

Engaging People and Communities

NHS North Norfolk CCG

Engagement Report 2017-18



NHS North Norfolk CCG is committed to involving local people, patients, representative groups and stakeholders in how it operates as an organisation.

This report demonstrates how the CCG has engaged local people and communities in its work over 2017-18.





**Foreword by Clive Gardner,
Lay Member for Patient & Public Involvement,
North Norfolk CCG Governing Body and
Chair of the North Norfolk CCG Community
Engagement Panel**

Since 1 April 2017, North and South Norfolk Clinical Commissioning Groups (CCGs) have been working closely together, with a shared leadership team and joint governance arrangements. This is because the way we plan and fund services locally is slowly changing as local health and social care organisations take every opportunity to work more closely together.

Both CCGs are totally committed to patient engagement and it is my pleasure, as the Chair of the North Norfolk Community Engagement Panel (CEP), to represent this area of work on the Governing Body. Pressure on services continues to grow, with both staff and financial resources being increasingly stretched. It is essential that we work with our local population to make sure we make the best of our local NHS. Services designed around, and in partnership with, service users and carers are going to be more effective for the individual and more efficient for the local health system.

In this report you will find references to a number of engagement activities which highlight how we have worked with patients and families across North Norfolk and rural Broadland. In addition to the engagement activities, we have also been continuing to invest in our patient and public engagement structures including:

- ✓ Promoting and growing our Community Engagement Panel (CEP) which oversees our engagement work, and by using the networks they represent tells us what's good about the health services in North Norfolk and rural Broadland, what's not so good and what could be done better.
- ✓ Working closely with our GP practice Patient Participation Groups (PPGs) to help them continue and develop their role as patient champions, and to look beyond their own experience of using services and consider the needs of the communities we serve.
- ✓ Supporting our staff to get involved in our engagement work by working closely with them to provide communications and engagement advice around various projects.
- ✓ Holding an annual stakeholder event for local residents to come together with members of staff from the NHS to hear about local developments and for members of the public to tell us what is important to them.
- ✓ Supporting the Communications and Engagement work stream of the Norfolk and Waveney Sustainability and Transformation Partnership (STP) and working across the system where possible to gather the views of local people.

Finally, I'd like to take this opportunity to thank all the individuals and organisations who have taken part in our engagement opportunities over the past year. Your contributions have enabled us to develop safe and responsive services and it means that we can continue to embed service user and carer engagement at the heart of our organisation.

In particular I would like to thank the members of the North Norfolk CEP for giving up their time, for their valuable input and for their great commitment to the engagement process over the three years since the panel was formed.

Section 14Z2 of the Health and Social Care Act 2012 places the legal requirement of CCGs to enable:

- patients and carers to participate in planning, managing and making decisions about their care and treatment through the services they commission; and*
- the effective participation of the public in the commissioning process itself, so that services reflect the needs of local people.*

Engagement with communities

The CCG has statutory responsibilities to achieve financial balance and secure value for money. It does this by ensuring that resources are directed to the most effective services for the local population and by working with local stakeholders to commission high quality services.



As the CCG continues to need to make large financial savings in 2017/18, it was essential that local patients, carers and stakeholders were fully involved in informing the decisions to be made. The CCG CEP, formed early in 2015 brings together local patient, advocate and stakeholder representatives to help the CCG co-produce engagement around the Quality, Innovation, Productivity and Prevention of ill Health (QIPP) programme which aims to balance its books and meet its statutory obligations. The CEP provides structure and assurance for the CCG engagement processes.

Key local stakeholders who are invited to be part of the panel each month included:

- PPGs;
- Older People's Forums;
- Disability Groups e.g. Equal Lives, Opening Doors;
- Advocacy Groups e.g. Age UK, Carers Council; MIND;

- Youth Advisory Board/Young Commissioners;
- Healthwatch;
- Voluntary Sector;
- Black and Minority Ethnic and Diversity groups;
- Housing/District Council officers; and
- Elected members.

The Panel meets every other month and is chaired by the CCG's Governing Body Lay Member with a lead role on patient and public participation, and clinical quality and patient safety. It is attended regularly by the Chief Officer and Clinical Chair, as well as by representatives from the CCG as appropriate, including managers, and Executive Group Clinicians. Feedback from the CEP is given regularly to the Governing Body and to the QIPP Programme Board.

The CEP acts as a reference group with the following functions:

- to ensure that the consultation and engagement undertaken by NHS North Norfolk CCG is suitable, proportionate and inclusive;
- to provide ideas and feedback into the financial recovery plan and QIPP programme; and
- to actively involve the groups that members represent in any engagement or consultation activity.

The topics discussed by the CEP during 2017/18 included:

- Access to primary care and extended opening
- Carers services
- Supported Care Service
- Over the Counter Medicines
- New patient pathways e.g. ophthalmology
- Specialist Epilepsy Service
- Hospital Discharge
- STP
- Prescribing

A CEP page has been developed on the CCG website which includes presentations and details of meetings: www.northnorfolkccg.nhs.uk/community-engagement-panel-cep

Public consultation and online engagement

The CCG was highly active over 2017/18 in engaging and consulting with stakeholders and communities it serves regarding a range of commissioning decisions and clinical policy proposals.

These processes followed the statutory guidance for appropriate levels of consultation and public involvement in the CCG making decisions. Examples of completed public and stakeholder consultations can be found at the appropriate section on the CCG's www.northnorfolkccg.nhs.uk/public-consultations.

These include the consultation run by the CCG which considered the future of Benjamin Court Unit in Cromer. It also includes online engagement run in partnership with other CCGs in Norfolk over the following issues:

1. Improved access to primary care patient engagement survey
2. Over The Counter medicines
3. The Child and Adolescent Mental Health Service (CAMHS) survey

4. The Community Wellbeing Hub

Stakeholder events

On May 12th 2017 the CCG held a conference for PPGs from local practices. The aim of the conference was to give PPGs and interested practice staff the opportunity to network, share ideas and discuss different options for support. Local voluntary and community groups also attended with stalls and information to raise awareness among local practices of the opportunity for working together on projects that would benefit local people. More information including the presentations and report from the day are available on the CCG website: www.northnorfolkccg.nhs.uk/patient-participation-groups-ppgs.



A joint stakeholder event was held for patients and stakeholders from North and South Norfolk CCG areas in September 2017. The purpose of the event was to discuss the development of a community services strategy for both areas. More information including the presentations and report from the day are available on the CCG website: www.northnorfolkccg.nhs.uk/news-events/stakeholder-events-and-annual-general-meeting.



Supported Care:

Over 2017/18, the CCG continued to co-produce the design, mobilisation and launch of the Supported Care Service in North Norfolk, involving local patients, providers and stakeholders. Supported Care is a new model of care for patients in the community aimed at reducing hospital admissions and providing the right care in the right place at the right time.

The intention is to support more people at home through locality based effective community help which has the GP practice at the centre of planning care.

Youth Advisory Boards (YABs)

There are two YABs in the North Norfolk CCG area – Broadland and North Norfolk. NNCCG is a member of both Boards. YABs consist of young people and adult professionals with a specific area of knowledge, to enable stakeholders to understand what young people want, what services should be provided and where these should be available. Young commissioners are recruited to work with statutory services to influence and design services for young people aged 11-25 in their areas. Membership of these Boards provides a vital opportunity to hear the views of young people relating to health and wellbeing.

The Norfolk and Waveney Sustainability and Transformation Partnership (STP)

North Norfolk CCG has continued to play a full role in the development of the Norfolk and Waveney STP.

STPs were set-up across England to help make health and care services fit for the future. They have a focus on three national challenges:

- Addressing health inequalities
- Ensuring the quality and performance of health and social care services
- Making sure the health and social care system is efficient and financially sustainable.

Our STP is a partnership of health and care organisations from across Norfolk and Waveney, working together to improve the health and wellbeing of local people. Partners include our three main hospitals, the other Norfolk CCGs, the mental health trust, the community health trusts and NCC. Colleagues in the voluntary, community and social enterprise sector are also involved in the work we are doing.

We're working together on making changes that will make a real difference to your life, such as making it easier to get an appointment at your GP surgery, improving care for people with cancer, providing more services near to where you live, as well as providing the support you need to keep yourself healthy and well.

North Norfolk CCG has fully supported the Communications and Engagement work stream within the STP to raise awareness of the partnership. NNCCG leads on delivering communications and engagement support to the Maternity work stream and the Local Maternity System (LMS) Board.

Maternity services have focused on developing a robust local maternity system (LMS) plan based on the report of the National Maternity Review 'Better Births: Improving outcomes of maternity services in England'. The plan has been developed through collaboration of the three providers and partner organisations across Norfolk and Waveney. Progress against the plan is monitored by the local maternity system, NHS England and Norfolk and Waveney STP for Norfolk and Waveney with delivery assigned to nine work streams.

This has also involved supporting the re-launch of the Norwich Maternity Voices Partnership (MVP). This is a group of local stakeholders, including service users, who work with staff and commissioners to collect feedback from families who have recently used maternity services at the Norfolk and Norwich University Hospital (NNUH).

Reducing health inequality

The CCG has committed to ensuring that it meets statutory obligations as a commissioner of health care. It has a legal obligation under the Equality Act 2010 to promote equality of opportunity, foster good relations and eliminate discrimination in relation to all groups with the nine protected characteristics including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion, belief sex and sexual orientation. Control measures are in place to ensure that the CCG complies with the required public sector equality duty as set out in the Equality Act, 2010.

The CCG continues to operate within the NHS Equality Delivery System Outcomes Framework (EDS2). The EDS2 has been updated and published online. This framework sets out the CCG's commitment to those groups and is used to review equality performance and identify priorities and actions. One of the identified priorities of the plan is to achieve meaningful engagement with patients, carers and communities across North Norfolk. Particular attention is being paid to identify and engage with groups and individuals with protected characteristics.

The CCG continues to forge links with a broad range of public and statutory sector forums across Norfolk to ensure it is at the forefront of commissioning and consultation developments, and is working proactively to identify and respond to all voices within the population it serves.

For more information about how you can get involved please visit our website <http://www.northnorfolkccg.nhs.uk/get-involved> or contact us on nnccg.contactus@nhs.net.