

Annual Engagement Report



2021-2022

**NHS Nottingham and Nottinghamshire Clinical
Commissioning Group**

Foreword

A new structure and way of working for all Health and Social Care Systems in England starts from 1st July 2022. This will mean new ways of working for NHS and social care organisations and new opportunities to deliver more responsive, integrated, care for citizens and patients. But what will really matter is maintaining our strong focus on truly listening to our populations to ensure that the services that they pay for are delivering in the way that they need and expect. Therefore we are pleased that over the last twelve months where the Covid-19 pandemic has continued to disrupt delivery of day-to-day services, the NHS in Nottingham and Nottinghamshire has prioritised working with and involving the local population in our work. This Report sets out the highlights of how we have both delivered on the legal duties placed on the NHS and also gone beyond that, to maximise the ways that we are citizen-led in our work.

The period this Report covers includes times when the country was still being asked to stay at home or where many of the routines that we would usually anchor ourselves against (education, work, leisure) were disrupted. Therefore, we are pleased that the CCG's Engagement team, supported by colleagues and wider partners, has remained agile and innovative in its approach to ensuring that a wide variety of voices from all corners of our communities have been heard. The full Report includes lots of detail across many projects and activities, but the following pieces of work in particular have hugely enhanced our understanding of the way that residents interact with our health and care services and have enabled us to work to make them better in the future.

Covid-19 Vaccination Programme

Continuing on from the previous year, considerable efforts have been devoted to sharing information about the ongoing roll-out of Covid-19 vaccinations and also to creating accessible routes for citizens to ask questions and provide feedback about the programme. This has involved holding monthly community briefings as well as targeted events for citizens from potentially excluded or under-vaccinated communities. The team has delivered specific events held in Arabic, British Sign Language, Romanian and Urdu as well as the development of bespoke resources to support people with a learning disability or autistic people. The learnings from the roll-out of the vaccination programme and the feedback from citizens will be used to inform the System's ongoing Health Inequalities Strategy and activities.

Foreword

Holistic Healthy Lifestyle Service for Children and Young People

Knowing that there was a gap in service provision for children and young people above a healthy weight but without other health conditions (eg, diabetes) this ground-breaking piece of work heard from nearly 200 young people, parents/carers and health professionals to shape the initial design and development of this potential new service. The work particularly benefited from hearing from children and young people who were currently struggling to access the right support. The participants in the engagement work were able to provide actionable insights on how a potential new service should reach out to potential users, as well as how the service should look and feel when being delivered. The mixed-methodology approach to the engagement is a clear strength, enhancing its robustness.

Reshaping Health Services in Nottinghamshire / Tomorrow's NUH

Following on from work conducted in November/December 2020, in March 2022 a further period of listening and involvement regarding the Tomorrow's NUH proposals was undertaken. Hearing from nearly 2000 people, this detailed piece of qualitative and quantitative research will support the development of the final proposals for Tomorrow's NUH ahead of a planned public consultation. As part of the Government's New Hospitals Programme, there is a high level of political interest in the emerging proposals for service reconfiguration associated with the once-in-a-generation capital funding available for this project. Through this listening exercise we were able to test a number of emerging proposals and details of the potential service model – all of which will be used to refine and tailor the plans over the coming months.

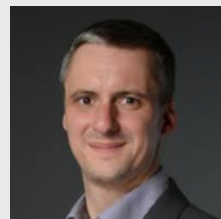
For the period beyond July 2022 and the commencement of the Health and Care Act, we have much to look forward to including the welcoming of Bassetlaw into the Nottingham and Nottinghamshire NHS family; the establishment of new unified Alliance of our Voluntary, Community and Social Enterprise (VCSE) partners to streamline how we work together; and the implementation of our Working With People and Communities Strategy, including the piloting of a new Citizens' Panel for our area. It is right that as the structures of the NHS nationally and locally change, so too should the operating model and structures for how we engage and involve our citizens should change, to match them.

Foreword

But the structures are only a small part of how we will be successful in this new world, our behaviours and processes must also adjust. By working together across the whole public sector we have the best chance to truly hear from our population in a meaningful way. We are committed to making that change and supporting citizens to contribute to improve the decisions that we make.

We hope you find this report valuable and insightful and would welcome your comments on how we can further improve our approach and reporting for next year's activities. Please get in touch using the contact details included in this report.

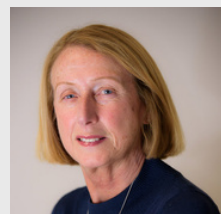
- Alex Ball, Director of Communications and Engagement, Nottingham and Nottinghamshire CCG



I have been privileged to be the Chair of Nottingham and Nottinghamshire's Patient and Public Engagement committee. The members have continued to work remotely and this has proved to be effective and time efficient for all contributors. A number of strategic commissioning projects have been worked through as can be seen in this report. It is for me to say a big "thank you" to all members of the committee as, through effective challenge and support, they have ensured that our patients and citizens are at the front and centre of all the CCG commissioning decisions.

I am confident that, through the work undertaken this year, we hand over the baton of engagement to a new team of professionals and volunteers who will all work hard from a solid foundation, to ensure that the provision of health and care services always puts the citizen at the very centre of everything that we do.

- Sue Clague, Chair, Patient and Public Engagement Committee



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About this report

Welcome to our Annual Engagement Report. This report describes our approach to public engagement and how feedback has informed our commissioning activity over the last year. It explains how we have met our statutory duty to involve people in the decisions we make about healthcare.

The report covers our engagement activity for the period April 2021 – March 2022.

To request this information in another language or format please contact the Engagement Team at: ncccg.team.engagement@nhs.net or call or text 07385 360071.

If texting or leaving a message please provide your contact details and a member of the team will get back to you.

Email: ncccg.team.engagement@nhs.net

Website: <https://nottsccg.nhs.uk/get-involved>



About us

Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) is responsible for commissioning (planning and buying) healthcare services that meet the needs of local people. To do this well we have to ensure the voice of our citizens is central to what we do, to understand what health problems affect people living in Nottingham and Nottinghamshire and commission services that will deliver the most benefit to the population.



We serve a population of just over 1.1m people, covering urban and rural areas. We have some of the country's most deprived communities and there are significant health inequalities between our most affluent and most deprived areas.

Our goal is to ensure that everyone living in Nottingham and Nottinghamshire has the best possible health and wellbeing they can. To achieve this, we work alongside our partners and our communities to provide people with access to quality healthcare and reduce the health inequalities that exist today.

Our approach to public engagement

Working with people and communities strategy

The NHS belongs to all of us, and we welcome the active participation of patients, carers, community representatives and groups and the public in planning, delivering and evaluating services that we commission, in line with Section 14Z2 of the National Health Service Act 2006 (as amended by the Health and Social Care Act 2012 [1]). The CCG recognises that to improve local health services we need to involve local people in the work that we do, to ensure that we actively seek out the views of those most affected by service change and those who are the most vulnerable and marginalised within our communities.

Our Working with People and Communities Strategy sets out our approach for involving local people in our commissioning activity. The key principles which underpin our approach to communications and engagement are:

- Be clear, open, honest, consistent and accountable.
- Use plain language and be accessible to all.
- Target our communications and engagement for the audience we want to reach.
- Provide clear, consistent messages about who we are and what we do.
- Encourage and support on-going dialogue with internal and external audiences.
- Provide quality and cost-effective information.
- Use best practice and share knowledge with our partners across the health and care system.
- Align our communications and engagement with our partners whenever we can.
- Use insight to develop communications and engagement approaches.
- Systematically evaluate the effectiveness of our communications and engagement activity.

[1] The Health and Care Act 2022 received Royal Assent on 28th April 2022 and updates the 2006 Act in a number of ways. This Report sets out the CCG's response to the requirements of the 2006 Act prior to the passage of the 2022 Act. The amendments to the 2006 Act by the 2022 Act will apply to the new Integrated Care Board from 1st July 2022.

Our Patient and Public Engagement Committee

The Nottingham and Nottinghamshire CCG Patient and Public Engagement Committee (PPEC) is a strategic advisory group to the Nottingham and Nottinghamshire CCG Governing Body. Meeting on a monthly basis, it has a role in ensuring that patient and public engagement informs the CCG's role as strategic commissioner. Strategic commissioning is the main process for understanding, planning and delivering better health and wellbeing outcomes for our diverse communities.

PPEC comprises of a Chair (a Non-Executive Director who sits on our Governing Body), Vice-Chair (a representative of our Equality, Diversity and Inclusion Steering Group) and representatives of our diverse and ethnic communities across Nottingham and Nottinghamshire, including:

- Healthwatch
- Community and voluntary services (CVS)
- Nottingham and Nottinghamshire Refugee Forum
- Improving Lives
- African Institute
- Patient leaders
- Health and social care champions

PPEC provides the CCG with support and guidance which helps us to further understand and respond to the concerns of our population. We also ensure compliance with Nottingham City Council and Nottinghamshire County Council's health scrutiny requirements in relation to proposals on service change. The CCG work closely with our elected members together with our Health Scrutiny Committee Members and Chairs to suggest topics and provide information and evidence to inform a piece of review work. Regular meetings take place with the Chairs of the Committees and during the past 12 months we have provided updated briefing meetings on a regular basis around specific key items. Recent programmes of work that have been presented at Health Scrutiny Committees have included Reshaping Healthcare Services in Nottinghamshire and the Platform One Practice. Further information on these workstreams are provided below.



Working with our Voluntary and Community Services

As part of the Nottingham and Nottinghamshire Integrated Care System (ICS) we continue to work closely with our health and social care partners, local and district councils, together with continued involvement with our community and voluntary sector. We have worked as a system to understand the impact of COVID-19 on our communities and reached out to them, to support the roll out of the largest vaccination programme in the history of the NHS.

Our contract with the Community and Voluntary Service Alliance has continued to evolve in 2020/21, ensuring that we are hearing from our local communities about the health and social care issues that are most important to them.

As we transition into an Integrated Care Board (ICB) from 1 July 2022, working with people and communities will continue to be a vital part of our work in line with our strategy. To support this, we have secured funding from NHS England to establish a Voluntary, Community and Social Enterprise (VCSE) Alliance and to develop and implement a Citizens' Panel in Nottingham City.

How we have involved people over the last year

This annual report describes how the CCG is meeting its statutory duties in relation to patient and public engagement and provides more information on our engagement activities over the past 12 months.

Our engagement over the last year has involved engaging people in a number of projects to review, change or improve local services, whilst continuing conversations with our communities to promote and encourage COVID-19 vaccination uptake.

You can also read more about how we involve patients, carers, community groups and the public in all stages of our commissioning processes via the 'Get involved' section of our website, which provides more information on how people can get involved in shaping NHS services: [Get Involved - NHS Nottingham and Nottinghamshire CCG \(nottscg.nhs.uk\)](https://www.nottscg.nhs.uk/get-involved).

Covid-19 vaccination engagement

Summary of the project

The NHS has been continuing its work to promote and encourage uptake of the Covid-19 vaccinations within the community.

As part of this programme, the CCG continued its monthly virtual Covid-19 vaccination briefing sessions until February 2022. These sessions originally commenced in December 2020 and provided an opportunity for voluntary and community services (VCS) partners, community and faith leaders and others to ask questions and share messages about the vaccination programme with their groups. The webinars were supported by a vaccination 'toolkit', containing written updates for communities to access and share widely.

Alongside the monthly webinars, a series of targeted webinars on pregnancy and fertility were hosted for the public, as well as a training webinar for maternity staff. These sessions were led by specialists who shared information and answered important questions about the Covid vaccination. Stickers, detailing vaccination booking information, were also produced for staff within maternity services, to hand out to families they saw in practice. Working closely with the VCS, bespoke community conversations continued to be hosted. Such sessions took place in different languages including Arabic, British Sign Language, Romanian and Urdu.



Other awareness-raising activities included supporting the vaccination 'Big Weekends', sourcing volunteers for targeted vaccination van activity and vaccination question and answer drop-in clinics (otherwise known as vaccination sanctuaries), ensuring information was available in different languages. Working closely with the VCS and partners across the system, bespoke resources were developed to support people with a learning disability or autistic people - easy read signage was developed to be displayed at the main vaccination centres and a film produced for people with a learning disability or autistic people. This short film can be accessed [here](#).

*"I like that they are condensed and information rich. Plus a chance to raise questions AND hear what questions others have, which is a valuable insight."
- Webinar attendee*



Who did we talk to?

Communities across Nottingham and Nottinghamshire attended monthly webinars to learn and ask questions about the Covid-19 vaccination programme. The numbers of attendees reached 148 community members and representatives from a range of voluntary sector organisations and geographies.

A further 10 targeted engagement sessions were conducted with a range of diverse communities, including ethnic and religious communities. Five of these were run in languages including Arabic, British Sign Language, Romanian and Urdu.

What did we ask?



From April 2021 to February 2022, the CCG hosted 10 webinars where VCS partners, community and faith leaders and others attended.

A further 10 targeted Q&A sessions and webinars were hosted which aimed to tackle specific concerns that diverse groups had around the vaccination.

What did we find out?



Having heard from carers, advocates and representatives of people with a learning disability or autistic people, it was apparent that information on how people with a learning disability receive vaccination was unclear. It was also highlighted that there was some hesitancy in receiving the vaccination and the sites were not very accessible. As a result, the CCG worked with partners to develop

easy read signage for the main vaccination sites. A short film on Covid-19 vaccination, featuring a walk through of a vaccination site, was also developed and shared widely to give communities insight into what to expect when they attended their vaccination appointment.

Insight was also shared on hesitancy for women who are pregnant or of a childbearing age. In order to ease hesitancy, specific virtual Q+A webinars were hosted which presented the latest information on Covid-19 vaccinations in pregnancy and gave the community the opportunity to ask any questions they may have had. In total, three sessions on pregnancy, fertility and breastfeeding were hosted. An additional training session specifically for midwives was also delivered, helping to increase confidence in midwives on information they shared with those they support in practice.

In addition, at two of the targeted community conversations, the CCG hosted focus group discussions where the group shared insight on what the system can do to further encourage vaccination take up. Recommendations included sharing of positive case studies and messages to debunk existing myths, working closely with community leaders and faith leaders to promote messaging and the need for ambassadors in the community.

Our work with community leaders to host targeted community sessions has continued improving and has improved confidence in the community receiving the vaccine and encouraged uptake. As a result, the CCG are now working with system partners to develop training for trusted community leaders to further promote confidence in having healthy discussions around the Covid-19 vaccinations within their communities to compliment other forms of vaccination promotion.

"I had some personal questions to ask, and being able to use the Q&A chat it was great, as my questions got answered there and then. I felt really confident to make an informed decision after the event"
- Q+A session attendee

"I liked the pace of the webinar. Gaining information from a variety of professionals and then having the Q&A at the end"

- Q+A session attendee

Holistic healthy lifestyle service for children and young people

Summary of the project

NHS Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) sought to hear the views of young people up to the age of 18, parents, carers and frontline professionals to help to inform the creation of a new holistic, healthy lifestyle service for children and young people who are significantly above a healthy weight, who do not have other health issues.

Who did we talk to?

With the support of local community groups, Nottingham CityCare Partnership's Community Dietitians and existing services that support weight management that are commissioned via Public Health, a total of 25 young people, 28 parents and carers and 88 professionals engaged in online surveys. A further 11 young people, nine parents and carers and 11 professionals engaged via individual interviews or focus group discussions.



What did we ask?

From children and young people and parents and carers, we sought to understand the current impact of the gap in services and their needs, to help inform a new service.

From professionals, we looked to understand the impact of the current system on children and young people they support and views for a new service.

What did we find out?

Findings included:

- The need for this service to offer support to all under the age of 18, who are over a specific Body Mass Index (BMI).
- The need for friendly staff, who know how to communicate well with children and young people, and who offer a non-judgemental approach to support.
- The need for the service to adopt a tailored approach of support, by offering a range of support options that are delivered from community settings.
- The need for the service to be staffed with doctors, nurses, exercise specialists, peer support workers, mental health support, dietitians and key workers who are skilled in working with families with weight management needs.
- The service should provide holistic family support and offer positive advice and tips, to help children and young people make positive changes.
- The service should measure change in the young person's behaviour, overall confidence levels, confidence levels in maintaining a healthy lifestyle and overall wellbeing to understand how effective the service has been. Further findings and recommendations based on findings can be found within the report.

Further information and findings can be found in the [report](#).

What did we do?

The insight gathered from engagement will be used to inform the development of a new weight management service for children and young people who are significantly above a healthy weight, who do not have other healthcare issues. A design group creating the new service has used the engagement learning to directly inform the principles to be used in the new model to inform the overarching process, eligibility criteria and access, assessment, intervention, ending intervention and measuring outcomes. The next stage is for outcome measures to be agreed and the tools to measure them will be based on the engagement findings.

Children and young people's mental health Local Transformation Plan



Summary of the project

NHS Nottingham and Nottinghamshire CCG sought to produce an accessible version of the Children and Young People's Local Transformation Plan with the support of parents and carers. Work with children and young people was conducted by a youth-led project, MH:2K.



Who did we talk to?

The CCG hosted two virtual focus groups which were attended by parents and carers across Nottingham and Nottinghamshire to develop a more accessible, public facing version of the Children and Young People's Local Transformation Plan. Parents and carers views were also sought to help produce a new vision and values statement for children and young people's mental health.



What did we ask?

We asked parents and carers for their thoughts on proposed content for the accessible version of the plan and sought their views on the format. Parents and carers were also provided with the opportunity to share views to help develop a vision and values statement.



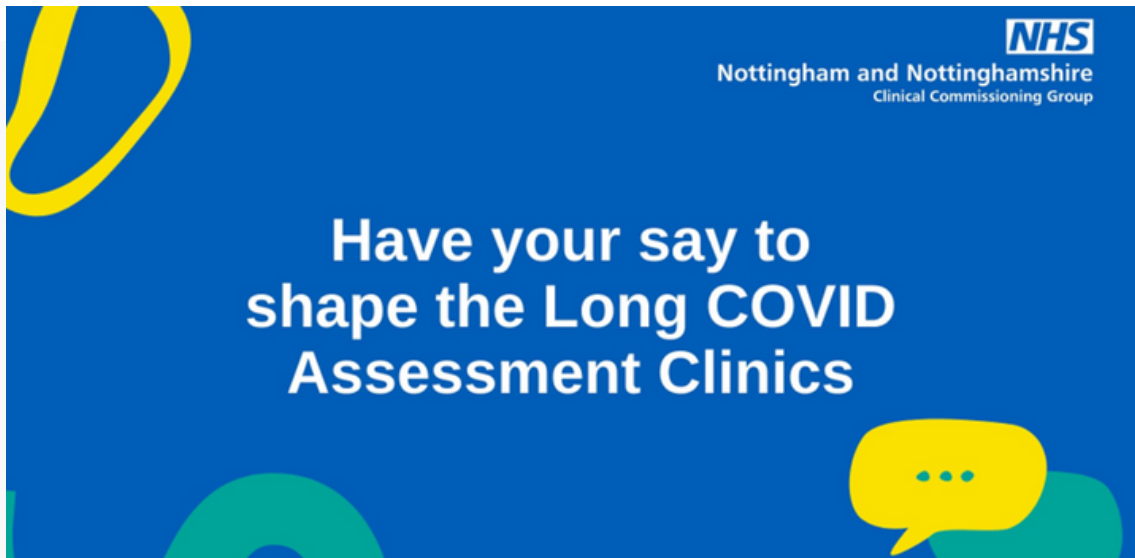
What did we find out?

Parents and carers prefer an infographic (visual representation of information) style resource in which the information is easily accessible in times of crisis. Information in this version of the plan should include content on the services families can access at present, and what will be done in future to improve current provision. Parents and carers were later invited to a second virtual session to view and provide additional guidance on the draft infographics.



What did we do?

Two infographics are currently being finalised which will be shared widely across our communities. One infographic will be aimed at parents and carers, whilst the other will be aimed at children and young people.



Long Covid/Post Covid Syndrome Assessment Clinics Engagement



Summary of the project

NHS Nottingham and Nottinghamshire CCG engaged with patients who had accessed Long Covid/Post Covid Syndrome assessment clinics, to gather their views and experiences. The clinics launched in March 2021, initially as a six-month pilot, and will now continue to run through 2022/23. The findings of the engagement will inform the treatment pathway, moving forwards.



Who did we talk to?

The engagement activities were targeted, seeking views and experiences from patients who had accessed the Long Covid/Post Covid assessment clinics, together with their carers. We engaged with six individuals via telephone interviews and online surveys.



What did we ask?

Our aim was to understand experiences and views from both patients and carers around what works well, and what they would like to see improved for the clinic and treatment pathway in the future.



What did we find out?

- A guidance document would be helpful for carers to support their understanding of Long Covid symptoms. To provide guidance around how to support individuals with fatigue and how to pace activities.
- Carers would benefit from receiving updates as more knowledge is gained about Long Covid.
- Providing information about Long Covid in hard copies in addition to online resources, would be helpful for digitally excluded citizens.
- To ensure services treating the full range of symptoms are included in the treatment pathway.
- To ensure the assessment clinics prioritise both physical and mental health symptoms equally, at assessment.

What did we do?

The information gathered from this engagement will inform the Long Covid/Post Covid Syndrome treatment pathway going forward. Following this a “You Said We Did” report will be produced, to reflect how the patient and carers ‘voice’ has developed the treatment pathway moving forwards.



Reshaping Health Services in Nottinghamshire/Tomorrow's NUH

Summary of the project

Following an initial phase of pre-consultation engagement in November and December 2020, on 7 March 2022, NHS Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) launched a second phase of pre-consultation engagement on proposals to transform hospital services in Nottingham.

Nottingham and Nottinghamshire ICS has a number of ambitious plans for service and system change, to improve the health and wellbeing of our local people through the provision of high quality health care, delivered in a sustainable way. Thanks to the unprecedented investment available through the Government's New Hospital Programme, there is a once-in-a-lifetime opportunity to transform, update and improve the hospitals run by Nottingham University Hospitals NHS Trust (NUH) by 2030. These plans are called Tomorrow's NUH, and they are central to the overall Reshaping Health Services in Nottinghamshire programme, the long-term strategy for the transformation of health and care services in the region.

The aim of the second phase of engagement was to continue the conversation with the public around the latest thinking about what hospital services and facilities could look like across the service areas of emergency care, family care, elective (planned) care and cancer care services - and to gather feedback.

This second phase of engagement continued from the work in November and December 2020, when a programme of patient and public engagement commenced as part of discharging the CCG's statutory duties for involvement.

Who did we talk to?

In total, just under 2,000 individuals participated in the engagement that took place between 7 March and 5 April 2022 – through completing an online survey (613 responses), attending an engagement event/focus group, or providing a response to the promotion of the engagement on social media. This builds on the 650 responses in total from November and December 2020, meaning more than 2500 pieces of input into the Tomorrow's NUH plans have now been received – a strong base on which to refine and develop the proposals.

As well as taking part in various patient participation group meetings, community and representative meetings, various details of the programme have also been shared via newsletters, social media platforms and within internal communications.

What did we ask?

The overarching aim of the second phase of pre-consultation engagement was to continue the conversation with the public around the following objectives:

- To “test” the latest iteration of the proposed clinical model, seeking the views of the public about what future hospital services and facilities could look like;
- To engage with groups and communities across Nottingham and Nottinghamshire, strengthening existing relationships and developing new ones;
- To support the delivery of a successful public consultation in the future.

What did we find out?

A full copy of the engagement report can be found [here](#).



What did we do?

The aim of the second phase of engagement was to continue the conversation with the public around the latest thinking about what hospital services and facilities could look like, and to gather feedback.

The CCG has taken insights from this round of engagement and is intending to refresh the proposals for Tomorrow's NUH in the following ways: -

- Consider workforce planning for future proposals, especially in the current climate with pressures within the system and services, focussing on women and children's facilities and specialist services that may be relocated.
- Ensure ongoing communications to patients, so they know where to access the right services at the right time and in the right place, to alleviate any additional pressures in emergency care services.
- Continue to work in partnership with the Stakeholder Reference Group established to ensure that our communications are public facing and avoid jargon.
- Continue to work with patient/citizen leaders who have extended their help and support to ensure key messages are constructed in the right way and are understood by all of the citizens in Nottingham and Nottinghamshire.
- Consider the travel impact when further developing the proposals, working collaboratively with Nottingham City and Nottinghamshire County Council to develop a travel plan for patients.
- Continue to cascade information to our neighbouring CCGs and System Partners to provide information around the proposals and programme to share with their communities and residents, as we know that people in neighbouring counties also access services in Nottingham and Nottinghamshire.
- Continue to work closely with our local Maternity Voice Partnership and our voluntary and community sector to ensure an ongoing dialogue with the public, as the proposals for women and children's services progress.
- Develop relationships with LGBTQ+ communities across Nottingham, Nottinghamshire and bordering counties to engage and involve this community in continuing our conversations around the proposals and their impact.
- Consider the extent to which patients could be offered options of treatment locations and approaches (face-to-face, virtual or telephone), based on their individual needs. The proposals should focus on the accessibility needs of those who are unable to access digital and/or remote consultations.

A full action plan is being pulled together to address the issues raised and how the CCG will progress these in line with the programme of work.

Dementia Wellbeing Pathway

Summary of the project

The CCG's Mental Health Commissioning team identified that there was a need to review the dementia pathway, from initial assessment to supporting people to live well with dementia. As part of this work, it was imperative to understand the views of patients, the public and carers to ensure services were meeting the needs of all those living and working with dementia, particularly during the Covid-19 pandemic.

Who did we talk to?

The CCG and ICS have engaged with community groups, service users, carers, health and social care professionals and the wider public to understand their views and experiences of dementia services in our areas. The insights generated will inform the development of the future provision and an ICS Dementia Strategy.

What did we ask?

During May – July 2021, various approaches were used to carry out the engagement, for example, an online survey, focus groups, telephone interviews and attending forums and groups who were meeting either virtually or in a socially distanced community setting. A total of 349 surveys were received.

"I filled out a survey on my experience in order to help shape the future care in Nottinghamshire. I will always do anything I can to provide feedback or research as anything I can do to help the future or potentially make things easier and find a cure can only be a good thing."

- Nottinghamshire Citizen

What did we find out?

Outlined below are the key recommendations following the engagement: -

- Improve access to, and quality of, treatment and support post diagnosis for people with dementia, and their carers.
- Ensure all staff who work in health and social care have the knowledge and skills required to meet the needs of people living with dementia.
- Deliver services that diagnose early, so that people can more quickly access support and plan for living with dementia.
- Ensure care for people living with dementia is well co-ordinated, personalised and integrated.
- Improve awareness and communication of the pathway, ensuring it's easy to navigate.
- Promote and encourage partnership working and data sharing across organisations and communities.

What did we do?

The Engagement team are now working with senior clinicians and the Mental Health Commissioning team to deliver a feedback webinar around the next phase for the programme of work, highlighting the insight that the engagement feedback has provided and the next steps for the Dementia Wellbeing Pathway. An implementation programme meeting has also been set up to include Engagement representation, who will provide feedback and guidance as this programme moves forward, ensuring that patients and carers are considered in future developments.



Hucknall In-Community Health and Wellbeing Hub

Summary of the project

Hucknall has been identified as a pioneer site by NHS England and Improvement (NHSE/I) for a new purpose-built, in-community, health and wellbeing building offering a range of joined up health and social care services. The purpose of the building is to explore a new way of delivering services, which would bring together NHS primary care, diagnostic and outpatient services with services from local authorities and third sector partners. The CCG is already working closely with partners including Ashfield District Council, Ashfield Voluntary Action, GP practices based in Hucknall, local hospital and community trusts and members of the public, to develop a full business case for the centre.

Who did we talk to?

We asked local residents, carers, communities and members of the public in Hucknall to share their feedback about the proposed Hucknall In-Community Health and Wellbeing Hub.

The aim of the hub would be to host a range of services all under one roof, helping to prevent illness and encourage people to live longer, healthier lives. The survey ran from Monday 20 September 2021 up to, and including, Monday 4 October 2021.

What did we ask?

A survey was carried out in September – October 2021 and was completed by 201 respondents to understand the local populations' views and thoughts to help shape the future of health and social care provision locally. Residents, carers, communities and members of the public in Hucknall shared their feedback about the proposed Hucknall In-Community Health and Wellbeing Hub. The aim of the engagement activity was to obtain insight and act on those views, especially from those who would use and run the services in the building, as an essential part of the development of the project. We drew on existing networks to disseminate the survey and encourage participation, including local communities, patient participation groups, community and citizen leaders and our voluntary sector organisations.

What did we find out?

Following the engagement activity, an engagement report was produced and updates were provided to the Programme Board. A copy of the engagement report can be found [here](#).

The report outlines: -

- The barriers people are faced in accessing NHS and other health and wellbeing services.
- The preferred method of transport used when travelling to appointments.
- Suggestions of services to support the wider determinants of health for the local community.
- Suggestions of community facilities to be included.
- Suggestions of services to address health inequalities.

What did we do?

An outline of the engagement survey findings was provided at the Programme Board Meeting in October 2021. A full breakdown of responses and results will be provided to the project's Programme Board for consideration. Further engagement activities will be planned in the future to ensure that the views,

feedback and thoughts of local residents are considered, as this programme progresses.

The Engagement Team continue to support and attend the Programme Board. A Stakeholder Reference Group has been established which is chaired by a local community representative and is attended by key community group representatives across Hucknall, to ensure that we continue to engage and involve local communities in the development of this project.

Platform One Practice

Summary of the project

The aim of the engagement activity was to support mobilisation of the new provider for GP services to Platform One patients. The new provider, Nottingham City GP Alliance (NCGPA) took over Platform One services from 1 July 2021.

A comprehensive communications and engagement plan supported that mobilisation, setting out how we will inform and engage the patients of the practice through the process. Given the practice population, this was a targeted programme of work involving local organisations who provide support to the patient cohorts using the practice.





Who did we talk to?

The communications and engagement plan informed all patients of the changes they need to be aware of. Specific patient cohorts have been identified as needing targeted engagement through the EQIA (Equality Impact Assessment) and Strategic Needs Review undertaken to support the Expressions of Interest process. These were:

- a) Patients experiencing severe multiple disadvantage (SMD) (needing support for homelessness; substance misuse; offending; mental health).
- b) Patients with alcohol and substance dependencies, including young people supported by the Teen Challenge UK charity.
- c) Patients accessing mental health support, including patients accessing mental health support through Platform One Primary Care Mental Health Nurses and those under the care of Local Mental Health Teams (LMHTs).
- d) Homeless patients.
- e) Patients residing in Probation Hostels that receive GP services via Platform One.
- f) Asylum Seekers and Refugees.
- g) Sex workers.

A Stakeholder Group, comprised of organisations supporting the above patient cohorts, was established to oversee the communications and engagement plan, help develop an activity plan and to facilitate engagement with the patient cohorts. A wider network of stakeholders, in addition to this core group, were provided with updated information throughout the mobilisation. The Stakeholder Group was supported and independently chaired by Healthwatch Nottingham and Nottinghamshire.



What did we do?

Communications and engagement activity was specifically focused on keeping patients informed of any changes they needed to be aware of. We worked with local organisations that support the patient cohorts listed above to help develop and deliver these messages.

Materials were produced in various languages and in postcard formats and were delivered and handed out to patients by various organisations who supported this programme of work.

Our plans for the future

On the 1 July 2022 the CCG will transition into the Integrated Care Board. The ICB has produced a Working with People and Communities Strategy to outline our future plans for Patient and Public Engagement Involvement.

We will work differently with the people and communities of Nottingham and Nottinghamshire to understand and respond to the issues that impact on their health outcomes and reduce health inequalities. We recognise the need for diverse but complementary ways of reaching, hearing from and involving our people and communities. We will work with identified groups of people, whether they are connected by geographic location, special interest, or affiliation to identify and address issues affecting their well-being using a range of approaches across a spectrum of different involvement methods and approaches.

A copy of our [Strategy can be found here](#).



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