

ENCLOSURE: D

AGENDA ITEM: Development of the online engagement platform

Engagement Assurance Committee

DATE: Monday 15 November 6-8pm

<p>Title</p>	<p>Development of the on-line engagement platform</p>
<p>This paper is for information/discussion.</p>	
<p>Executive Summary</p>	<p>Background: Following the September Engagement Assurance Committee, the pilot project has closed, and the closing date of the pilot project on 24 September 2021, a summary of the feedback has been circulated to members.</p> <p>Updates following pilot project:</p> <p>Following feedback and internal discussions, the name of the platform was changed to “Let’s Talk Health and Care South East London” and the platform has been updated to reflect this.</p> <p>The provider, Bang the Table, have purchased the domain name so that the URL reflects the new name Let’s Talk Health and Care South East London (letstalkhealthandcareselondon.org).</p> <p>The email from which notifications are sent and received has also been updated to: Engagement@selondonccg.nhs.uk</p> <p>The ‘Sign up form’ has been updated and amended as there were some duplications of questions and missing ethnicity groups.</p> <p>General updates on activities since last meeting:</p> <ul style="list-style-type: none"> • Training of hub administrators – the borough lead’s have all received training on the platform so that boroughs can start creating their own space for the borough specific engagement activities. • We are finalising Information Governance (IG) processes to ensure all security and confidentiality measure are in place and meet standards • Bang the Table are in the process of signing an NHS contract in relation which provides additional assurance around data processing issues. <p>Next steps:</p> <ul style="list-style-type: none"> • The CCG will plan for the formal launch of the platform now that the new URL is in place and once the Information Governance requirements have been finalised and approved.

	<ul style="list-style-type: none"> The CCG will promote the platform across the plan for a demonstration of the platform to the wider staffing team so that colleagues are aware of the platform and how it can support comms and engagement activities The CCG have submitted an expression of interest to NHS England for funding to support the set up of a Citizens' Panel that will be managed through the platform, if the bid is successful. Citizens' Panels are a large demographically representative group of local people who can bring a broader and more representative view to statutory agencies Citizens' Panel involve.org.uk 	
Recommended action for the Committee	None	
Potential Conflicts of Interest	None	
Impacts of this proposal	Key risks & mitigations	Let's Talk Health and Care 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 this item link with? (please mark the relevant line with an x in the right hand box)	1: To ensure we commission services which meet the health and wellbeing needs of the population and reduce health inequalities	<input type="checkbox"/>
	2: To work in partnership to maintain and improve the quality of our commissioned services, and ensure all safeguarding protections are in place	<input type="checkbox"/>
	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	<input type="checkbox"/>
	4: Strengthen our partnership working and develop a culture which embraces lessons learned and surfaces and embeds best practice	<input type="checkbox"/>

	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, Interim Chief Operating Officer	