

ENCLOSURE: E

## Engagement Assurance Committee

DATE: Monday 15 November 2021

<p><b>Title</b></p>	<p><b>Guy's and St Thomas' Joint programme for patient, carer and public involvement in Covid recovery: attitudes and behaviours survey results published</b></p>
<p>This paper is for <b>information</b></p>	
<p>Executive Summary</p>	<p>The Joint Programme for Patient, Carer and Public Involvement in Covid Recovery is a partnership between Guy's and St Thomas' NHS Foundation Trust - including Evelina London Children's Hospital and Royal Brompton and Harefield hospitals – and King's College Hospital NHS Foundation Trust. It is funded by Guy's and St Thomas' Charity together with King's College Hospital Charity.</p> <p>The programme has just published the results of a survey run by Ipsos MORI in May 2021 of 1,501 people about how they felt using their services during the pandemic, now and in the future.</p> <p>Key findings include:</p> <ul style="list-style-type: none"> <li>• There are still high levels of concern about coronavirus, particularly among carers</li> <li>• The majority of participants felt comfortable using services for themselves, particularly face-to-face</li> <li>• A relatively small proportion of participants reported using a virtual service (e.g. for phone or video appointments)</li> <li>• Participants reported high levels of comfort using services in the future if they needed it. However, they report slightly lower levels of comfort using certain services (e.g. emergency/urgent care services, staying in hospital as an inpatient).</li> </ul> <p><a href="#">The full report and findings can be read on the Ipsos-MORI website.</a></p> <p>The programme is looking at three areas of care that have changed during the pandemic and is working with the <a href="#">Health Systems Innovation Lab at London South Bank University</a> and its <a href="#">People's Academy</a> over the next few months to bring together patients, their families / carers and staff in designing these services:</p> <ul style="list-style-type: none"> <li>• Virtual (online or telephone) appointment</li> <li>• Waiting for treatment and managing your condition at home</li> <li>• Long Covid</li> </ul> <p><a href="#">For further information on the programme please see the Guy's and St Thomas' website.</a></p>

Recommended action for the Committee	The paper is presented to the committee for information	
Potential Conflicts of Interest	None	
Impacts of this proposal	Key risks & mitigations	N/A
	Equality impact	The programme seeks to understand the variations in the experience of care between different protected characteristics and address them.
	Financial impact	N/A.
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	
	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	<b>x</b>
	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	Healthwatch and lay members sit on the Steering Group. Public engagement underpins the programme.
	Other Committee Discussion/ Internal Engagement	The high level findings and links to the reports have been shared in the GP bulletin, the staff bulletin and with the Planned Care Board.