consider in a presentation to the group:

- How do providers use patient experience and engagement to inform their work?
- Does the provider have a local approach and is it specific to Richmond?
- What is the impact of their engagement?
- Examples of current activity (who they are engaging with, why and impact)
- Does the provider work with local partners and how do they connect with their local community?
- High level priorities for patient experience/engagement for the coming year

Hounslow and Richmond Community Healthcare NHS Trust (HRCH) and Kingston Hospital NHS Foundation Trust (KHFT) are working with us to test this approach and presented to our CIG in October and December 2019. An update report on this “test” will be presented at our integrated quality governance committees in common in early 2020.