

Engagement Assurance Committee

Minutes of the meeting on 11 January 2021

MS Teams

Present: Joy Ellery (JE), Lay Member and Freedom to Speak Up Guardian
 Rosemary Watts (RW), Assistant Director of Engagement
 Faruk Majid (FM), GP Clinical Lead, Lewisham
 Jenny McFarlane (JF), Engagement Manager
 Lotta Hackett (LH), Head of Engagement
 Catherine Pearson (CP), Healthwatch Lambeth
 Claire Mayes (CM), public member Bexley
 Orla Penruddocke (OP), public member Bromley
 Samantha Ross-Harding (SRH), public member Bromley
 Helen Laker (HL), public member Greenwich
 Marc Goblot (MG), public member Greenwich
 Livia La Camera (LC), public member Lambeth
 Stephanie Correia (SC), public member Lambeth
 Neville Fernandes (NF), public member Lewisham
 Shirley Hamilton (SH), public member Lewisham
 Winnie Bafoe (WB), public member Southwark
 Kike Biye (KB), public member Southwark

Apologies: Folake Segun (FS) Director south east London Healthwatch

		Actioned by
1.	Introductions	

	<p>JE welcome everyone to the meeting and informed attendees that Catherine Pearson from Healthwatch Lambeth was standing in for Folake Segun on this occasion.</p> <p>JE explained that the order of the agenda will be changed to ensure there is sufficient time to discuss the Covid-19 vaccination insight surveys.</p>	
2.	<p>Declarations of Interest</p> <p>None declared.</p> <p>All committee members must complete a Declaration of Interest (DoI) form. Three public members have so far completed their Dols and everyone is encouraged to do so as soon as possible.</p>	All
3.	<p>Minutes of the meeting held on</p> <p>This is the first meeting of the Engagement Assurance Committee (EAC) so no prior meetings minutes.</p>	
4.	<p>Covid-19 insight report (RW)</p> <p>RW shared some insights from research into people's attitudes towards the Covid-19 vaccine. Some of the key points include:</p> <ul style="list-style-type: none"> • Disparities amongst BAME communities and White ethnic groups in likelihood of accepting vaccines, with lower levels of trust from BAME communities vs White. • Young people less likely than older people to accept vaccine. • Many people receive their information from WhatsApp. • People worry about unforeseen side effects from vaccine and that the vaccine is used for commercial profits. • Information from GP and health professional and trusted sources may help to encourage people to accept the vaccine when offered. • Transparency in information and communication important e.g., clarity on safety, efficacy, and vaccine schedule. <p>Comments from committee:</p> <p>Important not to proportion blame on certain groups as this will increase resistance and may impede social cohesion. Instead, we need to galvanise the community to come together so they feel part of the bigger picture.</p> <p>Understanding history of why people may be hesitant to vaccinations is important to address concerns.</p>	

	<p>Messaging to community about vaccinations needs to be clear and in plain English so that people can make informed decision.</p> <p>The wider issue around inequalities for BAME communities, but also other vulnerable categories e.g., people with learning disability and autism, needs to be addressed.</p>	
5	<p>Terms of Reference – for approval</p> <p>RW explained that the Terms of Reference (ToR) for the EAC were produced as part of the task and finish groups in the summer of 2020. These will be reviewed again at 6 months and then every 12 months.</p> <p>One question related to the EAC having a work plan and JE responded that the committee will have a work plan going forward but in the current climate, projects and focus change rapidly.</p> <p>The committee approved the ToR and these will now be presented at the Governing Body (GB) meeting for ratification at the earliest opportunity. However, due to the pandemic, the GB is currently only reviewing urgent decisions.</p>	
6	<p>Outcomes of task and finish groups</p> <p>RW explained the background to the task and finish groups that were held from June – September 2020, as a continuation from the engagement work in January - March across south east London (SEL) as part of the merger to develop an engagement strategy for the new SEL CCG. This work was subsequently put on hold in March when the pandemic arrived and resumed in June 2020.</p> <p>There were four task and finish groups:</p> <ul style="list-style-type: none"> • Engagement Assurance Committee • Digital engagement • Non-digital engagement • Covid-19 impact <p>The digital and non-digital groups worked in parallel but came together to agree the principles for engagement. These principles have been formally agreed by the Governing Body in September 2020 and now informs the engagement work for the CCG. The principles are particularly important to ensure people are not excluded due to lack of digital access or ability.</p> <p>RW asked people to share their thoughts on how we can engage with people who may be digitally excluded and some of the comments were:</p>	

	<ul style="list-style-type: none"> • Food banks • Leaflets drop in supermarket shopping bags • Befriending volunteer to share information • School holiday programmes • Social prescribers • During welfare checks (by the council) <p>It was noted that any digital engagement platform needs to be be GDPR compliant.</p> <p>The committee approved the recommendations of the task and finish groups with the above noted.</p>	
<p>6</p>	<p>Any other business</p> <p>A copy of the chat from the Teams event will be appended with these minutes.</p>	
	<p>Date of next meeting:</p> <p>JE explained that the majority of the CCGs governance committees are currently being stood down due to the Covid-19 response efforts but that a time and date will be sent out in due course, possibly to have a meeting towards the end of March 2021.</p> <p>JE also suggested that Monday evenings 6-8pm seems to be a good time for everyone so we may start with suggestions around this time.</p>	

Action log

Closed actions

Date	Agenda item	Action	Owner	Due date	Status
11 January 2021		Community influencers - members to email any further ideas or thoughts to the SEL Engagement inbox: selccg.engagement@nhs.net	Public members		Closed
11 January 2021	EAC terms of reference	Send link to the CCGs Governing Body's webpage for information about meetings and papers.	Jenny McFarlane	15/01/21	Closed

Open actions

Date	Agenda item	Action	Owner	Due date	Status
11 January 2021	Welcome & introductions	Public members need to send a short biography to Jenny so that this can be included on the CCGs website.	Public members	15/01/21	Open
11 January 2021	Declaration on interests	Declaration of Interest – this form needs to be completed by all members of the committee.	All	31/01/21	Open
11 January 2021	EAC terms of reference	Confirmation of date for ratification of Terms of Reference by the Governing Body.	Rosemary Watts	31/01/21	Open

Meeting chat from 11 January 2021

[1/11 6:10 PM] WATTS, Rosemary (NHS SOUTHWARK CCG)

Please also include if you are a member of a PPG as well in your declarations

[1/11 6:11 PM] Neville (Guest) joined the meeting.

[1/11 6:15 PM] MAJID, Faruk (HILLY FIELDS MEDICAL CENTRE)

i have it if you need

[1/11 6:16 PM] MAYES, Claire (BARTS HEALTH NHS TRUST)

i have it open on ipad

[1/11 6:16 PM] Sam Ross-Harding joined the meeting.

[1/11 6:17 PM] Sam Ross-Harding

Apologies I am late, I have only just finished work

[1/11 6:18 PM] MCFARLANE, Jenny (NHS SOUTH EAST LONDON CCG)

Thanks Samantha, I've recorded your attendance

[1/11 6:18 PM] ELLERY, Joy (NHS SOUTHWARK CCG)

No problem, welcome Sam. I have changed round the agenda and we are doing item 5 first because of the way covid is affecting all our work.

[1/11 6:18 PM] Sam Ross-Harding

Thank you

[1/11 6:19 PM] Sam Ross-Harding

Okay, thank you for the up-date

[1/11 6:40 PM] WATTS, Rosemary (NHS SOUTHWARK CCG)

Di's video which Faruk has just mentioned:

YouTube: <https://youtu.be/TDNs1xbDYNg>

Twitter: <https://twitter.com/nhslambethccg/status/1347505880871395332>

Facebook: <https://www.facebook.com/1224412451009525/videos/739418750314840>

[1/11 6:42 PM] WATTS, Rosemary (NHS SOUTHWARK CCG)

Sorry links do not look visible above but are active

[1/11 6:53 PM] Shirley Hamilton (Guest)

I think that the discussion is a lot wider than lack of take up amongst the BAME community.

(1 liked)

[1/11 6:56 PM] Shirley Hamilton (Guest)

Is that a realistic statement that BAME feel less pain or is it threshold for pain that's different ?

[1/11 6:57 PM] Helen (Guest)

Indeed - there is a lot of concern over information about how fast the vaccine has been passed, especially as the government seems to speak in haste about PPI, Brexit, etc.

[1/11 6:57 PM] WATTS, Rosemary (NHS SOUTHWARK CCG)

There is information on our website including FAQs on the vaccine at <https://selondonccg.nhs.uk/what-we-do/covid-19/covid-19-vaccine/#vaccinecoverage>

COVID-19 vaccine - South East London CCG

The COVID-19 vaccine is safe and effective. Find the latest information on the vaccine roll-out in south-east London here.

selondonccg.nhs.uk

[1/11 7:01 PM] MAJID, Faruk (HILLY FIELDS MEDICAL CENTRE)

yes at the end

(1 liked)

[1/11 7:02 PM] Catherine Pearson (Guest)

HW Lambeth are working with Avey Bhjatia, the Chief Nurse at GSTT who has been managing vacc roll out to all staff groups at the trust, gps etc. Avey has listened to staff across all ethnicities and sees developing messages on why vaccs is important for all our communities- she is speaking at our community webinar on 20 January. Very happy to share a link to the recording.

[1/11 7:02 PM] Neville (Guest)

[Covid: Trials to test combination of Oxford and Sputnik vaccines - BBC News](#)

Covid: Trials to test combination of Oxford and Sputnik vaccines

The aim is to see whether mixing two vaccines could improve protection against Covid-19.

www.bbc.co.uk

[1/11 7:04 PM] Sam Ross-Harding

Food banks are a great place to circulate information. While face-to-face services are closed, food banks remain open

(1 liked)

[1/11 7:05 PM] BAFFOE, WINNIE (PGT)

As per the reporting I think Community radio stations and long term engagement with grass roots charities. Commissioning of projects is often managed top down. A reversal in approaching and understanding grass roots communities is required.

[1/11 7:05 PM] Stephanie Correia (Guest)

We could try and use vehicles such as Nextdoor to eg Gipsy Hill by getting a local resident GP/Pharmacist to give simple messages.

[1/11 7:06 PM] Catherine Pearson (Guest)

Marc agree. HWL have a special webinar for adults with LD and their families and support workers on 28 Jan. At a listening event for the Lambeth recovery plan in September the lack of engagement and connection with deaf people was strongly vocalised. This is very important too.

[1/11 7:07 PM] Neville (Guest)

The messaging should come from the experience of GP's, nurses, vaccinators, faith leaders in the community, who have had the vaccine.

[1/11 7:07 PM] Shirley Hamilton (Guest)

Faith Groups are useful, but again it's not simply the vehicle that's used, it's also the packaging of the message and the genuine desire for partnership

[1/11 7:08 PM] Stephanie Correia (Guest)

I think we need to verbalise what we know about why people are hesitant eg. the history of the black communities so people know we understand and accept their scepticism.

[1/11 7:08 PM] Stephanie Correia (Guest)

The unnamed messages are from Stephanie

[1/11 7:09 PM] Neville (Guest)

One also needs to understand why Sputnik V is being implemented in the third world and not in the UK.

[1/11 7:09 PM] ELLERY, Joy (NHS SOUTHWARK CCG)

Don't worry, Stephanie, we can all see they are from you, it's only you that doesn't see your name!

[1/11 7:10 PM] Stephanie Correia (Guest)

We need to use a picture of the person giving the message as well as their message as people are not always good with names but recognise faces.

[1/11 7:11 PM] Neville (Guest)

[Oldham's homeless given Covid-19 vaccine priority | Oldham Council](#)

[1/11 7:56 PM] WATTS, Rosemary (NHS SOUTHWARK CCG)

social prescribers in all boroughs but not seeing people face to face at the moment

[1/11 7:56 PM] Helen (Guest)

as there was a mention of partnership working, could there be roll-out of information with the laptops?

[1/11 7:56 PM] Neville (Guest)

I get text messages from the NHS (GP's and Hospitals).

[1/11 7:56 PM] Neville (Guest)

these could be used for Covid19 messaging

[1/11 7:57 PM] Catherine Pearson (Guest)

and there are the BT information screens which are up and down the A23 so guessing across SE London. Agree Social Prescribers are a good route to vulnerable and isolated people.

[1/11 7:58 PM] BAFFOE, WINNIE (PGT) left the conversation.

[1/11 7:58 PM] Marc Goblot

We need to find new physical spaces for leaflets, etc so they aren't simply part of the usual clustered mess in pharma and GPs. Identifying all the open critical open spaces like foodbanks, groceries, food shops etc., as an alternative for posters and leaflets would be good. Also existing charity helplines over the phone could add in messaging.

[1/11 7:58 PM] Helen (Guest)
Woolwich town square has a huge screen in Genreal Gordon square

[1/11 8:00 PM] Neville (Guest)
GDPR compliance

[1/11 8:00 PM] MCFARLANE, Jenny (NHS SOUTH EAST LONDON CCG)

Reminder re CCG website information please

[1/11 8:03 PM] Marc Goblot

We should have our own Teams space to share messaging and docs ongoing for collaboration between meetings

[1/11 8:03 PM] Livia La Camera
Or whatsapp group

[1/11 8:04 PM] Catherine Pearson (Guest)

thank you

DRAFT