

The South East London Integrated Care System: report of the public engagement webinars on the creation of the ICS

Engagement Assurance Committee
21 March 2022



Purpose of the webinars:

- To improve local people's understanding of South East London Integrated Care System, including its aims and priorities.
- To improve understanding of how local people can get involved in shaping our future work



Partnership organisations from across South East London Integrated Care System (ICS), came together to explain to local people what the ICS is. They also spoke about the ICS constitution, and provided an opportunity for local people feedback on the plans.

Two webinars took place (one in the morning on 1 March and one in the evening on 9 March), with local people having the opportunity to pick a time most suitable for them.

The webinars were advertised through the south east London and borough-based mailing lists, social media and the SEL Clinical Commissioning Group website. 322 people signed up to attend the webinars.

The day before the meeting, attendees received a copy of the draft ICS constitution asking for any comments by 18 March 2022. This was sent the day before as it anticipated that the webinars would provide context to the information in the constitution.

Key headlines:



More than 160 local people attended two webinars



143 responses through our interactive poll



153 interactions (questions, comments, answers)



106 questions asked

Registrations – 1 March webinar:

175 people signed up to attend the webinar.

- 46.3% (81) of those who registered to attend identified as White British, 12% (21) as Black British – African, 3% (5) as Asian or Asian British Indian / Pakistani and 12% (21) preferred not to say
- 64% (112) of those who registered said they identified as female (including transgender women), 28% (49) identified as male (including transgender men) and 7% (13) preferred not to say
- 17% (29) lived in Bexley, 19% (34) in Bromley, 17% (30) in Greenwich, 16% (28) in Lambeth, 21% (36) in Lewisham and 10% (18) in Southwark
- 58% (101) of those who registered to attend said they were from a voluntary or community sector organisation, 9% (15) said they were a community champion, 3% (4) said they were from a faith organisations and 31% (55) said they did not belong to any group

Registrations – 9 March webinar:

147 people signed up to attend this webinar.

- 48% (70) of those who registered to attend identified as White British, 9% (13) as Black British – African, 7% (10) as Black British – Caribbean and 10% (14) preferred not to say
- 73% (107) of those who registered said they identified as female (including transgender women), 20% (30) identified as male (including transgender men) and 7% (10) preferred not to say
- 12% (17) lived in Bexley, 19% (34) in Bromley, 17% (30) in Greenwich, 16% (28) in Lambeth, 21% (36) in Lewisham and 24% (35) in Southwark
- 50% (73) of those who registered to attend said they were from a voluntary or community sector organisation, 8% (12) said they were a community champion, 5% (8) said they were from a faith organisations and 37% (54 participants) said they did not belong to any group

What does the ICS mean for local people

We asked local people two questions at the start and end of the webinar by DooPoll:

1. Do you know what the ICS is?
2. Do you know what it means for you?

This was to understand how many people know what the ICS is and what it means for them at the start of the meeting.

We then asked the same questions at the end to see if local people’s knowledge and understanding had improved as a result of the session.

The results from both webinars are pictured right.

Webinar session	DooPoll – part 1 at the beginning	DooPoll – part 2 at the end of the session
1 March 2022	<ul style="list-style-type: none"> • 56% said yes they know what the ICS is and 44% do not • 23% knew what it means for them and 77% do not 	<ul style="list-style-type: none"> • 67% said yes they know what the ICS is and 33% do not (60 responses in total across 1st and 2nd polls) • 35% knew what it means for them and 65% do not (52 responses in total across 1st and 2nd polls)
9 March 2022	<ul style="list-style-type: none"> • 75% said yes they know what the ICS is and 25% said no (12 responses in total) • 18% knew what it means for them and 82% do not (11 responses in total) 	<ul style="list-style-type: none"> • 93% said yes they know what the ICS is and 7% said no (15 responses in total) • 40% knew what it means for them and 60% do not (10 responses in total)

Partnership working during the pandemic

Working together has always been important to staff who work in the NHS, councils and those working in voluntary and community organisations.

To explain what Integrated Care System partnership working means in practice, local people heard from a range of speakers from across the NHS, local authorities and the voluntary and community sector.

They gave examples of how doctors, nurses, managers, social workers, care givers, volunteers and community champions have worked together on the vaccination programme – an important programme of work, where those involved had one shared goal. This session was led by Angela Bhan, Bromley Borough Director and Consultant in Public Health, NHS South East London Clinical Commissioning Group (CCG) on 1 March and Andrew Eyres, Strategic Director, Integrated Health and Care, Lambeth Council and SEL CCG.

The slide is titled "Partnership working – voluntary sector" and features the logo of "Our Healthier South East London Integrated Care System". It is divided into several sections:

- The Vaccine Volunteer Marshal Programme:** A text box explaining that BVSC was approached by the CCG in November 2020 to ask if they could support the vaccine programme in Bromley. BVSC immediately agreed to set up and run the vaccine marshal programme, as they had the knowledge, skills and staff capacity to deliver on the programme.
- Partners we supported:** Lists "PCN's -APL and North BHCN GP Federation".
- Volunteer Quotes:** A quote from Mrs J: "Well Organised, Friendly team of experienced Volunteers and Staff who explained everything to me, which assisted me in contributing fully. Thoroughly enjoyed it." Another quote from Mrs F: "Being able to volunteer allowed me to do my part, helping those who have worked tirelessly on the front line and behind the scenes to try to make sure we are all safe. I feel honoured to be able to help. Mrs F"
- Partner Quotes:** A quote: "Working with BVSC has been simple, responsive, and effective. It has been a collaborative experience. We had good feedback regarding processes. Volunteers have been reliable, pleasant and keen. They get stuck in and get on with the job. It is amazing to have these volunteers helping the vaccination programme. It is great to see what BVSC can do! It has been a real eye opener to see what the volunteering sector can deliver. Dr Anglimark - APL"
- Statistics:** A vertical list of achievements: "Number of volunteers recruited: 294", "Number of sessions completed: 1790", "Number of Hours given: 8397".
- Additional text:** "Worked with all three of our partners closely at a number of sites across the borough, to ensure that the volunteers would be safe and supported within the setting." and "Volunteers recruited by Volunteer Centre. All volunteers followed by Volunteer Centre. Creation of volunteer roles. Risk assessment and covid safety. On line with each location's requirements. Insurance to cover volunteers. Trained volunteer Management and support on all sites from staff. Volunteer Centre managed the site. Volunteer Centre Attended site visits. Recording of hours and volunteers."

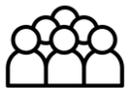
At the bottom of the slide, there is a video conference interface showing several participants in a grid.

Attendee comments/questions

There was lots of useful comments and questions following this presentation. The main themes were:



Partnership working



Unfair differences in health



Access to services

Attendee question

"I am extremely grateful for the excellent Covid vaccination service I and my family received, but, working in Adult Carers Support Service, we know that not a small number of our carers have problems accessing care for their cared-fors (e.g. trying to have those who are housebound receive their boosters was very difficult for some of our carers). We know there is often a disconnect between GPs, District Nurses, Social Services ... it's not always joined up. Where can our carers (and we as a Service) go when things aren't working? And how much are you listening to unpaid Carers as to what they need?"

Attendee feedback:

"The set up for the day [worked well] with different presenters, it was good to see involvement from senior/key people involved with the projects."

What is the ICS?

Both webinars focused on explaining what the South East London Integrated Care System is, and how it will work in the future.

Andrew Bland, Chief Executive Officer Designate, South East London Integrated Care Board (ICB), gave an overview of the ICS and its aims. He also spoke about how the ICS will be structured and the role of the ICS partners.

Fiona Howgego, Managing Director, South East London Acute Provider Collaborative, shared an example of partnership working between 3 south east London hospital trusts that has resulted in real improvements for local people. The main focus of the partnership has been to reduce long waiting lists so that patients can be seen and treated quicker.

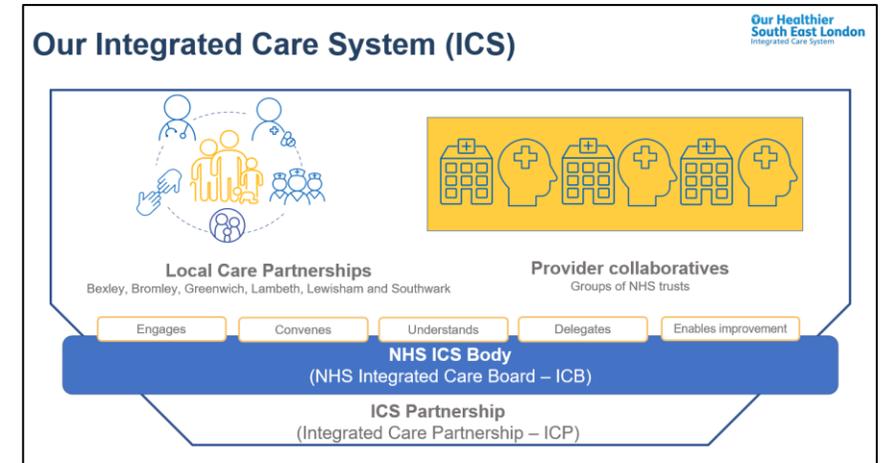
Ben Collins, ICS Director for System Development, NHS South East London CCG/ICS, then spoke about the six ICS priorities and what this means for local people. He explained that the current health and care system is quite complex, and not always joined up. People often have different experiences of health and care depending on their circumstances.

Ben also spoke about the ICS Constitution, which includes details on the decision-making process, and how the ICS will be held to account.

He explained how attendees could share feedback on this.

Attendee feedback:

“We could have had more time discussing the proposed constitution, which could be improved.”



Attendee comment:

“I am interested in how vulnerable groups and hard to reach groups will be fully supported in the ICS.”

Attendee comments/questions

There was lots of useful comments and questions following this presentation. The main themes were:



Legislation



Accountability

People's wellbeing in south east London

Local people were given an overview of people's health and wellbeing in south east London.

On 1 March, Dr Nada Lemic, Director of Public Health at Bromley Council, gave the presentation. On 9 March, Dr Catherine Mbema, Director of Public Health at Lewisham Council gave the presentation.

Both Nada and Catherine spoke about the work of Public Health, which includes a focus on prevention and the main causes of death. Looking at the main causes of death is useful for the NHS to plan services but also useful to focus on what we should be preventing.

They also spoke about the main contributors that affect our health, including housing, money, education and where we live. By looking at the broader factors that affect how healthy you are will make a difference to how health and care partners can look after people in the future.

Residents were asked the following questions using the interactive poll:

1. How does your day-to-day life affect your health and wellness?

Poor air quality affects my COPD

No time for leisure or exercise

Worries around jobs and rising inflation - causing stress.

Energy, mood, facing challenges can affect health and vice versa - poor health can affect ability to complete day-to-day tasks

2. What makes things difficult when looking after your health and wellness?

Access to GP services

Access to information

Work life balance when working from home.

Loneliness

Working with local people and communities

Local people heard from Rosemary Watts, Assistant Director of Engagement, NHS South East London CCG, on 1 March and Anu Singh, Interim Chair of Partnership Southwark, NHS South East London CCG/ICS, on 9 March.

Both speakers explained that the ICS has been developing a strategy for how it plans to engage and work with local people and communities. There will be a specific focus on engaging with local people and communities who experience the greatest health inequalities, which are unfair and avoidable differences in health between on group of people and another.

The ICS has identified several ways that they can work with these groups, including partnering with trusted organisations to work with local communities to have conversations and build a trusted relationship, co-production and working with people with lived experience.

Development of the strategy has been informed by discussions with a range of people including the strategy steering group (including members of the public), Healthwatch south east London patient group, the CCG's Engagement Assurance Committee (which includes members of the public) and the south east London engagement practitioners' network.

The strategy must be submitted to NHS England by the end of May. The CCG/ ICS is commissioning further community engagement to understand how it would be easier for people to share their views.

Attendee comments/questions

There was lots of useful comments and questions following this presentation. The main themes were:



Accountability



Communication and engagement



Unfair differences in health



Attendee comments/feedback:

“South East London Healthwatch Patient Group are an excellent forum for making observations.”

“One of the biggest problems facing some people is having to access so much online. This affects elderly and lower social groups disproportionately.”

Summary of evaluation feedback

In total, we received 20 responses to the evaluation which was sent out the day after each webinar. The feedback will be used to help us improve future sessions.

A summary of the feedback can be found below.

Summary of feedback – 1 March webinar:

- We received 12 responses in total
- 45% (5 participants) found the webinar very useful, 55% (6 participants) found the webinar somewhat useful
- 9 participants found the presentation 'What is South East London ICS and our priorities' useful
- 10 participants said that the presentations worked well
- 55% (6 participants) felt that the webinar addressed their questions about the ICS a 'moderate amount', 27% (3 participants) felt that the webinar addressed their questions about the ICS 'a lot'. 1 participant felt that the webinar addressed their questions about the ICS 'a little'.

Summary of feedback – 9 March webinar:

- We received 8 responses in total
- 75% (6 participants) found the webinar very useful, 12.5% (1 participant) found the webinar somewhat useful, and 12.5% (1 participant) found the webinar very useful
- 6 participants found the presentation 'What is South East London ICS and our priorities' useful
- 7 participants said that the presentations worked well
- 50% (4 participants) felt that the webinar addressed their questions about the ICS a 'moderate amount', 37.5% (3 participants) felt that the webinar addressed their questions about the ICS 'a lot'. 1 participant felt that the webinar addressed their questions about the ICS 'a little'.

“Useful to hear from senior members of the ICS Board and to hear their views. Useful to be able to ask questions and to discuss with various aspects with other attendees”

“The set up for the day [worked well] with different presenters, it was good to see involvement from senior/key people involved with the projects.”

“The 2-hour webinar is a bit too long in my view.”

“I appreciate the desire to share an example of partnership working but vaccination during the pandemic wasn't a great example because it was an exceptional circumstance.”

Summary of constitution feedback

- TBC – this slide will be populated following the deadline for feedback [18 March]

Following both the webinars, a copy of the recording, the slides and an evaluation form was shared with everyone who registered to collate feedback from the sessions.

The recordings for each webinar can be reviewed on the SEL CCG YouTube channel. Please click on the following links to access the recordings:

- 1 March 2022 – [click here for the recording](#)
- 9 March 2022 – [click here for the recording](#)

The presentation slides can also be viewed on the SEL CCG website. [\[insert link to news item once published\]](#)