



Annual Engagement Report – NHS Coastal West Sussex Clinical Commissioning Group (CCG)

Introduction

NHS Coastal West Sussex Clinical Commissioning Group (CCG) is responsible for planning and buying (“commissioning”) healthcare services for the people living across the Coastal West Sussex area. The CCG is made up of the 47 GP practices in this area, and is responsible for the health and wellbeing of over half a million people.

We are committed to ensuring that our public, patients and carers are at the heart of what we do. We aim to be an organisation that takes account of their views and experiences and use what we have heard to inform our plans and influence our commissioning of local health services.

Background

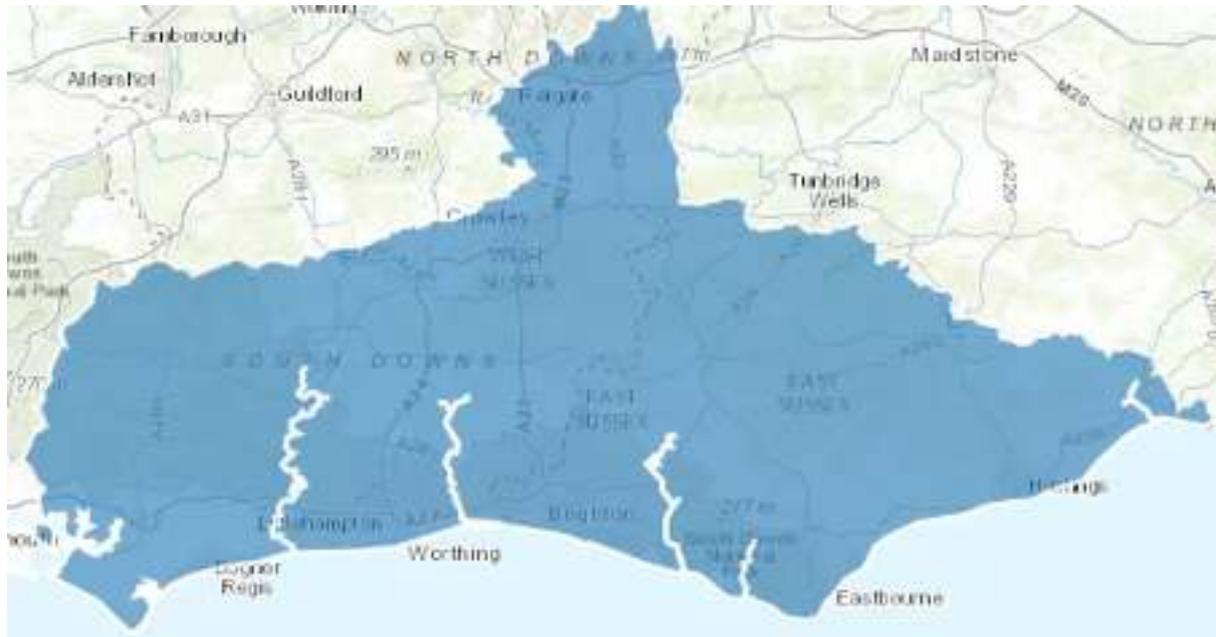
The Central Sussex and East Surrey Commissioning Alliance is the creation of a unified management structure across five Clinical Commissioning Groups (CCGs) – Brighton and Hove, East Surrey, High Weald Lewes Havens, Horsham and Mid Sussex, and Crawley. The Alliance officially went live from January 2018, comprising the four Sussex CCGs. East Surrey CCG joined the Alliance on 1 April 2018, and it became known as the Central Sussex and East Surrey Commissioning Alliance.

In early 2019, Coastal West Sussex CCG, and the two CCGs working in the East Sussex Better Together programme (Eastbourne Hailsham and Seaford and Hastings and Rother), were brought under the same management structure as the Alliance CCGs. This has brought benefits to patient and public engagement, including the alignment of processes and the sharing of resources and best practice across the area.

Sustainability and Transformation Partnership

Coastal West Sussex CCG is part of the wider Sussex and East Surrey Sustainability and Transformation Partnership (STP); the STP comprises 24 organisations across this geography – NHS and local councils - which work together to join up and improve health and care services across the area, making the best use of available resources. An STP wide Engagement and Equalities Reference group has been established, with the remit of overseeing STP wide engagement projects; membership includes the CCGs’ Lay Members for Engagement.

Figure 1: Map of the Sussex and East Surrey Sustainability and Transformation Partnership (STP)



Our Population in Coastal West Sussex

Figure 1: Population Size by Location



The Coastal West Sussex area is large and diverse, covering over 550 square miles. There is a variety of rural, urban and coastal areas, which all come with their inherent demographic diversity.

507,500 residents live in Coastal West Sussex, with its' population expected to grow by 8.3% in the next ten years and a 16.2% increase over the next two decades. The largest populations reside in Arun (154,410), Chichester (115,530), and Worthing (106,860).

Members of the public and patients engaged through joining our ePanel, Patient Participation Groups (PPGs) at their local GP practices, working directly on a particular project, and attending public meetings such as Governing Body meetings. The Engagement Team also undertook targeted engagement to extend its reach into the community, such as families with young children, people of working age and people with long term conditions.

NHSE Engagement Indicator in the Improvement Assessment Framework (IAF) 2018-19

The Engagement Improvement Assessment Framework (IAF) assesses CCGs' progress against statutory guidance on patient and public engagement. Coastal West Sussex CCG submitted the NHSE Engagement IAF self-assessment in March 2019, with formal results expected in July 2019.

The CCG involved Patient Participation Group members, Voluntary and Community Sector (VCS) members and Healthwatch in the development of our self-assessment.

Table 1: The outcomes of the self-assessment for Coastal West Sussex CCG

CCG	17/18 Result	18/19 Self-assessment
Coastal West Sussex	Green (Good)	Green+ (outstanding)

Governance

Our principles of engagement

We have a clear vision for patient, carer and public engagement, and we are committed to ensuring that our patients, carers and the public are at the heart of what we do.

We aim to be an organisation that takes account of their views, experiences and suggestions for change, and use what we have heard to inform our plans in influence our commissioning of local services.

We deliver our vision of **meaningful** patient and public participation by:

- ✓ **Providing clear and accessible information** about the work of the CCG.
- ✓ Developing a **culture of patient engagement and involvement** amongst staff throughout Coastal West Sussex CCG, member practices and service providers.
- ✓ Developing a **structured approach and methods** for patient and community engagement for planning, procurement, performance monitoring and service redesign activities.
- ✓ Establishing and maintaining an **active and sustainable network** of diverse and representative patients and partners, with proactive dialogue and shared decision-making.

- ✓ **Building relationships** with the CCG's providers, voluntary sector organisations and other local commissioners; to ensure that our work and plans complement each other and avoid unnecessary and expensive duplication.
- ✓ **Nurturing relationships** that include and strengthen the voices of those seldom heard, vulnerable individuals and groups, and supports equitable service delivery. These include: practice-based Patient Participation Groups (PPGs), local Healthwatch, Local Community Networks, local authority user groups, local voluntary organisations, faith and community groups.
- ✓ **Using best practice for capturing patient experience feedback and insights** e.g. Friends and Family Test, to ensure that feedback informs commissioning priorities and service redesign plans.
- ✓ **Communicating** to our patients and the public, in a timely manner how their views, opinions and experiences have informed our decision making (“you said/ we did”).
- ✓ Ensuring patient involvement in **decision making of individual (own) healthcare.**

Our Principles of Engagement

We are committed to :

Working with our patients and public as partners

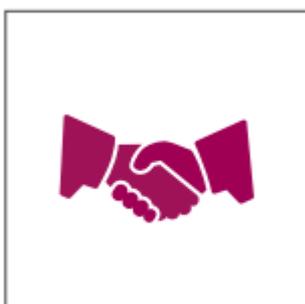
Making opportunities for getting involved as accessible as possible

Being mindful of the health needs of our population

Meeting and speaking with people in their own environments

Improving how we work with our voluntary sector partners

Governance core principles



Patient, carer and public engagement should be present across governance networks and structures – this means participation from service development and change to strategic overview.



Patient, carer and public voice should be integral to governance, not an “add on”

All Governing Body papers include a section on “patient, carer and public engagement” and “Equality Impact Assessment” on the cover sheet, which helps assure the Governing Body that there has been appropriate engagement and that we have considered the needs of the diverse groups within our communities.

The CCG's Governing Body

- Ensure that all Coastal West Sussex CCG decisions have had appropriate and proportionate patient, carer and public engagement.
- Ensure that all Coastal West Sussex CCG decisions have been adequately impact assessed.
- Has a Lay Member for Engagement, who supports the assurance of our patient, carer and public work.
- Receives regular reports on patient, carer and public engagement.
- Look to engage actively with patients, carers, communities and partners in the area.
- Are ambassadors for patient, carer and public engagement.

Prior to November 2018, the Public Engagement Committee (PEC) was actively seeking assurance on engagement plans for our commissioning work, with a membership which included six public members, (each representing a key area of commissioning work); Healthwatch, West Sussex County Council, and our Council for Voluntary Services. The PEC was chaired by the Governing Body's Lay Member for Engagement. A paper summarising the PEC activity was a standing item on the agenda for the Governing Body.

It was agreed at the November 2018 Governing Body to dissolve the PEC, and to design a different way to capture the community voice more effectively. It was agreed that patient and public engagement reporting would be through the Quality Committee to the Governing Body, on which the Lay Member for Engagement also sits. The Quality Committee captures information on complaints as well as how our providers capture and act on feedback; it is therefore an appropriate forum to triangulate patient and carer feedback.

Minutes of the PEC meetings in 2018 can be found [here](#).

Over 2019/20 we will be working to establish a Partnership Forum that will draw partners together, including patient and carer representation, which will be a way of providing assurance to the Lay Member for Engagement (who will sit on the forum) on the level of engagement and collaboration.

Our Public Engagement Strategy 2016-18 describes our vision for engagement, which can be found here:

<https://www.coastalwestsussexccg.nhs.uk/how-we-engage-in-commissioning>

How we reach people

We use a range of methods to communicate engagement opportunities, including:

- ✓ Website
- ✓ Social Media (Twitter, Facebook, and YouTube)
- ✓ Partner cascade
- ✓ Podcasts
- ✓ Patient Roundup



During the period April – March 2019, we have:

- ✓ Created 884 facebook posts
- ✓ Written 1072 tweets
- ✓ Encouraged over 3000 followers on twitter
- ✓ Gained 646 facebook fans (which are likes to a page)



Partner Cascade

We are keen to share and promote newsletters and information from partners such as West Sussex County Council, Carers West Sussex and Sussex Partnership Foundation Trust and we tend to do this by including links to the digital sources in our own newsletters and by linking through to them on our partners page of the website which is available via the link:

<https://www.coastalwestsussexccg.nhs.uk/how-we-engage-with-our-partners>

The Coastal West Sussex ePanel

The Coastal ePanel enables patients and the public to work together to get a better understanding of how to shape local health services for our communities. Over 400 people are members of the ePanel.

With the implementation of the General Data Protection Regulation (GDPR) in May 2018, we contacted the 1500 members to ask if they wanted to continue their membership. As a result, we now have 500 membership, suggesting a more involved and committed panel. Panel were asked to confirm their consent via the link: <https://www.coastalwestsussexccg.nhs.uk/epanel-consent>

Members receive a monthly eNews which includes regular updates on health related matters both nationally and locally, and details of opportunities to get involved with working groups, public meetings, events, reading our policies and being part of surveys and consultations.

Members can join the ePanel via a short simple form online. A link to the ePanel is online: [NHS Coastal West Sussex](#).

Figure 3: An Example of the ePanel Round-up



Accessibility

We ensure that we use a range of formats, methods and places to ensure information and engagement are accessible.

We use plain English on our website, and in our information on getting involved. We clearly state on our website and in our key documents, such as our Annual Engagement Report, that we offer information in different formats where required or requested.

Where we organise engagement in external venues, we ensure that the venues are fully accessible, that they are easy to travel to and that they can respond to requirements such as hearing loops, microphones and good quality seating.

We generally use the online “Eventbrite” system to publicise our events and meetings; people are invited to register, and also to tell us if they have any particular needs or requirements. We also provide a phone number for those who are not online or who have queries.

Involvement in Governance and Strategic Decision Making

Our Governing Body meetings and Primary Care Commissioning Committee (PCCC) meetings are “meetings in public” – i.e. the public can attend but cannot participate or ask questions during the meeting.

As part of our commitment to openness and transparency, we invite members of the public to submit any questions that they may have to our leaders. We have recently started to record the number of members of the public attending our meetings.

Let's Talk

Since 2014, we have run an annual engagement campaign focusing on local priority issues, which has been referred to as 'Let's Talk...' and has since evolved into the “Big Health and Care Conversation”.



Under the banner of 'Let's Talk...' in the summer of 2018, we engaged with and listened to the views of patients, the public, and voluntary sector organisations on the proposed commissioning plans of the Integrated Urgent Care (IUC) service.

We spoke to over 150 people at eight locations across West Sussex including Westgate Leisure Centre in Chichester, Worthing Library, and Out of Bounds Activity Centre in Rustington. We talked to people ranging in age from 19 to 95. How best we capture people's characteristics such as age and gender, when we speak with them in public is being considered.

Conversations were focused on three key developments:

- **Three Urgent Treatment Centres:** to provide walk-in and bookable appointments for up to sixteen hours a day;
- **Four or five GP access hubs** across the area: to provide appointments up until 10pm during the week as well as sessions on Saturdays and Sundays;
- **A local visiting service**, working across the GP access hubs and the Urgent Treatment Centres: to provide out of hours care for people who are house bound and those that cannot travel to the alternative services.

Key areas of feedback included:

- Clear **messaging and signposting** is needed to ensure the public understand the difference between A&E, Urgent Treatment Centres and access hubs.
- There is a **lack of information** about the Minor Injuries Unit at Bognor Regis.
- There are **concerns** about the impact of the commissioning plans on staff working in urgent care and the South East Coast Ambulance service.
- **Mental health provision** needs to be provided at Urgent Treatment Centres.

As a result of the engagement, the feedback gathered has been incorporated into the Integrated Urgent Care programme to influence decisions about changes to the services and how to engage with patients and the public on these changes.



Our plans in summary...

Improve access to urgent GP appointments
During the day GP practices will offer appointments in the normal way. When they close GP access hubs will provide pre-bookable urgent appointments up to 5-10am during the week and at clinics on a Saturday and Sunday.

Improve where people go for minor illness and injuries
Currently, there is a minor injuries unit at Sognor Regis War Memorial Hospital that is open during the week, and a minor injuries centre at the Park Surgery, Littlehampton. We plan to open three urgent treatment centres – at Worthing Hospital, St Richard's Hospital and Sognor Regis War Memorial Hospital – which would offer booked appointments and walk-in appointments.

Improve the way people access services
These changes would be supported by an improved system where people can contact their GP practice or NHS 111 and be allocated over the phone. They will then be booked an appointment or signposted to the right place for the care they need.

Find out more: www.coastalelectroscavog.gha.nhs.uk



Local Community Network Partnership Events - REAL (Rustington, East Preston, Angmering and Littlehampton)

We worked with the GP surgeries in Rustington, East Preston, Angmering and Littlehampton (REAL) to organise a patient group community meeting on Saturday 28 April 2018.

Over 150 people attended the event to hear about the priorities of NHS services in the area and to voice their views on the health and care services.

Local health professionals and CCG commissioners were in attendance to outline commissioning plans and intentions as well as answer questions.

The engagement team supported the event by providing practical help on the day and in the promotion of the event as well as providing advice to the volunteers on how best to run a public event.



'Your voice in the local NHS'

Public Meeting

Saturday 28 April 2018
10am – 12noon
Woodlands Centre, Woodbank Avenue, BN16 8BB

Rustington <small>Woodlands Medical Centre</small>	East Preston <small>East Preston Medical Group</small>	<p>Come and meet GPs & patients from the area</p> <p>Hear from local Health Professionals & staff</p> <p>Learn about changes to the NHS in our area</p> <p>Question & Answer session</p>
Angmering <small>Angmering Medical Centre</small>	Littlehampton <small>Littlehampton Surgery</small>	

Contact: realcalibration@nhs.uk or 07738 50661

Closure of 'The Lawns' Surgery

The Lawns Surgery provides general medical services to people living in Rustington, Littlehampton, East Preston and Angmering. 2,600 patients are registered at the practice.

In early 2019, the GP Partner at The Lawns Surgery in Rustington, formally informed Coastal West Sussex CCG of his intention to retire this summer, and as a result, the Lawns Surgery would close on 30 June 2019.

In preparation for this announcement, we worked closely with the Lawns practice to ensure patients at The Lawns Surgery were informed, supported and continue to receive healthcare.

During the period April – March 2019, we held two registration events to reassure, support and help patients in re-registering with another GP practice in the area. We have held four additional registration events in May 2019, and will continue to support patients to access healthcare services.

Patients reported that they were appreciative of the help provided, and the opportunity to ask questions and seek information about the change of practice. We also captured their views on accessing Primary Care in general.

Big Health and Care Conversation

The Big Health and Care Conversation was launched in Coastal West Sussex in mid-2018, with the aim of discussing priorities for health and care in the area, the regional Sustainability and Transformation Partnership and the financial challenges facing health and care nationally and in the local area.



Public events were held as follows:

- 12 September 2018 in Billinghamurst,
- 30 October 2018 in Chichester
- 8 November 2018 in Worthing

We engaged with nearly 100 members of the public at these events, with a wider actual reach as many linked to, or were representatives from, groups and organisations.

We heard from patients, members of the public, carers, people living with mental health, physical and sensory disabilities, and people from diverse ethnic backgrounds.

Key areas of feedback included:

- There is a lack of **communication and information** about already existing services.
- The **importance of relationships** was heard throughout all three events, be that the relationship between health professional and patient or between organisations and professionals.
- The **notion of respect** was a common thread throughout many of the discussions.

We shared the feedback we heard and how the feedback has already started to influence and shape improved services for the future through the Big Health and Care Conversation Summary, which is available on the website

<https://www.coastalwestsussexccg.nhs.uk/big-health-and-care-conversation>



Our Health and Care...Our FUTURE

In early 2019, a period of engagement on the NHS Long Term Plan, and the Sussex and East Surrey STP "[Population Health Check](#)" began; this first phase ran from February – April 2019, and aimed to gather feedback on the NHS Long Term Plan detail and aspirations, promote the case for change outlined in the Population Health Check and lay the foundations for more local engagement in Phase 2 (May- August 2019).



We developed an STP wide engagement project - “[Our Health and Care, Our FUTURE](#)” based on the “FUTURE” mnemonic:



A number of public discussion events were held across the Sussex and East Surrey area, engagement through local opportunities and ran an online survey. We also worked closely with Healthwatch across the area, who has received central funding to carry out engagement on the NHS Long Term Plan.

Results of our first phase of engagement can be found here:

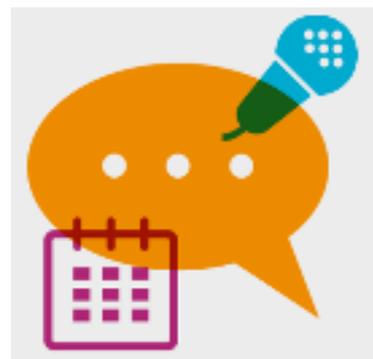
<https://www.coastalwestsussexccg.nhs.uk/our-health-and-care-our-future>

Patient Participation Groups

Most GP practices have a Patient Participation Group (PPG), whether a group that meets, or that communicates online (a virtual group).

There are 44 active PPGs out of 47 GP surgeries, in the Coastal West Sussex CCG area.

We continue to work with the PPGs to establish and maintain effective groups and support the three GP Surgeries that do not have active PPGs.



A bi-annual Patient Participation event is organised to support and inform our local Patient Participation Networks. These events provide a networking opportunity for PPGs to learn from each other and regular updates about local planning and strategy. Each PPG event tends to follow a particular theme, these being related to the CCG priorities at that time.

The Lay Member for Patient and Public Engagement regularly attends the event, and shares the feedback with commissioning teams and the Governing Body.

Table 3: Bi-Annual Patient Participation Event

Date	Area covered	Impact
June 2018	Proposed changes to Urgent Care and the 111 and out of hour's service and supporting practices to have an effective PPG	Members fed back on the Engagement plan and made suggestions for targeted engagement; which were incorporated into the engagement plan and implementation. Feedback influenced the draft specification
December 2018	Improved Access to Primary Care and continued efforts in Local Community Networks	Members fed back on how best to communicate the improved access message. Lessons learned were shared with Local Community Network (LCN) development managers about how to start meaningful groups

Engagement in commissioning

As a commissioning organisation, Coastal West Sussex CCG involve patients and the public in commissioning to improve health and care services. By involving the public it helps us to understand people's needs, and to prioritise those people who experience the poorest health outcomes – enabling us to improve access and reduce health inequalities.

Figure 4 outlines the NHS commissioning cycle, including how we involve patients, public and carers in commissioning.

Figure 4: NHS Commissioning Cycle



A Commissioner’s Guide to Engagement and an Engagement and Equalities Planning Tool were developed to support commissioners fulfil their statutory duties and involve patients and the public effectively. An Equality Impact Assessment is also used to enable us to consider all the information about a service, policy or strategy, and guide the need for engagement with protected characteristics and other marginalised groups. These guides ensure a consistent approach to commissioning:

- [Commissioner Guide to Engagement](#)
- [Engagement and Equalities Planning Tool](#)
- [Equality Impact Assessment Template](#)

Table 4: Engagement in Commissioning

Area	Dates (approx)	Engagement	Impact
Integrated Urgent Care	Summer 2018	We spoke to over 150 people at eight locations across West Sussex including Westgate Leisure Centre in Chichester, Worthing	The feedback gathered has been incorporated into the Integrated Urgent Care programme to

		Library, and Out of Bounds Activity Centre in Rustington.	influence decisions about changes to the services and how to engage with patients and the public on these changes
Discharge Improvement – Discharge Improvement Programme Steering Group	Ongoing throughout 2018/19	There has been an appointed Public Member attending the steering group regularly and feeding back to the PPG network	The Public Member ensured a sense check on the steering group , and ensured constant consideration of how the work may affect patients and carers.
Dementia	October 2019	A survey was used to gather experiences of patients/carers	Responses were used to inform clinical pathways and developments in the dementia care strategy
Cancer	April 2019	A survey was created to explore Improvements to the pathway for suspected pancreatic and neurological cancers	Responses were used to inform clinical pathways and developments in the brain cancer strategy

Engagement with partners

We work closely with many key partners, including our member GP practices, NHS Providers, West Sussex County Council, Health Watch, District and Borough Local Authorities, St. Barnabas and St. Katherine’s Hospice and local voluntary and community sector (VCS) organisations. VCS organisations are key in reaching, and supporting us to hear from, many of our local groups and communities, often acting as a trusted intermediary.

Many commissioning programmes, such as the Discharge Improvement Programme, are collaborative cross-organisational pieces of work, which involve key members of several organisation responsible for planning, and delivering hospital and community care.

Local Community Networks

An LCN is best described as a network of health, council, voluntary sector leaders, working with local communities to create a shared ambition and more integrated approach to organising and improving the health and wellbeing of their whole local population. Each local community network brings together local health, care, council, voluntary services and communities to focus on the needs, priorities and assets of the people that live in that network.

The eight LCNs across Coastal West Sussex



- Rural North Chichester
- Chichester
- Regis
- REAL Care (Rustington, East Preston, Angmering, Littlehampton)
- North Cissbury
- South Cissbury
- Adur
- Chanctonbury

Each LCN has been involving their various patient representative groups, aligned to GP practices' PPGs and some have begun to develop roles for patient representatives within their LCNs.

Further work is needed to shape this to ensure consistency and support for those LCNs with less developed PPGs; planning is underway to scope what is needed and how this is best delivered.

The Local Community Networks depend on the strength of local relationships, and many of the community events have pooled resources to create larger and more informative events, such as the Regis Big Event, which was a great illustration of how local leisure services can get involved in the promotion of health and wellbeing.



With the creation of Local Community Networks in Coastal West Sussex, patient or community groups are also forming in each of the eight LCN areas. The main functions of these community groups are to:

- Create a mechanism for hearing from communities about their experience of local health services, where improvements may be needed;
- To provide critical challenge from a public perspective to operational meetings within the LCN areas, such as the Strategic Boards, frailty groups etc
- To enhance how the LCN can improve engagement with the local community, through local events, public meetings, awareness campaigns;
- To provide a conduit to the community for the local NHS to share updates, key information and campaigns, such as seasonal flu materials, over the counter medicines.

The community groups are in different stages of development; some are formed as a **formal Community Board** (Regis) reporting to the LCN Strategic Board, others are **groups of PPG members** who are coming together to discuss local health services and issues for local people.

During 2018 year the CCG funded Healthwatch West Sussex to carry out a research study of the LCNs and the emerging patient groups and share their feedback on how these could be developed to be representative community groups for each of the LCN areas.

A key aspiration would be that the community boards are representative of the whole community; currently these are made up of representatives of the LCN areas' PPGs, but the aim would be that there is wider involvement including community groups, faith groups, schools etc. This will be a development aim for the community boards over the next 18 months.

Table 5: Engagement with partners

Topic/area	Partners	Impact of partnership working
<p>Community Meeting in Midhurst February 2019 Discussions were around how health and care services can support people living in the local area</p>	<p>Rural North Chichester Local Community Network, Sussex Community NHS Foundation Trust and Healthwatch West Sussex</p>	<p>People whom attended fed back that they had felt included in plans for local health care moving forward.</p>
<p>Regis Big Event 2nd March 2018</p>	<p>Freedom Leisure, District and Borough Council, Health and wellbeing services,</p>	<p>An informative signposting opportunity for local health and wellbeing</p>
<p>REAL event 20th October 2018 and 23rd March 2019</p>	<p>REAL patient group, Local GP's,</p>	<p>People were able to ask questions to local GPs and commissioners about plans for primary care in the area</p>
<p>West Sussex Parent Carer Forum 17th October 2018</p>	<p>West Sussex Parent Carer Forum, SENDIAS Special Educational Needs Team WSCC, School Transport Manager WSCC Educational Psychology WSCC Virtual Schools WSCC Sleep Gaine WSCC West Sussex Local Offer WSCC Coastal MIND, Healthwatch Crossroads, Reaching Families Southdowns Leisure, BRASS Farm Buddies, Carers Support Chailey Heritage, NHS Engagement Team, SWAN UK</p>	<p>Professional Networking opportunity and public showcasing of local support services</p>

Health Watch – Our Health and Care March 21 st 2019	Foodbank, Carers Support, Local Scouts, Alheimers Society, District wellbeing team,	Professional Networking opportunity and public showcasing of local health, social care and wellbeing services
Health and Wellbeing event March 2019	WSCC, Local Authorities, local charities such as 4Sight, Action for deafness, Horsham and Crawley Counselling Service, Independent Living Teams, Headway and many more	Marketplace event - Professional Networking opportunity and public showcasing of local health, social care and wellbeing services
Celebrating the NHS through the NHS 70 campaign at the St. Lawrence Garden Party 5 th July 2018	St. Lawrence practice staff, PPG, South East Coast Ambulance Service (SECAM), Worthing Dementia Action Alliance, Healthwatch	Public opportunity to have health checks and meet local health care professionals whilst meeting the staff of the surgery
Learning Disabilities engagement workshop 11 th June	Sussex Partnership NHS Foundation Trust	Professional Networking opportunity and public showcasing of local wellbeing services
Healthwatch ‘We are the future’ Video Premier on 4 th October 2018	Healthwatch, families and carers whom took part, the Mayor	Raising awareness and to explore Children and Young Peoples mental health and wellbeing https://www.youtube.com/channel/UCjk317moFLD1zZflaadhKTg

Engagement with neighbourhoods and communities

There are social, economic, and geographical differences in the area of Coastal West Sussex. As a result, there are a range of health and care needs in the area.

Different population groups may have different health and social care needs, and are therefore likely to interact with services in a different way. We work closely with the neighbourhoods and communities in Coastal West Sussex to ensure health and care services are developed appropriately for the local population.

Table 6: Engagement with neighbourhoods and communities

Area	Challenge	Date/Type of engagement	Subject of engagement	Impact
Midhurst	Rurality	Community Meeting Feb 2019	Access to GP care, Availability of services in the area	Fed back to GP practice, who have worked with PPG to promote information on Improved access
Billingshurst	Rurality	12 th September 2019	Access to GP care, Availability of services in the area	Fed back to GP practice, who have worked with PPG to promote information on Improved access
Rustington	Primary Care closures and changes	Drop in sessions for reassurance and advice on re-registering	Closure of local GP service and options for re-registering	Improved reassurance
Regis	Language challenges for people accessing services with a first language such as Polish, Albanian, Latvian, Lithuanian	The LCN held a Health and Wellbeing event in Arun, bringing together 44 organisations in a one-stop shop at the Arun Leisure Centre. The event ran all day and was really well attended.	Local health and care services – what is working well and what is not	As the first LCN delivered event, key learning from the event related to how organisations can come together to deliver a joint public event and how to work with challenge such as transport, signage, branding, logistics

Case Study: Engaging in Midhurst

Midhurst is a rural community within West Sussex; Local doctors and health professionals are looking at how health and care services could best support people in and around Midhurst now and for the future.

This follows the launch of the Local Community Network in this area, focused on the needs of the local population. They have already been working to improve the support for those who are frail and older within the community, and to introduce social prescribing support in GP practices for those who can benefit from linking with wider community groups and support. The work is also taking into account the temporary closure of the community beds in Midhurst Community Hospital, and what is really needed to support local people in the future in this area.

In February 2019, we held an event to gather views from local residents; this included presentation from local Doctors, and a market place to provide information about services and support Available in the area.

Feedback from the well attended event has contributed to ongoing plans, and we will continue to ensure that local communities are involved as plans develop further.

Working with our providers

CCGs, as commissioning organisations, work closely with organisations that provide health care to our population. Providers also have to involve those who use their services and ensure that feedback contributes to service improvement.

We work closely with our Quality Teams, who in turn work closely with our providers; we ask for information on the Friends and Family Test results and associated actions taken.

Engagement with Western Sussex Hospitals NHS Foundation Trust (WSHFT)

Western Sussex Hospitals NHS Foundation Trust (WSHFT) provides services from St Richard's Hospital in Chichester, Southlands Hospital in Shoreham by Sea, and Worthing Hospital.

As an organisation it provides the majority of hospital services for people living in Coastal West Sussex. Therefore, it is important for the CCG and WSHFT to work closely together to understand the experience of patients, and where care can be improved.

The CCG meets regularly with WSHFT to share what people are telling both organisations about local health care, discuss improvements that have been made because of patient and resident feedback, and collaboratively plan how local people can be involved in shaping local health care.

Information on these meetings can be found here:

<https://www.coastalwestsussexccg.nhs.uk/how-our-providers-engage-in-commissioning>

Supporting people to engage with us

We know that we need to support those who engage with us particularly those who are involved strategically including focus groups, boards, steering groups. We have developed a guide for patients and public working with the CCG, which includes our behaviours and how we ensure people are fully involved, and what we expect from them, which includes commitment and behaviours.

We adhere to our [Reward and Recognition Guidance](#), which ensures that people who give up their time to give their views or to support us strategically are not left out of pocket, and that they are offered a fee in recognition of their time commitment to us. This also helps to address any inequality from having “staff” who are paid to take part and patients/carers who are not.

Equalities Engagement

Our population is diverse, with many distinct health needs and some areas of health inequality. We need to ensure that we are able to reach and hear from the range of local communities.

We carry out an Equality and Health Inequality Impact Assessment (EHIA) where we are planning changes to services, or a new service. This helps guide our engagement with protected characteristic and other relevant groups.

Equalities groups are reached in a variety of ways, including working with our voluntary community sector partners, who often form the role of trusted intermediary, through targeted outreach and other means. Engagement is planned to ensure it takes account of cultural, linguistic, communication and/or accessibility needs, and

use a range of methods depending on the focus of the engagement and the community concerned.

Our engagement with protected characteristic and marginalised groups as a key tool in our [Equality Delivery System](#) self-assessment; engagement provides evidence as to whether these groups fare as well as the rest of the population in relation to commissioned services.

Feedback and evaluation

We know that it is important to let people who have given us their time to tell us about their experience, or provided feedback, what difference their views have made.



We have produced reports from the Big Health and Care Conversation which show what action has been taken and further action planned, as a result of our engagement. These reports are available on the CCG website and have been cascaded through our usual channels such as our ePanel and VCS partners in order to reach as wide a range of people as possible.

Feedback is reported via the Coastal West Sussex website and, where possible, back to the suggestion-making forum to ensure that our commissioning plans clearly reflect the impact of engagement.

Table 7: Examples of Impact of Engagement with Patients, Public, Carers and Voluntary Sector Communities

Area	You Said	We Did/will do
Primary care	Information on improved access has not reached local communities widely	We present information through our networks; we also sent to key community newsletters. PPGs were asked to cascade information and speak to GP practices about publicising in the surgery waiting room.
PPGs	Practices are not always using the patient groups as effectively as they could	A reminder sent to all practice managers about the PPG toolkit that is available on the CCG website along with examples to showcase PPG successes

Urgent Care	Students told us that we need to promote changes via communications channels that they access such as their college intranets or social media	We are continuing to increase our presence on socials such as twitter and facebook and have established relationships with local colleges for ongoing support in promoting health related information
Maternity	IT is really important to mother and fathers to have continuity of care before, during and after the birth	Continuity of care is a key objective that is being worked to within the Local Maternity Service commissioning plan

Reports on our engagement can be found on our website:

<https://www.coastalwestsussexccg.nhs.uk/what-youve-been-telling-us>

Case Study

The National Health Service turned 70 on 5 July 2018.

It was the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions, to appreciate the vital role the service plays in our lives, and to recognise and thank the extraordinary NHS staff. To mark the occasion we captured the NHS stories of people across the area who also turned 70 this year.

We listening to people across Coastal West Sussex about how the NHS has touched their lives and the difference it has made.

People have told us how the NHS has helped them to have a family, looked after their loved ones when they were sick, and helped them to live as happily and healthily as possible. An 11minute video montage with these stories was put together and premiered at the 2018 annual general meeting. All those whom had contributed were invited to come along and help celebrate.

You can watch the video here: <https://www.coastalwestsussexccg.nhs.uk/nhs70>

Looking forward to 2019/20

The NHS is in a period of change, as we move to working across Integrated Care Systems as outlined in the NHS Long Term Plan; the formation of Integrated Care Partnerships, Primary Care Networks and the focus on population health commissioning will underpin this direction of travel towards responsive local services and collaboration across areas, organisations and sectors to ensure that health care services are run efficiently and give the best possible outcomes for our populations.

Over the next year, the area wide Engagement team, as part of a wider Communications and Engagement Team, will continue to ensure that the correct structure and expertise is in place to support excellent quality patient and public engagement at all levels. We will also provide appropriate advice and support to our commissioning teams in order to ensure that the patient and carer voice is embedded in our processes and demonstrably influences our work.

Our key priorities for 2019/20 will be:

- **Coordination and facilitation** of patient and public engagement in STP footprint wide projects
- Ensuring **appropriate levels of engagement influence our changes in structure** as we move to an Integrated Care System and population health commissioning.
- **Working with emergent Primary Care Networks** (PCNs) to ensure that engagement is authentically embedded in local work and that local groups, communities and voluntary and community sector organisations work collaboratively with PCNS to ensure a responsive and local focus.
- Continue “**Our Health and Care, our FUTURE**” engagement in Phase 2, with a focus on:
 - Working Age people
 - Young people
 - Equalities groups and communities
 - Rural communities

We will ensure that Phases 1 and 2 of this engagement work help shape the Local Plans, which will be submitted in autumn 2019

- The development of a **Citizens' Panel** across the STP area, which will complement existing engagement and help ensure we hear from communities across the wide geography our area encompasses.

- Develop “**Community Ambassadors**”, who will support :
 - A consistent approach to involvement at ‘a strategic level
 - Further development of our reach to equalities groups, and communities of place that we hear from less often than others
 - Public engagement in various settings through increasing capacity of the team via “engagement volunteers”
 - The consistent involvement of members of our communities in procurement, commissioning and of recruitment within our CCGs
 - Providing assurance to our Equality and Health Inequality Assessment processes, and
 - Providing scrutiny of our externally facing communications, including information on our websites, to ensure we not only communicate using plain English, but that other formats such as British Sign Language and Easy Read are provided appropriately.

Underpinning the above will be the ongoing development of an Engagement team which is highly skilled, proactive, and that ensures members of the team continue to be energised and committed to ensuring that those who use our services are engaged and involved.