



Review of Public Involvement Activity across NHS Providers in Worcestershire

The Worcestershire CCGs are seeking to understand the engagement arrangements and practices across NHS Providers. Please consider the last 12 months (2019) when completing the questions below.

Please complete the following and return to worcs.engagement@nhs.net by Friday 24th January.

If you have any questions please email using the address above. Thank you.

A. Your Details

1.Name of Organisation: Worcestershire Health and Care NHS Trust

2.Name and contact details of person completing the review: Jane Thomas, Head of Community Engagement and Patient Involvement

3.Please provide a list of staff involved in PPI:

Director of Strategy and Partnerships, STP Lead for Communications and Engagement

Head of Community Engagement and Patient Involvement

Community Development Officer

Participation and Engagement Worker

All staff within the Trust have a responsibility to engage and co-produce with stakeholders, but specific responsibility for engagement resides with the above members of staff

On behalf of:

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG

B. Your Engagement Arrangements

4. Please provide a summary of PPI structures, process and frameworks, and how these influence decision making within your organisation.

Please detail regular groups/ virtual panels/governance arrangements. You can include diagrams and/or weblinks. 500 words maximum.

The Trust has a range of groups to support involvement:

- The Community Engagement Panel – comprises a membership of individuals who have an interest in/experience of services. The panel meet monthly to hear about, comment on and engage with a range of projects, programmes and initiatives. Their role is ambassadorial (in terms of connecting to others in the community and sharing messages/feeding back) and advisory (in terms of acting as critical friends to give a view on the issues presented to them). The panel offers a first opportunity to discuss ideas, allowing services to elicit early views and opinions. The group often give in microcosm the view of a wider community, and add considerable depth to discussions based on experiences and involvement over a number of years.
- A Virtual Panel – comprises a membership of individuals who have an interest in/experience of services, but who do not attend regular meetings. The Trust may circulate patient information for comment, surveys, opportunities, or engage with specific members to secure involvement in certain pieces of work where it is known there is a particular knowledge or experience.
- The Youth Board – comprises of Youth Consulters and Youth Ambassadors who have an interest in/experience of services. The members meet monthly to hear about, comment on and engage with a range of projects, programmes and initiatives, offering the Trust the voice of young people around the design and re-design of services that affect them. The Board provides a platform for young people to voice what is important to them and empowers young people to make a difference.
- The Equality Advisory Group – comprises a membership of individuals who have experience of or knowledge of one or more of the nine protected characteristics. The group meet monthly (except August and December) to review Equality Impact Assessments for service changes and developments, new policies and other programmes of work. They advise on work undertaken as part of the Equality Delivery System and support other programmes of work requiring an Equalities focus – for example, policy development.
- The Recruitment and Selection Support Group – comprises a membership of individuals who are involved in recruitment and selection activity. This may be as part of a formal interview panel or as a stakeholder panel to hear a presentation or undertake an engagement exercise. The support group works to embed best practice around involvement of patients and carers in recruitment and selection across the organisation, and also the members meet to share experiences, offer feedback to recruiting managers, receive feedback, and work towards best practice in terms of this activity.

On behalf of:

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG

Members of all of the above groups are also often involved in a range of other activities – they may attend Trust committees or groups to give a patient/community view – examples are the Mortality Review Group or the Clinical Audit and Effectiveness Group. They have also been involved in the development and delivery of training and in working with a range of Trust staff on a wide variety of projects – examples include the Global Digital Exemplar work or the Bestie App development.

The work of all these groups is reported through to Trust Board and in addition, some work is reported through to sub-committees of the Board – for example, Quality and Safety Committee or Workforce Committee. The work undertaken by all groups directly informs the developments and changes occurring within the Trust and as such also forms part of usual project management processes and reporting lines.

C. Your Engagement Activities

5. Please tell us about any current or recent engagement activities (in the last 12 months) Please list up to 10 of your largest activities.

Name/Title of activity	Nature of activity	Timescale	Feedback	Impact	Evaluation
Bestie App	Co-production of the App with the Youth Board, service clinicians and managers and IT staff	12 months of engagement activity to develop the App - work that is ongoing to explore how it may now be used in other services	Development of an award-winning App to support children and young people with mental health difficulties	The app will be used to support CAMHS work but work is now taking place around its use in other services	Involved Youth Board as a voice for young people, working with Trust staff, and with work to involve other young people, groups and organisations
0-19 Starting Well tender	Engagement	Two weeks	Engagement undertaken with a range of stakeholders to gather views to support the tender bid submission. The team attended health clinics, primary and high schools, colleges, parenting	The feedback informed the tender submission and the subsequent model development	Involved a range of stakeholders as outlines

On behalf of:

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG

			groups and children's centres to talk to parents, children, young people and staff. Key themes emerging from the work included: Communication; relationship building with service users; integrated working; use of estate; co-production; volunteers; digital solutions		
0-19 Starting Well Implementation	Engagement	Eight weeks – current	Engagement being undertaken with partners, with a range of stakeholders around key implementation areas – including Family Hubs, SPA, website development, parent champions, non-school attenders, local forums. Work supported by a survey and undertaken through existing clinics and groups of all partners.	The feedback will inform the implementation of the new model – report is due to be submitted February 2020	Involved a range of stakeholders and engagement approaches including surveys and attendance at clinics
Community Hospital Future Development	Co-production	Three months - current	Co-production being undertaken with a range of stakeholders to include staff, patients, carers, VCSE colleagues, wider community to explore vision for the future of community hospitals. Two county wide events followed by localised events	The feedback will inform the future development of the hospitals – report will be submitted in the Spring of 2020	Engagement approach to include a number of county and local events
Transforming Community Mental Health Services	Engagement	Three months-current	Engagement with a range of stakeholders via organised events to share information about the programme, what the service will do, and to explore questions and queries. Further engagement with key groups and forums to include VCSE organisations. Initial phase of engagement to focus on key pilot areas with further engagement being rolled out across the county	The feedback will inform the development of the service	Three initial pilot area events followed by further events. VCSE meeting attendance
Community Education Events	Engagement	Ongoing	The Community Education Events offer a chance for people to ask direct questions of specialists and learn about specific health issues that may affect	Feedback forms from attendees at the events indicated	Dedicated events

On behalf of:

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG

			<p>them personally or someone they care for. It also gives a chance to learn how to manage conditions more effectively from the perspective of specialists and people who are personally effected. The events were relaunched in the spring of 2019 with an event around Mental Health. The event focused on Healthy Minds services and the Now We're Talking campaign. It attracted over 100 members of the public to learn more about coping strategies and signs of stress anxiety, low mood and depression. A second event in the late summer was run in partnership with the ReSPECT implementation team and was part of the wider public launch of the new process introduced in Worcestershire in July. Further events will follow in 2020</p>		
--	--	--	---	--	--

In addition to the above Trust based engagement projects, the team has been very active at a system level supporting the engagement work required for the STP.

Key areas of work include:

- **Clinical Sustainability Strategy engagement**
- **Advising ICOPE engagement plan**
- **Overseeing the work of the system engagement officer**
- **Development of Engagement Best Practice toolkit for the system**
- **Servicing national meetings**
- **Compiling engagement materials**
- **Developing required engagement plans**
- **Leading specific STP programme work – e.g. Citizen Leadership, Integrated Volunteering**
- **Administering STP Communications and Engagement administration arrangements**

On behalf of:

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG

6. What inclusive approaches and methods of engagement are used to ensure all members of the community can be involved? (including the 9 protected characteristics and those affected by health and social inequalities)

Whilst the groups mentioned above offer involvement opportunities for interested members of the community, the organisation has a key commitment to co-production – and has a Strategic Approach to Co-production which underpins all other policies and strategies – to support the involvement of all those who use services at individual, group, organisational and community levels. The Trust recognises that patients and carers bring unique contextual knowledge, whilst the premise of staff is process knowledge around health and care. The Strategic Approach supports co-production across clinical and strategic work. However, in addition, the Trust has a Community Engagement Framework since it recognises that there are occasions when other engagement approaches – for example consultation – are required. Both documents are available on the Trust website.

The information above outlines the work of the Equality Advisory Group. Where additional engagement is necessary with particular groups, members of the EAG help the organisation link into and engage communities considered seldom heard.

The Trust also has a comprehensive Carers Policy. This document outlines the actions that staff need to take to ensure carers are identified, supported and involved.

On behalf of:

NHS Redditch and Bromsgrove CCG, NHS South Worcestershire CCG and NHS Wyre Forest CCG