

Item 20.1

Stakeholder Engagement Report August- October 2017
Reported to LECCG QPEC 10th January 2018

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1. Service Specific Engagement Summary: August - October 2017

This report aims to provide LECCG Quality and Patient Experience Committee with an update on stakeholder engagement and involvement activities, how they have informed the decision making processes and the impact or outcome of this engagement. Below is a summary of the service specific engagement undertaken during August to October 2017 and their outcomes:

Project	Dates	Purpose	Outcomes
Governing Body effectiveness surveys	05 - 28 April 2017	In line with good governance requirements, the Governing Body should undertake a formal annual evaluation of its own performance and that of its committees and individual members. The survey will help support:- <ul style="list-style-type: none"> • a future discussion about strengths and areas for development • A development plan for the Board 	Awaiting update on the development plan.
Better Births for Lincolnshire	August - October 2017 engagement meetings Maternity Transformation Programme launch event 28 July 2017	Varied engagement activities around Better Births for Lincolnshire and Maternity Transformation Programme including Listening Clinics for staff and service users	Better Births for Lincolnshire engagement feedback has informed the development of the Community Hubs model and the development of a shared vision and plan for the Better Births recommendations.

Project	Dates	Purpose	Outcomes
Formal consultations on proposed practice mergers: <ul style="list-style-type: none"> • New Coningsby Surgery, Newmarket Medical Practice and The Wolds Practice • James Street Family Practice and The Kidgate Surgery • Stuart House and Westside 	<p>26 June – 25 September</p> <p>10 July – 9 October</p> <p>31 July – 29 September</p>	<p>Formal consultation process to obtain views on proposals to merge practices.</p> <p>Survey (online and paper) supported by Practice events</p>	<p>All consultations have now been concluded and the outcomes considered by the Primary Care Co-Commissioning Committee (PCCC). All patient feedback was shared with the Committee to allow them to fully consider patient views and to inform their decision making process.</p> <p>The proposed merger of Newmarket, The Wolds and New Coningsby was approved by PCCC. Newmarket and The Wolds will progress with the merger with effect from 1 April 2018, however New Coningsby will no longer be pursuing the merger and will remain as a single GMS contract.</p> <p>The proposed merger of James Street and Kidgate was approved by PCCC. This will take effect as planned on 1 April 2018.</p> <p>The CCG is currently working with Stuart House and Westside regarding their application to merge and the application was approved but is now likely to take effect from 1 July 2018. Discussions with the practices are ongoing regarding their plans. Further patient engagement will take place in the new year to ensure patients are informed of the proposals and timeframes.</p>
Virtual Patient Council effectiveness survey	<p>July- September</p>	<p>To evaluate the effectiveness of the Virtual Patient Council and gather user views on usage and improvements</p>	<p>Only 3 responses were received to the survey, this was discussed again at the Patient Council meeting on the 5 October. After the discussion, the members agreed to support the VPC and agreed the following:</p> <ul style="list-style-type: none"> • The CCG to utilise VPC more to encourage PPG members to use. The CCG to continue to upload papers and events • Format and access to be kept very simple
Community Pain Management Service	<p>Survey: 16th August - 20 September 2017</p> <p>Event: 20th</p>	<p>Gather service user views on the proposed Community Pain Management Service.</p>	<p>Feedback:</p> <p>Attendees at the event and respondents to the survey highlighted what they wanted from an improved service:</p> <ul style="list-style-type: none"> • Earlier access to a wider range of coordinated treatments

Project	Dates	Purpose	Outcomes
	September	<p>Event to be held with service users on 20th September to gather views and sense check the proposed service.</p> <p>Survey promoted to service users via pain clinic, Facebook, Twitter and NHS organisation websites</p>	<ul style="list-style-type: none"> • Location and timely access • Timely and accessible • Treatments offered • Continuation of treatments <p>In addition, those 'walking through the pathway' during the event helped simplify and clarify the steps in the pathway resulting in changes being made.</p> <p><u>Outcomes:</u> The views of patients within the survey feedback and during the event supported changes to be made to the proposed pathway. This is currently under further review prior to approval.</p>
LECCG Staff Survey 16 17 Results and Action Plan	16 March 2017-13 April 2017	In March 2017, NHS Lincolnshire East CCG (LECCG) launched their staff survey, to provide an opportunity for staff to feedback on their experiences of working for LECCG, and to highlight matters they feel should be addressed in the future.	<p>An action plan was disseminated to staff, and staff were asked to nominate support towards delivering the action plan.</p> <p>As a result of the survey the CCG have created a staff notice board and have been getting involvement in some events such as Children in need and Christmas Jumper day. The CCG has committed to engage and communicate with staff, and have recently re-instated the weekly AO questions anonymously via the communications team</p>

2. Collaborative engagement summary: August - October 2017

In addition to our engagement undertaken, we have also enabled collaborative approaches to engaging our stakeholders with partner organisations.

SEND – development of a process to ensure feedback is actioned and evidenced across Lincolnshire including use of our feedback form for Patient Council. The CCG are leading on the statutory requirements for engagement for SEND alongside the designated Clinical Officer including attendance at Parent Carer Forum events to collate feedback and support development of a process to address patient issues.

Feedback: Issues identified are around the communication integration of services and the way services are commissioned causing worry for parents & feeling of a lack of support and don't know where to go for help. In addition there is a perception that staff are not appropriately trained to deal with children with SEN. A full report of the feedback received is being developed and reported into the SEND structure. In addition, a proposed approach to complete quarterly reports from engagement and patient engagement involvement activities has been developed.

Continuing Health Care

The host provider/commissioner of the CHC service will be changing from April 2018. An engagement plan has been developed to ensure service user involvement in the development of the CHC services moving forward and receive feedback on patient experience. Priorities agreed included;

- the development of a CHC information leaflet to set expectations
- establish a service user survey (consider patients, family, friends & staff)

Consideration also needs to be given to what information should be collected – links with KPIs and CQUIN 8 (Supporting proactive and safe discharge).

3: Summary of key engagement projects

Lincolnshire Sustainability and Transformation Plan

Engagement on the STP continues to be undertaken when attending meetings and events to share key messages and document any feedback received.

We are awaiting formal consultation timescales. STP engagement group developing communications and engagement plan to support this and all STP programmes.

Practice Mergers

During this reporting period 3 consultations were undertaken on the proposed mergers of the following practices:

- New Coningsby Surgery, Newmarket Medical Practice and The Wolds Practice (26 June – 25 September)
- James Street Family Practice and The Kidgate Surgery (10 July – 9 October)
- Stuart House and Westside (31 July – 29 September)

All practices have been provided with communications, engagement and Equality and Diversity support, including development of a consultation process, paper and online surveys and provided advice and support to the public consultation events in partnership with NHS England. All mergers were agreed by the Primary Care Co-Commissioning Committee (PCCC).

Better Births for Lincolnshire

A comprehensive communications and engagement plan is being developed for this project to ensure timely and effective engagement is undertaken to inform and shape each stage of the programme.

Currently, the first phase of engagement is focussing on raising awareness of the programme, inviting views and ideas and communicating the proposed ways of working in the Maternity Community Hubs. A large number of engagement activities with staff, service users and stakeholders has been undertaken. This has included meetings and events with a wide range of staff, service users, stakeholders and staff champions, the Stakeholder Launch Event on 28 July 2017 and working with Maternity Voices to ensure the service user views are heard. This has been supported by the launch of the Better Births Facebook and Twitter pages

The following engagement has taken place for the Better Births Maternity Transformation during the timeframe August – October 2017 (also included dates planned in advance):

Listening Clinics undertaken:

- 21 August 2017, 11am - 3pm - Listening Clinic at Pilgrim Hospital, on the Labour Ward
- 23 August 2017, 11am - 3pm- Listening Clinic at Lincoln County, Nettleham Ward Annex
- 4 October 2017, 12:00 - 4:00pm - Listening Clinic at Pilgrim Hospital, Boston, Main Reception
- 11 October 2017, 10:00am - 2:00pm - Listening Clinic at Lincoln County Hospital, Antenatal clinic

Maternity Voices Meetings

Lincolnshire Maternity Voices is a group where parents and parents-to-be can share their views and experiences with midwives and staff from the local maternity system

- 21 September 2017- Maternity Voices Meeting - Sleaford

Other Better Births engagement/ updates:

- Skegness & Coast PPG Chairs meetings September 2017

The team submitted the Better Births Strategy and Implementation Plan for Lincolnshire 2017-20/21 to NHS England, which has received positive feedback, particularly around the way the programme has been co-produced with Lincolnshire women, families and key stakeholders.

4: Overview of feedback received

Healthwatch feedback summary – latest reports August, September, October

Healthwatch Lincolnshire provides a monthly summary report for all patient, carer and service user feedback received. The following summarises this feedback from August - October 2017 and should be triangulated with other feedback received and reported on.

Main concerns: August report

1. Lack of NHS dental services in Lincolnshire
2. Patient feedback during August continues to raise concerns about waiting times and appointment time administration errors

Main concerns: September report

1. Louth Hospital - some concerns raised about future of Louth Hospital.
2. GP appointments - some patients shared difficulties accessing appointments - HWL is undertaking some targeted work (Oct/Nov 17) across Lincolnshire to ask patients about their ability to access appointments
3. Hospital care - overall experiences were positive with many feeling they receive very good care
4. Problems with hospital appointments - this is a continued theme, often patients attending clinics and other appointments to be told their appointment has been cancelled or altered.
5. Touch screens - many patients find these difficult to navigate and particularly hard for those with sight problems.

Main concerns: October report

1. Louth Hospital - some patients raised concerns about problems they are experiencing with the appointment system and about privacy for patients on wards
2. Dental - HWL is very concerned about the ongoing problems to secure NHS Dentistry in the county due to procurement issues.
3. Appointment Text Messaging - patients are telling us they value text reminders from health services.

During August - October, Healthwatch received the following number of comments relating to LECCG: 48 in August, 43 in September, 55 in October. Detailed feedback is contained within the Healthwatch Lincolnshire Report. The main themes are summarised below:

Provider	+ / -	Feedback
Louth County Hospital	Positive	<ul style="list-style-type: none">• Invaluable service in the community• Gastroenterology: Very good service. Very professional. Very approachable• Very happy with the hospital. Husband died in Louth, wonderful care. Hope it never closes. Treated very well by doctors.
	Negative	<ul style="list-style-type: none">• Dissatisfaction with lack of services and care received at weekend• Doctor at A&E had no ID badge on, did not talk to me about my treatment nor was I shown my x-ray, no treatment plan or instructions for aftercare given.• Long waiting times a problem for diabetic patient• Long wait for podiatry appointment as doctor off sick so patient can hardly walk• Mamby Ward: Horrendous treatment for all patients, and incontinence care very poor - refusal to change bags - night staff in particular.
Pilgrim Hospital, Boston	Positive	<ul style="list-style-type: none">• Numerous examples of great care given including:• Endoscopy: Experience worst, but staff are wonderful and very kind• Care of the elderly - Patient feels the Consultant is very good with older patients, treats them with respect. Consultant has the patient at the centre of everything excellent service.• Wards 3a & 3b: Both wards great, very thoughtful and caring.

		<ul style="list-style-type: none"> • Patient is happy with staff. says they are extremely helpful, no problems with assistance. • Staff are good, excellent treatment. Had sepsis 3 times and it was picked up. • The staff are very good, like everything. They answer all my questions, the doctor is very good also. • Oncology: We decided this consultant was the best one we have encountered. Left the consultation feeling very happy and contented with fabulous treatment. The nurse was also 'top drawer'. • MRI: Seen on time. The staff were helpful and supportive, explained everything that was going to happen. • Ward 5B: Earlier this year, after a very short time in Pilgrim, patient was informed they had bowel cancer. In no-time at all once tests, scans etc were completed the patient had an operation and felt the service was excellent. The Consultant took great care as did the Nurses, before, during and after the procedure. McMillan nurses wonderful and all follow ups to this day have been 100%. Who says Lincolnshire can't do it, I am living proof.
	Negative	<ul style="list-style-type: none"> • Stroke Care: Quite happy with the service although nothing been progressed while Consultant has been on holidays resulting in delayed test results and return to work. • Radiology Department: concerns of damage caused when transferring wheelchair bound patient after MRI scan and worried to complain incase held against them for future treatment. • Ophthalmology: poor bedside manner of whole team • Attends a clinic every 6 months and waiting times can be over an hour • Requested letters for sight impaired patients in large print 18 months ago and still waiting • Automated feedback call to patients not working – unable to leave feedback although want to • Haematology: not informed of cancelled appointment – when attended new one, receptionist not helpful leaving the patient flustered and unsure where to go • Haematology / Pharmacy: long waiting times in the process to get prescription • Endoscopy referrals: delays in treatment and follow up despite being 2 week urgent referral • Surgery for gall bladder cancelled twice • Poor experiences waiting for appointments and poor security- no one at reception when collected patient • Waiting 2.5 years for a 6 monthly appointment • Appointments always rearranged • No after care follow up – told different things by different people • Very pleased with all aspects other than the long waiting times and inconsistency with consultants. • A&E misdiagnosed broken neck • Elderly patient discharged with no assessment, after care or family support

		<ul style="list-style-type: none"> • Lack of privacy and confidentiality when nurses talking to hard of hearing patient as needed to shout- didn't write things down etc • Taken by ambulance. Left on trolley for 15 mins. Had fallen off of a ladder with considerable pain. In hospital for 24 hours and was offered no drink, no pain relief, no offer of toilet. Diagnosed with two pelvis fractures.
Skegness Hospital	Positive	<ul style="list-style-type: none"> • Short wait for blood tests • Always good at Skegness Hospital when visiting the blood clinic. Staff are polite and helpful. • The reception were informative, friendly and helpful.
	Negative	<ul style="list-style-type: none"> • Treatment not received for reason attended- another appointment had to be made • Blood clinic - conflicting opening times advertised • Patient not advised of new 22 week wait for cataract surgery
GP Practices	Positive	<ul style="list-style-type: none"> • Tasburgh Lodge GP Practice: Patient had a health review, Nurse very pleasant, no problems in obtaining an appointment. Another patient very satisfied with treatment and aftercare • Stickney GP Surgery: Positive experience start to finish – caring and understanding staff and always see the same doctor. • Merton Lodge: Whenever I've needed them I've got treatment. Quite satisfied with service. Walk in service really good. • Parkside: A very busy GP surgery but the staff look after all the patients in a caring way. • Kidgate: Wonderful. Drs are both very good. They don't rush you and they are very accommodating and explain all the treatment (they tell you straight). They are also very respectful and they listen which is very important. I've been there with all my concerns and know I can get the help there.
	Negative	<ul style="list-style-type: none"> • Tasburgh Lodge Surgery: Patient objects to names and details being called out loud across the office and reception. Feels there is no privacy • The New Coningsby Surgery: concerns re service being offered to visually impaired patients, rude receptionists and delay in getting test results and records transferred from other practices. Also questions raised about the merger and very difficult to get an appointment. • Stickney Surgery: no explanation given for repeated delays in receiving copy of medical notes which then charged for • Beacon GP Practice: few comments on complicated prescription and appointment system and unable to get appointments, often having to queue outside and resorting to attending A&E or the walk in clinic • Providers: Marisco Medical Practice: poor appointment system- wait 3 weeks or sit in waiting room for 3 hours. New GP doesn't communicate well and no bedside manner • The Wragby Surgery: a number of patients have complained the music in the waiting room is too loud but receptionists wont turn it down due to patient confidentiality • Marisco Medical Practice: poor care and only seen about one

		<p>ailment, having to wait 3 weeks in between</p> <ul style="list-style-type: none"> • Merton Lodge: 6 weeks to get an appointment with a doctor and walk in service unsatisfactory for those who need to see a regular doctor or can only attend in the afternoons • Stuart House Surgery: only offered appointment in 3 weeks rather than emergency appointment which was needed. Long waiting times for other patients • Kidgate: not looking forward to the merger as feel there will be too many patients for the doctors to see • Spilsby: Patient finds it continuously difficult to get the correct prescriptions through the pharmacy within the surgery. Had no tablets ready, wrong amounts given, lost prescriptions.. Medications ordered weeks ago still not ready. • Hawthorn: lack of repeat prescription service
LCHS in East	Positive	•
	Negative	• Time waiting for CAS Assessment
Thames Ambulance Service (TASL)	Positive	• Good service and very reassuring at Boston– could have taken 2 patients back to the same area rather than in separate vehicles though
	Negative	• Attitude of staff poor, delays in transport (offered 6am Saturday morning) so A&E nurse arranged alternative transport
Other providers	Positive	<ul style="list-style-type: none"> • Boston Smile Clinic – very accommodating and caring, ensuring patient’s wellbeing at all times • Alzheimer Society - Side by Side: Great service but taking quite a long time to put things in place • Specsavers Boston: excellent care received and treated with dignity and respect
	Negative	<ul style="list-style-type: none"> • Boston Smile Clinic – lack of privacy in reception, rude staff and miscommunication of charges • Louth Dental Care – unable to re-register and get an appointment until HWL and NHSE intervened. Dentist more interested in cosmetic work rather than fillings which had to be redone a few times. • Specsavers Boston - You cannot be seen quickly at Specsavers and they have not got the range of equipment needed for the patients - received much better service when it was at the hospital • Specsavers Skegness- can’t treat patients condition who now has to go back into the system • Walnut Care – Skegness: patient feels care has have gone downhill after the change of care agency. It used to be good but now you can get anybody or nobody. • Walnut Care – patient chased for payment despite not being told would need to pay for services. • Patient trying to dispose of sharps box and pharmacy, GP and local council not providing services to remove • 111 and CAS: delays in returning call so patient went to A&E • EMAS: long waiting times for ambulance • E-assessments (Choose and Book): inadequate service, losing referrals and wasting NHS and patient time

In addition to this feedback, a primary care soft intelligence dashboard has been developed, summarising the number of positive, negative or neutral reviews received by Healthwatch for each GP Practice (document available on request).

Patient council feedback themes form the 5 October meeting

Minutes of the October Patient Council meeting are available on the Virtual Patient Council (<https://lincolnshireeastccg.nhs.uk/get-involved/virtual-patient-council>) highlighting the many discussions and points raised.

The main themes from the Patient Participation Groups in October were:

- **DNAs** - A number of practices had requested for the CCG to support a DNA communications campaign which has now been finalised with posters and online materials for websites and social media.
- **National Association for Patient Participation (NAPP) Membership**- Discussions took place on if PPGs thought paying for NAPP membership was worthwhile
- **Update requested from the CCG on the Parkinson's Nurse** - update requested due to current funding nearing it's end date. Members were updated that this was being re-assessed at the current time.
- **Enquiry relating to 'Alive Cor' devices** was requested, the kit is one method of monitoring blood pressure and has been provided by the East Midlands Health Academic Science Network. PPGs were concerned about the delayed delivery of this, the CCG updated that this is being chased.
- **Hearing Aid Service and Batteries**- Concerns over provision of batteries and how this has been communicated. CCG asked for practices to contact them where there are issues so that the CCG can resolve.
- **Ear Syringing** – concerns that some practices undertake and others refer to secondary care. CCG advised that the service is not funded under the core contract and therefore some practices will refer on.
- **Practice Mergers** - Coningsby, Wolds & Newmarket, PPG have been supporting the merger application and helping to engage with local residents.
- **Data Protection** laws post Brexit, the CCG were asked if they were aware of the new legislation for data protection (2016/679 EU) in the EU due to come to affect May 2018. It was agreed the CCG's Information Governance service will take a paper to the CCG's Governing Body for discussion.
- **Concerns over queuing for appointments** – CCG advised that there are other options other than queuing for appointments

5: Viewpoint Panel and PPG engagement

Our Viewpoint Panel currently has 205 members who are sent CCG updates as appropriate. The list below shows the information disseminated to the View point & PPG representatives during August to October 17:

August

- 17/08/17 – Promotion of the CCG's Annual Public Meeting to View point panel, PPGs and wider stakeholders.
- 17/08/17 - Patient pathway survey on the development of the community pain service to PPGs and Patient Council members.
- 18/08/17 - Promotion on behalf of the East Health Academic Science Network - Midlands Patient Leadership Programme 3 day course to PPG members

- 24/08/17 - Lincolnshire NHS Awards evening (14 November 2017) to Viewpoint panel, patient council members, wider stakeholders and PPGs.
- 29/08/17 - Lincolnshire NHS Awards evening (14 November 2017) to Viewpoint panel, patient council members, wider stakeholders and PPGs.
- 29/08/17 - ULHT reputation survey to viewpoint panel members

September

- 07/09/17 - Patient pathway survey on the development of the community pain service all stakeholders
- 12/09/17- Patient pathway survey on the development of the community pain service to PPGs and Patient Council members.
- 26/09/17- Patient Council agenda send to all PPGs and Patient Council members

October

- 04/10/17 - Community Grants Application Live - closing date 31 October 2017 - NHS England will be awarding grants of up to £2,000 to a number of projects that showcase good practice around patient and citizen participation in healthcare.
- 05/10/17- October edition of "Closer" the CCG's newsletter was sent to the View point panel
- 10/10/2017- Service User Engagement - Multiagency Review of Mental health Crisis Services Events sent on behalf of Lincolnshire County Council to Viewpoint Panel and PPGs. Also sent to practices via communications.
- 10/10/2017- Health and Wellbeing Strategy Update email sent to PPG & Viewpoint panel on behalf of Lincolnshire County Council
- 17/10/2017 - Invite to tell your Patient Story Lincoln University – People living with Dementia or Parkinson's Disease and People Living with Cancer – sent to Viewpoint panel and PPGs/ Patient Council
- 31/10/2017 - Service User Engagement - Multiagency Review of Mental health Crisis Services - This included the details of an extra event in Mablethorpe on 20th November. Email sent to Viewpoint and readers panel

6: Social Media summary

For the period 1st August - 31st October 2017

Twitter

- 65 new followers during this period taking the total to 1703
- 281 tweets
- 377 direct engagements
- The engagements were made up of:

97 retweets
 4 replies
 43 mentions
 34 likes
 11 profile visits
 110 URL clicks
 78 media views

Twitter Impressions: 36,022 (overall Twitter reach of 506,805 for the period)

“Top tweets” per month:

<p><u>August:</u></p>	<p>Top Tweet earned 267 impressions</p> <p>Kidgate Surgery & James Street Practice are proposing a merger & asking their patients for their views via a survey spr.ly/60128QU54</p> <p>4</p>
<p><u>September:</u></p>	<p>Top Tweet earned 386 impressions</p> <p>We need your help to improve NHS Pain Services for patients. Please attend our workshop and share your views spr.ly/60198Fqr7 pic.twitter.com/bVvfRImQ8Y</p> <hr/> <p>We are developing a new Community Pain Management Service and need your views, you can share those by attending our workshop to find out more and have your say on the developments so far.....</p> <p>If you would like to attend our workshop please register by 18 September 2017: Email: Claire.Hornsby@LincolnshireEastCCG.nhs.uk Phone: 01522 515305</p> <div data-bbox="619 949 1082 1055"> <p>Pain Workshop</p> <p>When: Weds 20 Sept 17 Time: 1.00pm - 3.30pm Where: Saint Peters Hall, The Brookhouse</p>  </div> <p>3</p>
<p><u>October:</u></p>	<p>Top Tweet earned 491 impressions</p> <p>Over 65? Autumn is here & the nights are drawing in. It's really important to look after yourself & get the flu jab. spr.ly/60158ATdN pic.twitter.com/1ePA96O9lo</p>  <p>2 1</p>

Facebook. Source: Facebook Insights

- 280 Facebook posts
- 35 new followers during this period taking the total to 245
- 38,668 total reach
- Total engagements: 2,525

194 likes
31 comments
255 post shares

835 link clicks
 1065 other clicks
 142 photo views
 3 video play

The top 3 Facebook post were:

<p><u>August:</u></p>	 <p>NHS Lincolnshire East Clinical Commissioning Group Published by Sprinklr [?] - 10 August -</p> <p>Do you love analysing data? Can you write with flair and clarity? Do you have an eye for detail? Are you passionate about healthcare? If you answered 'yes' to all of these questions, read on and share with someone who you think would be interested http://spr.ly/61808vMmA</p> <p>1,885 people reached Boost Post</p> <p>Like Comment Share NHS</p> <p>2 Chronological</p> <p>12 shares 1 comment</p>
<p><u>September:</u></p>	 <p>NHS Lincolnshire East Clinical Commissioning Group Published by Sprinklr [?] - 1 September -</p> <p>Share with someone who'd like an opportunity to be an Apprentice Administration Assistant within the Lincolnshire East Clinical Commissioning Group (CCG) Apply by Sep18 http://spr.ly/61868INh8</p> <div data-bbox="571 1249 1350 1507">  <p>NHS Jobs - Apprentice Administration Assistant Location: Cross O'Cliff, Lincoln, Salary: £3.50 per hour WWW.JOBS.NHS.UK</p> </div> <p>1,205 people reached Boost Post</p> <p>Like Comment Share NHS</p> <p>2 Chronological</p> <p>20 shares 1 comment</p>

October:



7: Summary of organisational development for engagement

Key organisational developments include:

Development of an approach for Locality Patient Participation Groups:

In May 2017, a workshop was undertaken with the Skegness Locality PPG Chairs meeting to review the effectiveness of the meeting. The feedback received highlighted that the meeting was extremely useful and should continue as well as potentially replicated across the remaining two localities in LECCG.

A proposed approach to how these proposed new locality meetings will run, how they will fit in with the existing LECCG Continuous Listening Model and Patient Council reporting and governance structures was subsequently developed. This was reported at the Patient Council meetings in October and November for discussion and feedback before a decision is taken to progress these meetings. Following these discussions it was agreed to progress and implement this proposed approach to develop PPG Chairs meetings in the other two localities.

CCG IAF assessment: NHSE's new Patient and Community Engagement Indicator

During this reporting period, a range of activities were undertaken to prepare for NHSE's desktop review of the CCG's patient and public engagement information available, predominantly on our website. This included ensuring information was up to date and easily accessible as well as highlighting these reports to demonstrate the governance structures in place to evidence outcomes of engagement. The CCG received an Amber rating in November 2017. The CCG have requested a review of this rating as felt the information requested was available at the time of the review and have plans in place to submit this evidence.



Lincolnshire East CCG - Engagement Work Planner April 2017 - March 2018 updated: January 2018											
Key **dates/detail to be confirmed											
APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Key CCG Milestones											
					AGM						
Key CCG Patient Experience Committees											
	QPEC 03/05/2017 7	Skegness Locality PPG Chairs Meeting 27/06/2017	QPEC 05/07/2017		QPEC 06/09/2017 7		QPEC 01/11/2017 7				
	Skegness Locality PPG Chairs Meeting 02/05/2017 7	Patient Council 22/06/2017				Patient Council 05/10/2017 7	Patient Council 29/11/2017 7				Patient Council TBC
					Patient Story GB meeting – Chron's				Patient Story GB meeting		
Engagement Activities – Events 2016/17											
Healthwatc	Dying	Diabetes	East	Coningsb	Skegness	Better	19th				

Lincolnshire East CCG - Engagement Work Planner April 2017 - March 2018 updated: **January 2018**

Key ****dates/detail to be confirmed**

APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
h Provider meeting Skegness 19/04/2017	Matters Awareness week w/c 08/05/17	UK- Learn how to live well with Type 2 diabetes 29 June 10am -4pm	Healthwatc h network provider meeting 20/07/2017	y/ Newmark et Wolds 01/08/17 Hamilton Hall, Tetford	& Coast PPG Chairs Meeting 26/09/17	Births Listening Clinic- Pilgrim 4/10/17 Better Births Listening Clinic at Lincoln County Hospital, 11/10/17	Annual Autism Conference 21/11/201 7				
See well live well 06/04/17 Bishop Grosseteste	LECCG Dying Matters Stand at Skegness Hospital 11/05/201 7	Boston Market Place Health event 02/06/2017	Coningsby/ Newmarket/ Wolds proposed merger events 03/07/2017 Trinity Centre, Louth	Coningsb y/ Newmark et Wolds 07/08/17 Tattershal l Village Hall	21/09/17 Maternity Voices Meeting Sleaford	Carer Awarenes s Training LECCG team brief 09/10/17	Better Births Listening Clinic Greyfriars 07/11//17				
STP engagement East	LECCG Dying Matters	LGBT masterclass Nottingham	Coningsby/ Newmarket/ Wolds	Communi ty Pain Event							

Lincolnshire East CCG - Engagement Work Planner April 2017 - March 2018 updated: January 2018

Key **dates/detail to be confirmed

APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Lindsey Quality of Life Network meeting 05/04/2017	Stand at Marisco 12/05/17	13/06/2017	04/07/17 Hamilton Hall, Tetford	20 August 2017							
	Dementia Awareness week W/c 15 th May	PPG Awareness Week (19 - 24 June 2017)	Coningsby/Newmarket/Wolds 24/07/2017 Coningsby Community Hall	Better Births Listening Clinic at Pilgrim Hospital- 21/08/17							
		Taburgh Lodge PPG event for PPG awareness week	Coningsby/Newmarket/Wolds 25/07/2017 Coningsby Community Hall	Better Births Listening Clinic at Lincoln County 23/08/17							
		Diabetes event 29 June Skegness	Coningsby/Newmarket/Wolds 31/07/2017 Trinity Centre, Louth								
			Proposed Mergers -								

Lincolnshire East CCG - Engagement Work Planner April 2017 - March 2018 updated: **January 2018**

Key ****dates/detail to be confirmed**

APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
			Kidgate & James Street 20/07/17 Eastgate Union Church, Louth								
			Proposed Mergers - Kidgate & James Street 27/07/2017 Eastgate Union Church, Louth								
			Launch event LMS Better Births 28/07/17								
Public Consultations											
		Lincoln Walk in centre 12/06/17-06/08/2017		James Street/ Kidgate 10 July – 9 Oct	Westside and Stuart House 31 July – 29 Sept						

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Key **dates/detail to be confirmed

APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
				Newmarket/Wolds/Coningsby 26 June – 25 Sept							
Surveys											
LECCG staff survey	Nurse forum survey 03/05/17-05/06/17			Pain Service Survey							
Governing Body Effectiveness Survey				Virtual Patient Council survey							
Engagement with underrepresented groups aligned to Equalities work programme and objectives											
	Youth Engagement Project – Marico PPG meeting 23/05/2017	Outsider Project – Mirant Rights Event in Boston 17/06/2017		Factories booklet Appropriate use of services (GP reg)							
		SEND Engagement									

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Key ****dates/detail to be confirmed**

APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
		– attendance of Lincs Parent Carer Forum Event 05/06/2017									