

LSL ITS Engagement Log

CCG: NHS Lewisham CCG

Stakeholder/ committee	Group	Date	Purpose	Content	Key points / issues	Number of participants/ attendees
Healthier Communities Select Committee	Wider Stakeholders	W/C 10/09/18	To inform	<ul style="list-style-type: none"> • CCG informed Scrutiny Manager of intentions for a review of LSL ITS services • CCG advised that a detailed report will be submitted in due course providing further information • Key meeting dates: 9th Oct & 3rd Dec. paper to go to latter if possible • Paper sent to Director of Commissioning to aid discussions (06/11/18) 		2 participants (121 meeting)
Healthwatch	Wider Stakeholders	W/C 10/09/18	To inform	<ul style="list-style-type: none"> • CCG informed HW to seek intelligence on engagement work previously carried out in relation to interpreting services. • RC and HW meeting on Tuesday 9 October 1-2pm at Laurence House 	Not discussed as meeting was not 1-2 -1	Meeting including LBL staff – not 1 - 2 1
Healthwatch	Wider Stakeholders	2.10.18	Responding to email from HW and clarifying DM's work	<ul style="list-style-type: none"> • CCG received email from HW re contact and previous engagement with Lewisham Refugee Migrant Network. • Called HW to confirm recent return, answered query and advised engagement work being planned for ITS and target groups. 	HW advised that we will be in touch with community engagement re access to communities	2
St Laurence Church – Turkish Elders group	Turkish	5.10.18	Identify contact to access Turkish ITS users	<ul style="list-style-type: none"> • Emailed St Laurence and our email has been forwarded by them advising that we would like to hear views of those who have used the ITS and views on use of IT 	Email has been forwarded to from Turkish Elders group – awaits response	n/a
Lewisham Multi Lingual Advice Service	Wider Stakeholders	5.10.18	To Inform and arrange meeting to discuss how LMAS may support engagement	<ul style="list-style-type: none"> • Email - To advise that we will be engaging and targeting top 5 requested languages. Request meeting. 	LMAS – tested an ITS survey for us in 2016. They can provide access to people who are using Interpreting services for other issues (housing, benefits etc). We need to consider use of our surveys – supported by interpreters at LMAS- reaching people where they are rather than requiring to attend a CCG meeting.	n/a

Indo Chinese Centre Deptford	Mandarin Cantonese	5.10.18	To inform and arrange a meeting	<ul style="list-style-type: none"> DM called the centre and was advised to email. Nothing heard back yet –visit scheduled w/c 15.10.18 as previous difficulty in getting response to engagement requests Additional calls made and telephone response received January – do not wish to participate 	Mandarin and Vietnamese are among top 5 requested languages – we need to discuss best route to engagement now is direct at practices	n/a
Lewisham Refugee & Migrant Network LRMN	Arabic	8.10.18	To inform and arrange meeting	<ul style="list-style-type: none"> Email - To advise that we will be engaging and targeting top 5 requested languages. Request meeting to discuss how they may support Now survey and key messages agreed Visit w/c 12 November 	They can provide access to people who are using advice/ language services for other issues (housing, benefits etc). Potential to reach people where they are rather than requiring to attend a CCG event or host an event there	n/a as email
Advice Lewisham Forum	Wider Stakeholders	10/10/18	To inform and arrange meetings	<ul style="list-style-type: none"> held on 10.10.18 at Advice Hub DM attended part of the Lewisham Advice service Forum held today at Leamore Centre with representatives of all advice services C from LCCG PRG was also in attendance. 	<p>Spoke directly with</p> <ul style="list-style-type: none"> LRMN – advised re groups we need to connect with. They would be happy to support an event there LMAS. Explained need to reach Turkish / Spanish/ community . Meeting arranged for 17.10.18 Spoke with staff from 170 Advice Centre (New x) and 190 (Evelyn St) Asked re their connections with any Spanish Portuguese groups – none They see a lot of Somali people who attend for advice using family to interpret Discussed linking in with their language classes 	Advice Forum attended by 40+ We had individual conversation with reps form 5 organisations
Healthwatch Community engagement	Wider Stakeholders	10.10.18	To inform and arrange meeting	<ul style="list-style-type: none"> Email – to advise that we will be engaging and targeting top 5 requested languages. Request meeting to discuss how they may support access to people using those languages Meeting w/c 12 November Building on HW previous work on ITS. Specifically asking about access/ knowledge of any Spanish/ Portuguese community groups or links in Lewisham 		n/a as email

Lewisham Deaf Ministries Church	BSL	10.10.18	To inform and arrange a meeting	<ul style="list-style-type: none"> Email - To advise that we will be engaging and interest in BSL . Request meeting to discuss how they may support Additional email sent 6.11.18 and message left on phone 	BSL – potential Inequalities with up to 5 days wait Key audience for Q What would influence people to consider using video consultation?	Email
Primary Care Commissioning Committee - GPs	GPs	16/10/18	To Inform	<ul style="list-style-type: none"> Informal update informing of review commencing in October of LSL ITS across primary care 	No comments received	3 lay members 10 voting members
Staff – directly employed staff	Provider	22/10/18	To Inform	<ul style="list-style-type: none"> Letter sent to all 3 staff members informing them of the review to be undertaken. Meeting 	HR to update accordingly if any responses are received.	3 directly employed staff
NHS Lewisham Staff via Staff Bulletin	Internal	24/10/18	To inform and action	<ul style="list-style-type: none"> Briefing included in staff bulletin to inform of review ..\STAFF\Staff Bulletin_LSL ITS REVIEW_181024.docx 	Not Applicable	Not Applicable
GP Practices via GPi bulletin	GPs	24/10/18	To inform and action	<ul style="list-style-type: none"> GPi Bulletin circulated to GPs with link to GP survey. ..\GP Practices\GPI New Article Request_181024v1.doc 	Not Applicable	Not Applicable
Provider (4 providers)	Provider	29/10/18	To Inform	<ul style="list-style-type: none"> Letter sent to inform of intentions to undertake a review of LSL ITS ..\Providers of ITS 	Not Applicable	Not Applicable
Turkish Elders Group	Turkish	30/10/18	Engagement	<ul style="list-style-type: none"> Initial introductory meeting with group to explain key messages . 25 people attended Engagement on ITS arranged for 13/11/18. Group Interpreter and will use surveys 		25 people
Deaf is Cool	BSL	6/11/18	Inform , support with BSL and potential venue for event	<ul style="list-style-type: none"> Followed up Previous email to organization. Spoke with manager re engagement key messages and also to source BSL interpreter for video. 	Sourced BSL signer to sign key messages for uploading to website To further discuss meeting date and support in reaching community	na

GP Neighborhood 1 Meeting	GPs	09/11/18	To inform of review and engage in survey	<ul style="list-style-type: none"> Briefing provided of intentions of review and circulated copies of survey for completion. Signposted to GPi newsletter and emails with link to electronic survey 	None raised	Approx. 15
Deaf is Cool	BSL	13/11/18	Provisional date for BSL event Sunday 9 December 1-3pm	<ul style="list-style-type: none"> Spoke re potential to engage and date. Requested confirmation for venue by Friday. 2 hour Focus group – emphasis on Lewisham, Lambeth, Southwark services. To get views on current service, ways to improve, use of video interpreting 		4 people
Turkish Elders Group	Turkish	13/11/18	Engagement event	<ul style="list-style-type: none"> Attended session 	Info sharing re engagement. 34 people of whom just over half Lewisham. 12 had used ITS. 3 people completed survey. 7 took forms away and will return	34 of whom 50% Lewisham
GP Practices via GPi bulletin	GPs	14/11/18	To inform and action	<ul style="list-style-type: none"> GPi Bulletin circulated to GPs with link to GP survey. ..\GP Practices\GPI New Article Request_181024v1.doc 	Not Applicable	Not Applicable
GP Neighborhood 3 Meeting	GPs	15/11/18	To inform of review and engage in survey	<ul style="list-style-type: none"> Briefing provided of intentions of review Circulated copies of survey for completion. Signposted to GPi newsletter and emails with link to electronic survey 	Will the survey be shared with receptionists and administrators who book the service? Response sent to head of communications to feedback (15/11/18) and to inform that this will be reinforced at all primary care meetings	8 (6 clinical, 2 admin)
GP Practice letter via Email	GPs	15/11/18	To inform of review and engage in survey	<ul style="list-style-type: none"> Email sent to practices with letter attached to practices re the review and the survey. Signposted to GPi newsletter and emails with link to electronic survey 		N/A
Lewisham Medical Committee (LMC)	GPs	21/11/18	To inform of review and engage in survey	<ul style="list-style-type: none"> Briefing provided of intentions of review Circulated copies of survey for completion. Signposted to GPi newsletter and emails with link to electronic survey 	Wish to receive feedback on proposed recommendations once engagement is complete for any final thoughts/comments	TBC
Practice Nurse Forum	Practice Nurses	22/11/18	To inform of review and engage in survey	<ul style="list-style-type: none"> Briefing provided of intentions of review Circulated copies of survey for completion. Signposted to GPi newsletter and emails with link to electronic survey 	Wish to receive feedback on proposed recommendations once engagement is complete for any final thoughts/comments	Approx 25

GP Neighborhood 4 Meeting	GPs	22/11/18	To inform of review and engage in survey	<ul style="list-style-type: none"> Briefing provided of intentions of review Circulated copies of survey for completion. Signposted to GPi newsletter and emails with link to electronic survey 		4 clinicians 1 PM
Neighbourhood Community Development Programme	Co-ordinator	27/11/18	To inform Share information and promote survey	<ul style="list-style-type: none"> Information about the review Request to share through the network Links to survey 		Network with reach to 70 plus community groups
Public Engagement and Equalities Forum (PEEF)	Public	27/11/18	To inform of review and planned engagement	<ul style="list-style-type: none"> Paper submitted to Head of Communications for submission 	Not Applicable	N/A
Lewisham CCG Webpage	Public	28/11/18	To inform of review and planned engagement	<ul style="list-style-type: none"> Webpage developed to inform of review Webpage content included key messages, audio files and text which were translated into the top requested languages across LSL 	Not Applicable	N/A
Public Engagement and Equalities Forum (PEEF)	Public	4/12/18	To inform of review and planned engagement	<ul style="list-style-type: none"> paper presented outlining the review and planned engagement to be undertaken 	<ul style="list-style-type: none"> Suggestion of adding future engagement dates to the webpages Well received and positive comments given 	8
Practice Manager Forum	GPs	11/12/18	To inform of review and engage in survey	<ul style="list-style-type: none"> Briefing provided of intentions of review Circulated copies of survey for completion. Signposted to GPi newsletter and emails with link to electronic survey 	<ul style="list-style-type: none"> PMs requested for details of booking requests made at practice level (circulated 11/12/18) 	8 (practice managers)
Grove Medical Centre (Primary Care LES)	GPs	11/12/18	Discuss Primary Care LES To inform of LSL review	<ul style="list-style-type: none"> Discussions held on the Primary Care LES and contractual requirements needed to be in place for the remainder of 2018/19 YD updated on LSL review of ITS across LSL and inclusion of primary care LES as part of the review 	<ul style="list-style-type: none"> Agreed actions outlined for LES Information on LSL review shared with practice level data, surveys and electronic posters shared as requested 	Dr R Forgan
Grove Medical Centre (Primary Care LES)	Access to patients	12/12/18	Dates offered for potential meeting or call re LES engagement	<ul style="list-style-type: none"> To discuss dates to arrange for patients using service to share views – need to confirm dates and book independent interpreter 	Emailed- awaits response 19.12.18 No reply . Followed up with email on 2.1.19 – DM will contact PM to discuss dates .	Dr R Forgan

Lewisham & Greenwich Trust	Wider Stakeholders / Public	13/12/18	To promote the review	<ul style="list-style-type: none"> • Email sent to wider stakeholders asking them to support and promote the review by publishing the information through their communication channels • Email resent 08/01/19 		N/A
Health Watch	Wider Stakeholders / Public	13/12/18	To promote the review	<ul style="list-style-type: none"> • Email sent to wider stakeholders asking them to support and promote the review by publishing the information through their communication channels • Email resent 08/01/19 	Available on HW webpage (8/1/19) https://www.healthwatchlewisham.co.uk/news/review-of-interpreting-and-translation-service/	
London Borough of Lewisham	Wider Stakeholders / Public	13/12/18	To promote the review	<ul style="list-style-type: none"> • Email sent to wider stakeholders asking them to support and promote the review by publishing the information through their communication channels • Email resent 08/01/19 		
Voluntary Action Lewisham	Wider Stakeholders / Public	13/12/18	To promote the review	<ul style="list-style-type: none"> • Email sent to wider stakeholders asking them to support and promote the review by publishing the information through their communication channels • Email resent 08/01/19 		
Amersham Vale	High usage	19/12/18	To inform review / promote survey	<ul style="list-style-type: none"> • Meeting with practice manager • Requested to raise awareness of survey and for reception to provide users with paper surveys as necessary. • Paper copies left 	Posters and surveys supplied	Patients at Amersham
Waldron Health Centre	Public area	19/12/18	To promote review and survey	<ul style="list-style-type: none"> • Posters in all top languages fixed on 1st floor and in main atrium. 	Posters and surveys supplied	Patients in North Lewisham
Deptford Dental Practice Evelyn Street	Dental patients (high usage practice)	19/12/18	To promote reviews and survey	<ul style="list-style-type: none"> • Spoke with reception and dentists re engagement. • Surveys in main languages provided in hard copy. 	Surveys left. Practice staff will offer to patients. DM to visit mid Jan to collect. Practice will request more as needed.	Dental Patients 2 surveys collected
Albany Deptford	Users of ESOL	19/12/18	To promote review and engage ESOL users	<ul style="list-style-type: none"> • Spoke with reception and left surveys and brief note for staff member who co-ordinates ESOL. • ESOL here includes Afghan , so this may be a route in as no success so far with South Asian and Afghanistan org contact (provided by Councilor Muldoon) 	Surveys left. Will contact after Xmas break to seek to arrange session at Saturday ESOL.	Community Centre and ESOL class users.

Lewisham Migrant and Refugee Network	Access	19/12/18	To promote surveys	<ul style="list-style-type: none"> • Visited offices. Spoke with advisor. • Left surveys in main languages. • specific event at LRMN offered– awaits their consideration. • Will contact and E after xmas break when they re-open. 	Surveys supplied in main languages	People using LRMN services
Lewisham Multi Lingual Advice Service	Access to patients using interpreting	20/12/18	To inform review	<ul style="list-style-type: none"> • Follow up from meeting – • Emails 20/24/28 December confirming need to reschedule CCG event to 6 February. • CCG will attend LMLAS 's consultation event on 9/1/19 to share materials and encourage attendance on 6 Feb. 	confirmed 6 th Feb and presence at LMLAS event on 9 th ok. – rescheduled at their request to 13 th due to clash of meetings	Users of interpreting
Pensioner Forum	Public	21/12/18	To inform review	<ul style="list-style-type: none"> • Email correspondence to inform of engagement work being undertaken. • Offer of circulating surveys was given however declined due to the target audience and engagement already undertaken. 	Response – they advised that they would inform members for information only.	N/A Email correspondence
Lewisham Somali Group	Access to Somali people	2/1/19	To promote engagement	<ul style="list-style-type: none"> • Email – briefing (I have previously tried calling at the center used by group) setting out review and opportunity to engage 	Copy of Somali survey attached and links to online	Somali users of interpreting
Lewisham Deaf	Access to deaf people	2/1/19	To promote review	<ul style="list-style-type: none"> • Email – confirming date and time for meeting with PRG member who is deaf and uses BSL to discuss how they can help us reach wider with survey. CCG will outline event we held at DIC 	Emails	Deaf people in Lewisham
GP Practices	Service Users GPs and Practice Staff	03/01/19	To promote and encourage feed back	<ul style="list-style-type: none"> • Email sent to PM of those practices that had yet to participate in the online survey • Survey link circulated • Email resent to practices that had yet to participate (23/01/19) 	Not Applicable	N/A
British Pregnancy Advisory Service (BPAS)	Service Users (Health Care Professionals)	03/01/19	To inform of review and activity engage	<ul style="list-style-type: none"> • Email sent via webpage requesting lead contact teams for each of the sites accessed across London by LSL patients • Responses received from key leads to contact; 	<ul style="list-style-type: none"> • Awaiting sign off of online survey prior to circulation (09/01/19) 	
Marie Stopes	Service Users (Health Care Professionals)	03/01/19	To inform of review and activity engage	<ul style="list-style-type: none"> • Email sent via webpage requesting lead contact teams for each of the sites accessed across London by LSL patients • Awaiting a response (09/01/19) • Another email sent (22/01/19) • MSI contact details provided by Lambeth CCG (lead commissioner) 		

Opticians	Service Users (Health Care Professionals)	03/01/19	To inform of review and activity engage	<ul style="list-style-type: none"> Email sent to Specsavers head office via webpage requesting lead contact teams for each of the sites accessed across London by LSL patients Awaiting a response (09/01/19) No response received (17/01/19) 		
Kingfisher Medical Centre	Service Users Users of Vietnamese interpreter at practice health promotion	04/01/19	To inform of review and engage in survey	<ul style="list-style-type: none"> To speak with people about their experiences of using ITS at health promotion sessions at the practice Sessions booked for 22/01/19 and 24/01/19 9am-11am X2 Health Promotion Sessions Engagement booked and interpreter 	Health promotion Clinic engagement 6 at first session No patients booked in at 2 nd session	6
Grove Medical Centre	Service Users Users of Vietnamese interpreter at practice health promotion	Weds 9am - 11am	To inform of review and engage in survey	<ul style="list-style-type: none"> To speak with people about their experiences of using ITS at health promotion sessions at the practice Confirmed session 16/01/19 on phone with new practice manager Isabelle – briefed re ITS work Interpreter booked did not appear – rescheduled and delivered 27.2.19 	Health promotion Clinic engagement	3
GP Practices	GPs and Practice Staff	08/01/19	To promote engagement	<ul style="list-style-type: none"> Email sent to commissioning colleagues to include in GP newsletter 	Not Applicable	N/A
Lewisham & Greenwich Trust	Wider Stakeholders / Public	08/01/19	To promote the review	<ul style="list-style-type: none"> Email sent to wider stakeholders asking them to continue to promote the review by publishing the information through their communication channels 	Not Applicable	
Health Watch	Wider Stakeholders / Public	08/01/19	To promote the review	Email sent to wider stakeholders asking them to continue to promote the review by publishing the information through their communication channels	Available on HW webpage (8/1/19) https://www.healthwatchlewisham.co.uk/news/review-of-interpreting-and-translation-service/	
London Borough of Lewisham	Wider Stakeholders / Public	08/01/19	To promote the review	Email sent to wider stakeholders asking them to continue to promote the review by publishing the information through their communication channels	Included in newsletter circulated 10/01/19	

Voluntary Action Lewisham	Wider Stakeholders / Public	08/01/19	To promote the review	Email sent to wider stakeholders asking them to continue to promote the review by publishing the information through their communication channels	Not applicable	
Neighbourhood Community Development Partnership (NCDP) 3 – SE Lewisham	Wider Stakeholders / Public	09/01/19	To inform of review and help to promote survey'	•	No comments received.	17
GP Neighborhood 2 Meeting	Service Users GPs	09/01/19	To inform of review and engage in survey	<ul style="list-style-type: none"> • Briefing provided of intentions of review and approach to the engagement plan • Signposted to GPi newsletter and emails with link to electronic survey to encourage feedback from GP practices 	<ul style="list-style-type: none"> • Agreed to come back in either March or May to update on findings and outline proposals for future service delivery 	14 in attendance, majority GPs
Advice Lewisham' s service user Consultation	Service Users Users of Advice service and interpreting / Council / Advice workers	09/01/19	To inform of review and promote out ITS event on 13/02/19	<ul style="list-style-type: none"> • CCG had brief opportunity to address attendees in the Q & A session • Discussions to confirm timings of our event • Met with Volunteer co-ordinator LMLAS who will be supporting us 	<p>4 people at this event who use interpreting indicated would attend ITS event scheduled for 13/02/19</p> <p>Additional languages (Albanian/ Tamil requested) . Actioned by CCG</p> <p>LMLAS picture from this event tweeted 15/01/19 by Comms https://pbs.twimg.com/media/Dw9S2_MXgAAAd7oM.jpg</p>	20+

<p>Meeting with PRG member who is rep Lewisham Deaf Association</p>	<p>Service Users Users of BSL</p>	<p>10/01/19</p>	<p>To discuss additional opportunities to engage within our timeframe and promote survey</p>	<ul style="list-style-type: none"> • Face to face meeting at Laurence House • Discussion of engagement event and issues • CCG has offered to meet with deaf social group who meet on Saturday lunchtimes - 3 dates offered. • Follow up email on 15/01/19 looking to confirm 	<ul style="list-style-type: none"> • Discussions around quality of work sub contracted to Language Line • Opportunities for IT – some websites use QR codes- smartphone takes person to site with signed message • Statistics shared : 489 deaf people on register in Lewisham of whom 270 only sign (no speech) • The help point at Lewisham has 170 on books (Katrina who operates this) • If video consultation – consider size of screen/ monitor for those with sight issues 	<p>1 person rep group</p>
<p>GP Practices</p>	<p>Service Users GPs and Practice Staff</p>	<p>10/01/19</p>	<p>To promote and encourage feed back</p>	<ul style="list-style-type: none"> • Email sent to PM of those practices that frequently requested interpreting support for the top 10 languages • Copies of surveys and links and webpage circulated for dissemination. 	<ul style="list-style-type: none"> • 	
<p>GP Neighborhood 1 Meeting</p>	<p>Service Users GPs and Practice Staff</p>	<p>11/01/19</p>	<p>To inform of review and engage in survey</p>	<ul style="list-style-type: none"> • Briefing provided on the review and approach to the engagement plan • Signposted to GPi newsletter and emails with link to electronic survey to encourage feedback from GP practices 	<ul style="list-style-type: none"> • GPs asked for email to practice Managers and GPs to be resent with the link to the online survey (Resent 17/01/19) 	<p>Approx 5 in attendance, majority GPs</p>
<p>Lewisham Somali Group</p>	<p>Service Users (Somali speakers who use ITS)</p>	<p>15/01/19</p>	<p>To inform of review and engage in survey</p>	<ul style="list-style-type: none"> • As we have not had any response from this group I have also contacted the London wide support group • London somali support email 15/01/19 19.26 to request support in putting message on social media. • Follow up emails and calls made PM 15/01/19 	<p>No response</p>	<p>n/a</p>

Neighbourhood Community Development Partnership (NCDP) 2 – Central Lewisham	Wider Stakeholders / Public	16/01/19	To inform of review and help to promote survey'	<ul style="list-style-type: none"> 	No comments received.	22
Afghanistan and Central Asian Org	Service Users People who may use ITS and from group we have not engaged with.	December 2018 16/01/19	To inform of review and engage in survey	<ul style="list-style-type: none"> Group suggested Chair of Scrutiny 2x Phone messages left in December. Emails x 2 16/01/19 Spoke today with staff member at Hounslow Office – who has taken my mobile phone contact to pass on to Lewisham – now operates from Albany, not address Awaits 	Awaits	See entry in February
Neighbourhood Community Development Partnership (NCDP) 4 – SW Lewisham	Wider Stakeholders / Public	12/02/19	To inform of review and help to promote survey'	<ul style="list-style-type: none"> 	No comments received.	14
Lewisham Adult Education	Service Users People using ESOL classes in the borough	Following on from calls in December – distribution of materials to outreach	Additional reach for survey to ESOL learners	<ul style="list-style-type: none"> Following discussions with adult education in December they have agreed to distribute paper surveys to their outreach locations (DM to deliver to Brockley w/c21/01/19) to be distributed NB because of timings paper surveys will be accepted up to 14/02/19 Where classes are held at locations with WIFI tutors will be asked to encourage on-line completion 	<p>Awaits distribution of materials to 120 ESOL learners</p> <p>Additional translations have been commissioned in Tamil and Albanian</p> <p>They have also promoted survey link to their tutors on their intranet</p>	Potential reach 120 Esol
GP Neighborhood 3 Meeting	Service Users GPs and Practice Staff	17/01/19	To inform of review and engage in survey	<ul style="list-style-type: none"> Briefing provided on the review and approach to the engagement plan Signposted to GPi newsletter and emails with link to electronic survey to encourage feedback from GP practices 	<ul style="list-style-type: none"> Agreed to come back in either March or May to update on findings and outline proposals for future service delivery 	Approx 7 GPs (awaiting minutes)
GP Practices	Service Users GPs and Practice Staff	17/01/19	To inform of review and engage in survey	<ul style="list-style-type: none"> Request sent to Russell Cartwright to re-circulate email to GP practices re the review. Included link to GP Survey (sent 29/1/19 by J) Requests raised at N1 meeting for info to be re-circulated 	N/A	N/A

GP Practices	Service Users Practice managers	17/01/19	To inform of review and engage in survey	<ul style="list-style-type: none"> Request sent to DL to re-circulate email to GP practices re the review. Included link to GP Survey and practice level activity DL circulated email 170119 with practice data 	N/A	N/A
Dentists / Optometrists via NHS England	Service Users (Health Care Professionals)	21/01/19	To inform of review and engage in survey	<ul style="list-style-type: none"> Email sent to JC at NHSE to circulate message and survey link to all dental practices. JC actioned 21/01/2019 	N/A	N/A
British Pregnancy Advisory Service (BPAS)	Service Users (Health Care Professionals)	21/01/19	To inform of review and engage in survey	<ul style="list-style-type: none"> Email sent to BPAS managers across known accessed sites by LSL patients Message and survey link circulated 	N/A	N/A
Marie Stopes	Service Users (Health Care Professionals)	22/01/19	To inform of review and engage in survey	<ul style="list-style-type: none"> Email sent to generic Marie Stopes email address. Message and survey link circulated Email sent to key MSI contacts Further contacts provided and email sent 	N/A	N/A
GP Neighborhood 4 Meeting	Service Users GPs and Practice Staff	24/01/19	To inform of review and engage in survey	<ul style="list-style-type: none"> Briefing provided on the review and approach to the engagement plan Signposted to GPi newsletter and emails with link to electronic survey to encourage feedback from GP practices 	<ul style="list-style-type: none"> Agreed to come back in either March or May to update on findings and outline proposals for future service delivery No questions asked 	Approx 8 clinicians
Marie Stopes	Service Users (Health Care Professionals)	29/01/19	To inform of review and engage in survey	Email re sent to key contacts Currently no responses received via online survey		N/A
Lewisham CCG Webpage	Public	31/01/19	To inform of review progress	<ul style="list-style-type: none"> Webpage updated to inform of end of engagement process and entering evaluation phase. 	Not Applicable	N/A
Afghanistan and Central Asian Assoc ESOL	People attending ESOL	16/02/19	To inform of review and engage in survey	Event supported by interpreters to speaker of various languages	<ul style="list-style-type: none"> Quality of interpreters Correct dialects People use family if interp not available Would consider using IT 	11 People

LMLAS	Access to patients using interpreting	13/02.19	To inform of review and engage in session on ITS	Re –scheduled event attended by 16 people who use ITS various languages	Quality of interpreters Correct dialects People use family if interp not available	16 people
Lewisham Deaf Forum	Access to patients using interpreting	2/03/19	To inform of review and engage in session on ITS	<ul style="list-style-type: none"> • BSL Supported event to social group 	Access delays Previous refusals Technical concern re video Lack of support at opticians	11 people
Lewisham CCG Webpage	Public	07/01/19	To inform of review progress	<ul style="list-style-type: none"> • Webpage updated to include engagement log and that an evaluation report will be made available in April 2019 	Not Applicable	N/A