

## Bromley Borough Based Board

9 July 2020

<b>Title</b>	<b>Developing patient and public engagement at a south east London and Bromley level as part of recovery planning</b>	
This paper is for <b>information and discussion</b>		
<b>Executive Summary</b>	This paper sets out the work being undertaken to develop NHS South East London Clinical Commissioning Group's approach to engagement as a new organisation and what engagement is planned to support Covid-19 recovery planning within Bromley.	
<b>Recommended action for the Board</b>	<ul style="list-style-type: none"> <li>• To note and comment on the proposed approach to engagement</li> <li>• To agree the next steps as set out in the paper</li> </ul>	
<b>Potential Conflicts of Interest</b>	None identified	
<b>Impacts of this proposal</b>	<b>Key risks &amp; mitigations</b>	<p>Key risks include:</p> <ul style="list-style-type: none"> <li>- Not engaging local people in recovery planning</li> <li>- Not engaging those communities who are disproportionately affected by Covid-19, particularly people from BAME communities, in recovery planning</li> <li>- Not meeting the statutory duties for engagement.</li> </ul> <p>This paper sets out considerations for how we can mitigate those risks.</p>
	<b>Equality impact</b>	National data demonstrates that there has been a disproportionate impact of Covid-19 on people from BAME communities (PHE 2020), with death rates from Covid-19 highest among people of Black and Asian ethnic groups than any other ethnic group. The data further demonstrates that people in deprived areas are more likely to be diagnosed and to have poor outcomes following diagnosis than those in less deprived areas.

		<p>Understanding the experience of Covid-19 on our local communities and population groups, with a focus on older people, BAME communities, men, people with long term conditions, people with learning disabilities, autism and mental health, is fundamental to address these disparities, particularly as we enter and plan the recovery phase.</p> <p>The equality impact assessments for the Bromley recovery plan will be used to inform the engagement approach.</p>
	Financial impact	There is likely to be a financial impact as we develop our plans and this will need to be further scoped out.
Wider support for this proposal	Public Engagement	This paper outlines engagement that has taken place, how we are proposing to further develop engagement and key issues to consider as we plan further engagement work.
	Other Committee Discussion/ Internal Engagement	<p>Discussions have taken place within the SEL CCG communications and engagement team and the introductory meetings of the CCG's Engagement task and finish groups.</p> <p>The One Bromley C&amp;E group has discussed the need to engage on the Bromley borough recovery plan</p>
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# Developing patient and public engagement at a south east London and Bromley level as part of recovery planning

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## 1. Introduction

This paper sets out the work being undertaken to develop NHS South East London Clinical Commissioning Group’s approach to engagement as a new organisation and what engagement is planned to support Covid-19 recovery planning within Bromley.

The Bromley outline recovery plan will be produced by 17 July 2020. It will reflect the intelligence gathered from One Bromley partners around patient experience during the pandemic period. All six borough recovery plans will be brought together to form the overall South East London ICS plan in early September.

## 2. South East London CCG’s approach to engagement

NHS South East London Clinical Commissioning Group was established on 1 April 2020. Between January and March 2020, residents across the six south east London boroughs were invited to test and shape the new CCG’s approach to engagement. The findings were written up but further shaping was placed on hold following the national instruction that patient and public engagement activities be paused to enable the NHS to focus on the response to the Covid-19 pandemic.

This engagement work has now restarted and task and finish groups, which include patient representatives, are meeting virtually to take this work forward. Eight Bromley patient representatives are involved. The four areas of initial focus are to:

- Agree and recommend terms of reference and membership of the NHS SEL CCG Engagement Assurance Committee, as the committee needs to be in place to assure future engagement plans and activity.
- Explore and propose options for digital engagement. As a result of Covid-19 there is an increased importance and urgency to develop this area
- Establish a menu of non-digital engagement options that can be carried out in a socially distanced manner to ensure we are also reaching and hearing from those who are digitally excluded
- Explore and recommend how we engage local people in Covid-19 recovery and reset. This will involve looking at changes made during the pandemic and future options including understanding people's experiences, with a particular focus on people from BAME communities.

The task and finish groups are meeting throughout July to develop the above areas at pace.

### **3. Capturing feedback from across London and beyond**

We will use intelligence gathered from partners across London to inform our One Bromley recovery planing. Examples of that work are as follows:

#### **IMPERIAL HEALTH PARTNERS**

Across London, Imperial Health Partners are in the process of carrying out a dialogue and deliberation exercise with a representative sample of Londoners to understand how those living and working in the capital feel about measures that have been put in place as part of the response to Covid-19 and to explore expectations as we plan recovery. This work will lead to a set of principles and expectations to inform recovery planning, which should be available towards the end of August 2020.

#### **NHS ENGLAND & IMPROVEMENT**

NHS England & Improvement has commissioned a rapid piece of research targeting marginalised groups in England. This research will be led by 'Working with Everyone', with the Refugee Council and University of Bradford.

The aim of this work is to explore the impact of the COVID-19 restrictions on the physical and mental health of marginalised groups in the UK.

The objectives for this work are to:

- Explore specific factors related to the COVID-19 restrictions influencing the health and wellbeing of marginalised people.
- Identify marginalised peoples' psychosocial, cultural and physical needs and how they can be met during the current COVID-19 pandemic.
- Feedback emerging findings to mobilise support and inform policy around the COVID-19 response

Feedback will be captured through a rapid telephone survey targeting people from each of the following marginalised groups:

- People who have been or are homeless
- Adult survivors of childhood sexual abuse and exploitation
- People who use drugs
- Former prisoners
- people who are members of the Gypsy, Roma, Traveller and Boater communities
- people with physical disabilities
- Former and current sex workers
- Asylum seekers and refugees
- Hearing the voices of BAME young people

### **NHS YOUTH FORUM**

The NHS Youth Forum is gathering the experiences of BAME young people during the COVID-19 pandemic. They will be gathering the views and ideas about what should change to have positive impact on young BAME people. They will carry out this work over the following months and feedback provided to those engaged and to the wider health community.

## **4. One Bromley Covid-19 recovery engagement**



The Bromley Covid-19 recovery plan for health and care is being developed through the One Bromley local care partnership. This will also feed into and inform the South East London Integrated Care System recovery plan in September.

Bromley is committed to delivering meaningful and integrated engagement with local people and groups. In 2019, the CCG was the only London CCG to meet every single criteria in the national community engagement assurance process undertaken by NHS England and has received outstanding status in this area for the last four years. We are however, aware of the need for more participation and inclusion with groups and communities bearing the greatest impact of inequality and we will continue to work across One Bromley to forge a way of delivering in this critical area.

The One Bromley C&E Forum supports the delivery of One Bromley programmes and is made up of representatives from all the One Bromley partners and Healthwatch Bromley.

The One Bromley Communications and Engagement Forum will be responsible for working together to deliver the engagement needed to inform, test and shape our recovery planning and future One Bromley transformation programmes. We are in a strong position to take this forward in Bromley as we have been working in an integrated way to plan and deliver engagement with our communities for many years.

For our local engagement we need to:

- Reflect in our Bromley recovery plan what we already know from previous engagement that supports how we plan to recover. For example we know there is support for virtual consultations, integrated care and e-consult. We also know that patients want to be able to see someone face to face if necessary.
- Understand what we have learnt from people's experiences of receiving care during the pandemic period and the impact this has had on them
- Consider how this intelligence will inform our recovery planning going forward
- Work collaboratively as One Bromley and with other partners in the borough in a coordinated way, using our collective engagement resources to reach the residents of each borough.
- Continue local conversations and engagement over the summer and into September to solidify and test what we already know.
- Once the Bromley recovery plan is published, engage with the public on those areas which can be shaped and where they can influence.

Given the disproportionate affect that Covid-19 has had on older people and those from the BAME community – alongside the disproportionate impact it has had on men, lower paid workers, people with long term conditions, people with learning disability and/or autism and people with mental health needs. We need to engage proactively and work with people from these communities and groups in particular to understand the impact that the virus has had in Bromley. This information will inform how recovery planning can address these issues, as well as supporting how people can help shape our plans.

## **5. Capturing Bromley experiences**

During August and into early September we will build on the conversations and intelligence that is being captured at the moment, so that they can help inform the further development of our recovery plans. This work will be taken forward through the One Bromley C&E Forum.

The following will be considered:

- What has the equality analysis on the outline borough-based recovery plan highlighted?
- Which are the communities most impacted by Covid-19 in our boroughs?
- What do we know through intelligence gathered already?

- Are there any gaps in this intelligence and what do we need to understand more about?
- How we share the content of plans so people can understand them and they are meaningful to local people?
- Whether further engagement is best done at borough level, through Primary Care Networks or a combination.
- Are there meetings or groups we can piggy back onto in order to reach different communities?

This work will enable us to consider what further engagement may need to take place as our recovery plan is further refined and developed.

At our One Bromley C&E Forum meetings, we have been discussing how all partners are reaching out to their patients, communities and residents to capture their experiences of receiving care during Covid-19. All of this intelligence is being brought together to inform recovery planning.

This includes:

- Bromley Council is:
  - Surveying vulnerable people who have received support from the council or government during the pandemic. Surveys are initially being undertaken by telephone, to collect immediate feedback to inform the programme. Any residents with an email address that have not been contacted over the telephone by the end of July will be sent an email link to complete the survey themselves.
  - There are currently 1,500 residents receiving support from the council through the volunteering programme, 248 of the people calling the assistance line have been surveyed so far with the average satisfaction score for the council currently standing at 4.8/5.
  - Over 12,000 residents in Bromley are shielding with 1,700 receiving support from government in the form of a weekly food parcel or support with obtaining medicines. Of those, requiring urgent support, 400 required some form of additional support from the council. A survey has launched for those residents to determine the effectiveness of the support from both the government and the council. At 1 July 68 shielding residents had been asked for their views and rated council support as 4/5 with government support averaging 4.1/5.
  - Bromley's charity partners, Community Links Bromley (who run the matching and allocation of volunteers through their hub) have surveyed 400 of the 1000 mobilised volunteers, who have been pleased with the training and support they have received (4.5/5 score).
  - Newsletters are sent to the 4,500 volunteers that have come forward to assist the community.
  - A newsletter has been distributed to all households to keep them informed of the council's COVID-19 response and to advise all residents of how to seek support and access a range of services.

- A survey will be launched by 6 July (in partnership with the CCG, Healthwatch and the Bromley GP Alliance) to understand the experience of virtual appointments in primary care and expectations regarding access and barriers.
- The CCG will work with the Bromleag Care Practice to capture feedback from care home residents and staff on their experiences of receiving primary care support.
- King's College Hospital NHS Foundation Trust is:
  - Capturing feedback via a telephone survey to all Covid-19 patients on their experiences.
  - Surveying residents about feeling safe at hospital.
- Bromley Healthcare is:
  - Carrying out an evaluation of the experience of 300 of the patents who have used the Covid Community Monitoring Service.
  - Surveying those using telephone consultations in community paediatrics.
  - Surveying those using services which have operated in alternative ways during Covid-19
  - Monitoring incidents, complaints and plaudits with a focus on those which related specifically to altered service provision.
- Oxleas NHS Foundation Trust is:
  - Surveying patients on their experiences of receiving remote methods for their care/treatment.
  - Capturing feedback from children and young people using CAMHS
- Healthwatch Bromley holds weekly virtual meetings with local residents to capture experience and feedback on Covid-19.

Outcomes, themes and intelligence from all of this work will be used to inform the Bromley recovery planning.

## 6. Next Steps

We will capture all the themes from engagement that has already taken place and which continues to take place across Bromley during the next few months. This will be used to inform the One Bromley recovery response.

One Bromley C&E Forum will develop a comprehensive communications and engagement plan (including action plan) to oversee the engagement to support recovery planning in the borough – both in the short and longer term. This will include the further engagement required on the Bromley recovery plan over the next few months to test what we are hearing already and identifying the development programmes in One Bromley which local people can directly shape and influence.

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