

# Engagement Assurance Committee

**DATE: Monday 20 September 6-8pm**

<p><b>Title</b></p>	<p><b>Development of the on-line engagement platform</b></p>
<p>This paper is for <b>discussion</b>.</p>	
<p>Executive Summary</p>	<p><b>Background:</b> Following discussions at the July Engagement Assurance Committee and the Equalities meeting , the CCG the CCG soft launched on 26 August on 2021 a pilot engagement project on the digital platform, currently named Health Talks South East London. The pilot was aimed at Engagement Assurance Committee (EAC) members and the purpose was to test out the platform, including the registration process and some of the tools available (functionalities).</p> <p>The following documents are with the Information Governance Team awaiting final sign off :</p> <ul style="list-style-type: none"> <li>• Data Protection Impact Assessment</li> <li>• Privacy Notice</li> <li>• Data Security Policy</li> <li>• Data flow map</li> <li>• Security policy</li> <li>• Bang the Table Security Overview</li> </ul> <p><b>Pilot Project:</b> The project aimed to seek feedback from EAC members on three aspects of the platform:</p> <ul style="list-style-type: none"> <li>• Sign up process (feedback through the survey tool)</li> <li>• Name suggestion for the online platform (quick poll)</li> <li>• General feedback and thoughts on the platform (using the chat forum tool)</li> </ul> <p>Following the soft site launch, several EAC members attempted to register on the site. Unfortunately, the activation email that is sent to participants following registration were not sent due to a technical issue and this meant that participants were not able to access the platform. One person was also not able to press “submit” once completing the sign-up form. The issue appeared to be intermittent as two members were successfully able to complete the registration and activation process.</p> <p>The fault was reported to the technical support team at Bang the Table, who investigated the issue. Despite several tests, the issue was not resolved, and the matter was subsequently escalated to the account manager at Bang the Table.</p>

	<p>The technical issues largely related to the CNAME and Domain server setup and verification of the CCGs email on the platform, which subsequently required support from the CCGs Director of IT.</p> <p>The technical issue was resolved on Friday 10 and participants confirmed they were able to receive the activation email and thus, access the platform.</p> <p>Two EAC members subsequently accessed the platform and completed the survey and quick poll.</p> <p><b>Next steps:</b></p> <ul style="list-style-type: none"> <li>• The CCG will continue to work with Bang the Table to ensure the technical issues are resolved fully and the site is ready for official launch.</li> <li>• Continue to test the platform and will extend the current pilot until 24 September so that all members of the EAC are able to register and access the platform.</li> </ul>	
Recommended action for the Committee	To discuss their experiences of accessing the platform and using the tools.	
Potential Conflicts of Interest	None	
Impacts of this proposal	Key risks & mitigations	Health Talks South East London is an online tool and the CCG recognises that digital inclusion is key to address inequalities. The CCG will continue to provide non-digital means for engagement, including telephone surveys, face to face meetings (when permitted) and outreach through partner organisations.
	Equality impact	The online platform will enable the CCG to broaden our reach and engage with a wider audience. The online platform has functionalities in place to support people with sensory disabilities to engage. The CCG and online engagement activities will run parallel with traditional engagement activities, to ensure inclusion. The CCG will continue to ensure people across south east London are able to take part in engagement opportunities and our work.
	Financial impact	Annual licence cost.
Which corporate objective does	1: To ensure we commission services which meet the health and wellbeing needs of the population and reduce health inequalities	

this item link with? (please mark the relevant line with an x in the right hand box)	2: To work in partnership to maintain and improve the quality of our commissioned services, and ensure all safeguarding protections are in place	
	3: To enhance collaborative working with other health and care organisations to develop and deliver an effective ICS – able to deliver national, ICS and local objectives - with our population at the centre	
	4: Strengthen our partnership working and develop a culture which embraces lessons learned and surfaces and embeds best practice	
	5: To secure the active participation and visibility of patients and local people, including from diverse and seldom heard groups, in the planning and design of local services	x
	6: To ensure that clinical leadership is embedded in our ways of working and our change programmes including the involvement of member practices and system partners	
	7: Develop an organisation and workforce capable of delivering the CCG's objectives and ensure members of the organisation feel valued and enjoy coming to work.	
	8: Ensure that the CCG meets its commitments with regards financial and performance improvement, maintains effective governance within the organisation and across partnerships, and optimises progress against the delivery of NHS constitutional standards	
Wider support for this proposal	Public Engagement	The recommendation for the CCG to put in place an online platform for engagement was agreed by the digital task and finish group in August 2020 and approved by the Engagement Assurance Committee in January 2021.
	Other Committee Discussion/ Internal Engagement	The Engagement Assurance Committee and the Equalities Committee.
Author:	Lotta Hackett, Head of Engagement	
Clinical lead:	Joy Ellery, Lay Member for Patient and Public Involvement	
Executive sponsor:	Michael Boyce, Chief Operating Officer	