

Governing Body (public) meeting

DATE: 26 March 2015

Title	Our Healthier South East London: programme update	
Recommended action for the Governing Body	That the Governing Body: NOTE the progress of the <i>Our Healthier South east London</i> programme.	
Executive summary	<p>The six Clinical Commissioning Groups (CCGs) across south east London published a draft of a joint five-year commissioning strategy in June 2014. The strategy was presented to and approved by the CCG Governing Body, prior to its submission to NHS England for a national deadline of 20 June.</p> <p>The governing body has received regular updates on the progress of the strategy as it develops and received a detailed update on the progress of the strategy in January 2015.</p> <p>This report is the latest update for the Governing Body, summarising progress since January. It includes updates on refining outcomes and indicators for the whole system model and outputs from key meetings during a busy period for the programme.</p>	
Which objective does this paper support?	Patients: Improve the health and wellbeing of people in Bexley in partnership with our key stakeholders	✓
	People: Empower our staff to make NHS Bexley CCG the most successful CCG in (south) London	✓
	Pounds: Delivering on all of our statutory duties and become an effective, efficient and economical organisation	✓
	Process: Commission safe, sustainable and equitable services in line with the operating framework and which improves outcomes and patient experience	✓
Organisational implications	Key risks <small>(corporate and/or clinical)</small>	None specifically arising from this report.
	Equality and diversity	The report updates on a review by the Patient and Public Advisory Group to

Clinical Commissioning Group

		ensure that it is representative of as many different groups as possible, including those with protected characteristics.
	Patient impact	None specifically arising from this report
	Financial	None specifically arising from this report
	Legal issues	None specifically arising from this report
	NHS constitution	None specifically arising from this report
Consultation (public, member or other)	Communications and engagement is led by the Our Healthier South East London communications and engagement workstream, which the CCG is an active member. The report details recent engagement activity, including the recent engagement event in Bexley.	
Audit (considered/approved by other committees/groups)	NA	
Communications plan	Communications and engagement is led by the Our Healthier South East London communications and engagement workstream, which the CCG is an active member. The report details recent communication activity.	
Author	Caroline Taylor, Our Healthier South East London Programme Director	
	Clinical lead	Executive sponsor
	Dr Howard Stoate	Sarah Blow Chief Officer
Date	13 March 2015	

Introduction

This briefing is for CCGs to share with their Governing Body members as an update on the ***Our Healthier South East London*** programme.

A fuller progress report was provided for Governing Bodies to consider at their meetings in public, in January, covering the progress between June and the end of 2014. The report was taken to the NHS Bexley CCG's Governing Body meeting in January.

Strategy development progress

Whole system model outcomes

Further work was carried out with the Partnership Group (attended by providers, local authorities and PPVs) in January to refine the outcomes and indicators for the whole system model. Specifically, the following questions were asked:

- Have the correct indicators been identified to achieve the whole system outcomes?
- Do the indicators reflect a whole system approach (e.g. social care, physical and mental health) and which indicators should be prioritised /will deliver the greatest impact?

The main themes to emerge from these discussions were to consider reducing the number of outcomes and an emphasis on the importance of being able to measure the indicators.

Next steps

- Set the detailed metrics, ambition and timelines for achievement
- Identify the sources of data for the metrics and develop a process to capture and measure

Clinical Commissioning Board, Thursday 15 January

The Clinical Commissioning Board took stock of a range of issues across the programme in January:

- The progress of the Clinical Leadership Groups (CLGs)
- Feedback from the Partnership Group, including a discussion on the outcomes for the whole system model
- The current work on finance and modelling
- The programme's forward plan
- Development of the supporting strategies

The Board also noted the work in hand to ensure that the strategy and CCGs' operational plans are aligned.



Clinical Executive Group, Wednesday 21 January

The Clinical Executive Group discussed presentations from three of the CLGs: planned care, children and young people, and maternity. Again, the discussion included how the different parts of the whole system would work together, and further work and modelling that is needed.

The discussion also touched on CLG next steps and the need to continue developing models and impacts to ensure that these are as robust as possible. The group also noted that the finance and modelling work is in progress; and considered the communications and engagement plan. It was agreed that it was vital that we continue to communicate our key messages as widely as possible.

Workforce supporting strategy workshop, Wednesday 4 February

Workforce will be a central aspect to the successful delivery of Our Healthier South East London – 85% of the current health workforce will still be in place in five years' time. Therefore, we need to understand the impact the proposed models of care will have on staff, the skills and capabilities they will need and the new ways of working that will need to be adopted. We know that change is as much about changing behaviours as it is about changing roles.

This was borne out at our first workforce workshop on Wednesday 4 February. Bringing together senior managers with workforce experience from local authorities, commissioners and providers – as well as Health Education South London and the Health Innovation Network – the workshop gave participants the opportunity to consider the challenges that lie ahead and how we might address them.

This was a very early view of what needs to be accomplished, but everyone's commitment to the strategy was evident – as was their willingness to work in partnership to identify the most appropriate solutions. All agreed that workforce is a huge challenge but also a huge opportunity, and one that needs to be embraced.

Engagement update

Patient and Public Advisory Group (PPAG)

On Friday 23 January, PPAG elected Gaby Charing and Lyn Wheeler as Vice-Chairs.

There was an initial reflective discussion about programme outcomes as well as an update on the forward plan. A further workshop to discuss programme outcomes in more detail is being arranged.

Membership of PPAG is being reviewed to ensure that it is representative of as many different groups as possible, including those with protected characteristics. Three new patient and public voices (PPVs) are due to be recruited to replace colleagues who have stepped down, with the aim to encourage representatives from different areas and backgrounds to complement the current group.



Wider engagement

Bexley patient and public stakeholder event, Tuesday 10 February
Greenwich & Lewisham public engagement event, Tuesday 17 February

Two deliberative events were held recently by the programme. Around 50 patients and members of the public attended a deliberative event in Bexley and around 40 attended an event in Greenwich to talk about their experiences and ideas for improving services in the community and in hospital in south east London. Discussions were lively and wide-ranging, specifically focusing on community based care, planned care and urgent and emergency care. Outcomes will be fed back into the programme and the development of the clinical models.

Communications update

Provider and local authority communications briefing, Friday 16 January

Communications and engagement leads from NHS providers and our Local Authority partners attended a briefing about the programme. The group discussed how to work together in future and, importantly, how to increase reach and visibility about the programme within our partner organisations.

The programme team will be producing written materials for internal newsletters in the first instance and planning further communications and engagement events as we go forward.

Communications and engagement workshops

Two communications and engagement workshops were held in February.

On Tuesday 3 February, the communications and engagement steering group met for a workshop to look in depth at the community based care and urgent and emergency CLGs; and to plan and agree an engagement strategy and actions over the next few months. Engagement will be at local level, supported by central events and by materials developed in partnership between Innovation Unit, the programme team and CCG leads. Mapping of events and audiences will aim to cover a range of groups and ensure diversity and equality in engagement.

The second workshop, on Friday 13 February, looking at CCG and south east London-wide engagement plans, was another positive meeting, resulting in the development of an engagement calendar, communications and engagement materials, gap analysis to highlight communities to target, development of the engagement workshop structure, and events toolbox. As part of this process, the programme team is working with each of the CCGs to develop local narratives and we will continue to work with local leads to provide materials to support local engagement.

During March, the programme will publish an Issues Paper, setting out a summary of the case for change, the national context and some of the emerging ideas, with questions for the public and stakeholders to consider. This approach is emerging best practice for public bodies considering service change, effectively setting out all the issues and considerations in one short document. The



document will be on the programme website and will be circulated to key stakeholders. We will also be producing two short films about the case for change and the whole system model, to support public and stakeholder engagement.

