

Engagement Activity plan

CCG: NHS Lambeth

Final Plan

Engagement activity	Audience/ stakeholder	Purpose	Messages / questions	Where	When	Lead	Resources / materials needed	How being promoted
We want to work actively engage with the nominated community groups about the ITS service	Top 5 Languages - Spanish, Portuguese, Polish, Somali, Tigrigna Groups that Voluntary Sector indicate as key stake holders	To be fully engaged	We are doing a review and to complete a survey	At Venue of the community group	TBA in January 2019	Engagement Lead	CCG website, online survey, poster, tweets, key messages	Visit
We want to work actively engage with the local community groups about the ITS service e.g., Deaf Clubs	Deaf Club Student Groups Churches	To be fully engaged	We are doing a review and to complete a survey Why are we doing this? What can we do differently?	Virtual contact	Oct 2018 – Jan 2019	Engagement Lead	CCG Website, survey	Direct engagement
We want to work actively engage with the nominated community groups about the ITS service	Top 6 to 10 Languages – Arabic, Cantonese, Vietnamese, Turkish, French Groups that Voluntary Sector indicate as key stake holders	To be fully engaged	Key questions: Why are we doing this? What can we do differently?	In the community setting	Oct 2018 – Jan 2019	Engagement Lead	CCG Website, survey	Direct engagement
We want to actively	All Practices in	To be fully	Key questions:	At Practice	Oct 2018 –	Locality	LCCG intranet	Locality meetings

LSL interpreting and Translation Service

Engagement activity	Audience/ stakeholder	Purpose	Messages / questions	Where	When	Lead	Resources / materials needed	How being promoted
engage and inform all Practices on progress/developments of the ITS review	Lambeth	engaged and informed on progress and developments	Why we are doing this? What do you already know? How can you input into the review? What help do you need? What works and what doesn't with the current service	level or electronically	Jan 2019	Manager	GP Bulletin Posters Online Survey Tweets	Practice Visits Using the resources developed for ITS review
We want the Local LMC to be engaged and input	Local LMC members	To be fully engaged and informed on progress and developments	Key questions: Why we are doing this? What help can we provide?	LMC meetings	04/12/18	Assistant Director for Primary Care	ITS Presentation Key messages	Through the LMC meetings
We want to engage the OSC and seek endorsement and any input	OSC at Lambeth LA	To be engaged and informed	Message: To review the proposal for the ITS service and to input	LA internal process or electronically	Nov 2018 – Jan 2019	Locality Manager Engagement Lead	Email LA website LCCG website e-Survey	Direct communications with OSC, LA internet/website, LCCG Management Team
We want to engage with the Lambeth PPG Network for their <ul style="list-style-type: none"> • experience, views and input • raise awareness within the PPG groups 	Lambeth PPG Network	To be engaged and informed	Key messages: Why are we doing this? How can we engage with the PPG groups? What are the underlying reasons for seeking peoples' views?	Lambeth PPG Network or electronically	Oct 2018 – Jan 2019	Locality Manager linking in with, Chair for PPG Network Engagement Lead	Consultation	LPPG Newsletter LPPG Network meetings

LSL interpreting and Translation Service

Engagement activity	Audience/ stakeholder	Purpose	Messages / questions	Where	When	Lead	Resources / materials needed	How being promoted
We want to engage with Healthwatch Lambeth <ul style="list-style-type: none"> to seek their views guidance and input to identify local community groups in which to engage with 	Healthwatch Lambeth	To be engaged and informed	Key questions: What guidance/ information can you provide? Who are the community groups should we engage with we should engage with?	Healthwatch or electronically	Oct 2018 – Jan 2019	Locality Manager linking in with, Chief Executive Healthwatch, Engagement Lead	Consultation and evaluation Voluntary Group	Direct communications with Healthwatch, Healthwatch internet/website
We want the ITS Providers to be made aware and to learn from services delivered so far	ITS Providers (Practices)	To be engaged and informed	Message: The importance of carrying out an ITS review.	Electronically	Oct 2018 – Jan 2019	Locality Manager linking with the ITS providers Engagement Lead	Information from the LSL ITS meetings	Direct communications with the ITS providers
To engage with Patients/Carers and of the changes as well as (this links in with PPG Network above)	Patients and Carers	To be engaged and informed	Why are we doing this? How will this affect you? Reassurance that a high quality service will be maintained	Via	Oct 2018 – Jan 2019	Locality Manager Engagement Lead	Consultation	CCG Internet PPG Website
We want to keep Staff informed of developments	LCCG Staff	To be informed	To be kept informed	Lambeth CCG or electronically	Oct 2018 – Jan 2019	Locality Manager / Assistant Director	Electronically	LCCG Intranet Staff Briefing
We want to engage with Lambeth CCG members and seek their views and input	GB Members	To be engaged and informed	Message: To be consulted upon and to advise why are we doing this?	Lambeth CCG or electronically	Oct 2018 – Jan 2019	Locality Manager / Assistant Director	Email Via GB meetings	GB Meetings
We want to engage with the Senior	Senior Management	To be engaged and informed	Message: To be consulted upon and	Lambeth CCG or	Oct 2018 – Jan 2019	Locality Manager /	Email Via Senior	Senior Management

LSL interpreting and Translation Service

Engagement activity	Audience/ stakeholder	Purpose	Messages / questions	Where	When	Lead	Resources / materials needed	How being promoted
Management team to seek their views and input	Team		to advise why are we doing this?	electronically		Assistant Director	Management team meetings	team meetings
We want to inform the key internal Programme Boards and ultimately seek their endorsement/approval	Members of the: Primary Care Commissioning Working Group (PCCC), Primary Care Commissioning Committee (PCCWG), Equality, Engagement, Communications Committee (EECC) Primary Care Clinical Quality Review Group (PCQRG)	To be engaged and informed	Key questions: What is the process for decision-making, reporting and sign off? Message: Provide overall strategic responsibility	Lambeth CCG	PCCCIP: 14/11/18 09/01/19 PCCWG: 10/10/18 12/12/18 13/02/19 PCQRG: 24/10/18 08/12/18 27/02/19 EEC Dates (To be agreed)	Locality Manger Engagement lead	Email Via the PCCC, PCCWG and PCQRG, EECC	Direct communications Board Papers
We want to inform and engage with the GP Federations	GP Federations Access Hubs	To be engaged and informed	Key questions: Why are we doing this? What can we do differently?	2 Lambeth GP Federations	Oct 2018 – Jan 2019	Locality Manager Operations Manager, GP Federations	Email GP Federation newsletter	Direct communications Federation website
Secondary Schools -Spanish Schools (targeting the Spanish communities educated out of area) - Portuguese Schools	School Heads	To communicate with children who provide information interpretation	Message: To be consulted upon and to advise why are we doing this?	Virtual contact	Oct 2018 – Jan 2019	Engagement lead	CCG Website, survey	Direct communications

LSL interpreting and Translation Service

Engagement activity	Audience/ stakeholder	Purpose	Messages / questions	Where	When	Lead	Resources / materials needed	How being promoted
Primary Schools (identify which Schools speak the top 5 languages)	School Heads	To communicate with children who provide information interpretation	Message: To be consulted upon and to advise why are we doing this?	Virtual Contact	Oct 2018 – Jan 2019	Engagement lead	CCG Website, survey	Direct communications
Lambeth Council (Contact appropriate offices)	To work together and identify groups to attend		Key questions: Why are we doing this? What can we do differently?	Meeting at the Council offices	Oct 2018 – Jan 2019	Engagement lead	CCG Website, survey	Direct engagement
Homeless people	Link in with Adrian McLachlan	To identify the big charities	Message: To be consulted upon and to advise why are we doing this?	Virtual contact	Oct 2018 – Jan 2019	Engagement lead	CCG Website, survey	Direct communications
Communications Activity Plan								
Lambeth Councillors (for information only)	Local Councillors	To be informed	Message: For information. To be consulted upon and to advise why are we doing this?	Virtual Contact	Oct 2018 – Jan 2019	Communications Lead	CCG Website	Email