

Communication and Engagement Committee

Exception and Progress Report

February and March 2018

Areas of significant Improvement/Progress in last two months.

The committee met in February and March, although was not quorate in March due to other commitments of members.

- A self-assessment checklist of compliance with the Accessible Information Standard <https://www.england.nhs.uk/ourwork/accessibleinfo/> has been completed and the CCG is fully compliant for the commissioning work it carries out. The committee agreed to send out a reminder to GP practices about the importance of complying with the standard and in particular identifying and recording in health records patients' communication needs.
- The Extended Access to Primary Care public and patient survey report is now available on the website and has been sent to those organisations that supported the engagement activities. The draft service specification has been reviewed against the outcome and recommendations of the survey.
- The members of the committee in attendance will recommend to the next CEC meeting that in response to the recommendations from the staff survey that a weekly electronic staff newsletter is introduced based on the format of the GP newsletter and piloted for 3 months.
- The members of the committee in attendance will recommend to the next CEC that media releases would be circulated to all staff and Governing Body members. Media releases will also be included in the GP and staff newsletters.
- A Patient Representative Group meeting was held on 7 March 2018 with 16 members attending and received positive feedback to the presentation given by HFT on the integrated community services planned for 1 May 2018. A number of concerns about specific services were noted and are being reviewed.
- The use of the Commissioning Maze, interactive engagement game, has continued to be an effective way of discussing the role of commissioners and seeking patient and public views on commissioning decisions. An event held at the PTL event for 36 staff provided some insight into people's priorities of healthcare services. An event is planned with UTC involving 25-30 14-15 year olds and a report will be collated for the CEC.
- A plan to involve more CCG staff in the preparation for the next CSE assessment in October 2018 is being worked through.
- Members of the Governing Body attended a Media Awareness workshop which was useful in understanding how the CCG can engage with wider audiences and ensure appropriate messages are conveyed.

Areas where standards/progress fall below the expected targets

- Each year ipsos mori are commissioned by NHSE to undertake a survey of CCG key stakeholders to seek feedback on the relationships and effectiveness of delivery of their objectives. Nationally the response rate has fallen each year and the survey closed at the end of February. NHS SRCCG achieved an overall response rate of circa 48% (member practices 40%) and the final report will be available at the end of March 2018.

Risks to SRCCG

None highlighted

Corrective actions

- To review engagement plan with stakeholders and in particular the member practices.

Recommendations to the Governing Body

The Governing Body is asked to note the exception and progress report

Other notes/comments that Governing Body should be aware of.

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