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| SUMMARY REPORT | |
| Transformation Board | Date 9 th May 2019 Item 7 app 5 |
| Title of report | Healthwatch Cornwall – Health & Social Care Public Engagement |
| SRO | Jackie Pendleton (for SoF engagement) |
| Author(s) | Amanda Stratford, CEO Healthwatch Cornwall |
| Purpose of report | To update on NHS LTP engagement and wider public engagement plans |
| Recommendation | To endorse engagement activities, and note in particular support for Long Term Plan engagement |
| Engagement and Consultation Undertaken to Date | As set out below |

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| <p>Executive Summary</p> <p>Healthwatch Cornwall (HC) was formed as a result of the Health and Social Care Act 2012. Originally hosted by Cornwall Rural Community Charity, HC was set up as an independent publicly funded not for profit organisation in 2013. It has statutory duties and a remit to ensure health and social care services in Cornwall are the best they can be for people in the county.</p> <p>HC seeks to work in partnership with commissioners and providers across the system to complement and enhance public engagement undertaken by them. To model best practice in public engagement, to support colleagues and to act as a critical friend highlighting positive performance and holding organisations to account where public and patient views have not been sufficiently considered.</p> <p>Across the system partners engage through a variety of channels ranging from the Citizens’ Advisory Panel which meets monthly, through patient participation groups (PPGs) at local level, residents’ surveys, and in RCHT through the online Care Opinion system.</p> <p>As part of its existing work plan for 2019/20, and in addition to day to day business of representation, information gathering and reporting, HC will specifically:</p> <ul style="list-style-type: none"> • Develop and launch a new system wide engagement tool – Virtual Citizens panel (working title) – current • Deliver part of NHS England’s NHS Long Term Plan (LTP) engagement – current |
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- Deliver an Appreciative Inquiry into Mental Health Services – current
- Deliver a conference for Mental Health professionals - May 2019
- Carry out research into the needs of End of Life Carers - Autumn 2019
- Carry out research with mental health service users (to be defined) - Spring 2020
- Facilitate Cornwall Council partnership boards to contribute to system engagement - current
- Advise on engagement plans for Community Hospitals and Public Health 10 year priorities.

Introduction

HC currently gathers public feedback on services through face to face drop ins, a telephone information line and on line channels. Trends within feedback are analysed and reported on to the Health & Wellbeing Board, commissioners and providers enabling action to be taken. In addition to addressing areas of public concern two key areas of focus for HC are End of Life care and Mental Health services.

HC engages in Shaping our Future in a variety of ways to ensure the public voice is heard. HC recognises that SoF and the Integrated Care Partnership (ICP) embodied within it, seeks to transform place-based care, proposing four strategic objectives which include:

- When care is needed, it will be safe and high quality.
- People living healthy lives in healthy communities, preventing illness and improving well-being.

It further states that “Our plan starts with the person and their family – what matters to them (not what is the matter with them?)”.

HC is undertaking some work in 2019/20 to directly support these objectives. This includes gathering public feedback on the **NHS Long Term Plan** and the development of a **Virtual Citizens’ panel**.

NHS Long Term Plan

This plan sets out the areas the NHS wants to make better, including:

- Improving how the NHS works
- Helping more people to stay well
- Making care better
- More money invested in technology

NHS organisations have been asked to come up with a local plan explaining how these priorities will be delivered locally and NHS England commissioned local Healthwatch across England to seek local views. Healthwatch Cornwall and Healthwatch Isles of Scilly have promoted a national survey during April 2019 and will also be undertaking 4 focus groups in May 2019 to seek more detailed views on:

- general plans
- perinatal mental health services (Cornwall)
- cancer services (IoS)

A report will be produced in June 2019.

Virtual Citizens' Panel

At all commissioning levels there is a need to understand:

- What matters to people using services both now and in the future?
- How does this vary by locality and audience?
- How can the system deliver place-based care more effectively?

To address this need, and building on learning experienced at Surrey Heartlands, HC is working with "Made Open", a Cornish IT design company, using their community platform to develop a tool which will enable:

- A representative sample of Cornwall and Isles of Scilly population, circa 1,500, to feed their perspectives, ideas and priorities directly into system transformation, and the prioritising and planning of integrated health and social care services.
- Commissioners and providers of integrated health and social care services to be being directly informed in real time, of the issues and trends relating to what matters to the population across Cornwall Isles of Scilly – thus people benefit from the health and social care agenda focussing on what matters to them.
- A representative sample of Cornwall and Isles of Scilly population, circa 1,500, will have an active engagement in the development of Cornwall and Isles of Scilly Health and Social Care services and the Integrated Care System. They will also therefore be more informed. As a result of engagement and motivated by their experience and the impact they can have to be more involved in future research.

As founder and an independent organisation HC will administrate the system and ensure all members have equal status. The system will be developed in a co-productive manner enabling all partners to contribute to the development. Outline project timings are:

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| May: | An information morning for stakeholders in Truro |
| May/June: | Discovery workshops |
| June: | Royal Cornwall Show – public feedback |
| Jul/August/Sep: | Build panel membership |
| Sep/Oct: | Test VCP |
| Nov/Dec: | Apply learnings |

Kernow CCG has committed seed funding and other funders are considering their investment to enable development and running of the project for two years. Healthwatch England is interested in how the platform develops as there is potential to licence it to other local Healthwatch thus securing sustainable funding for CloS. Developing this programme means we can also help professionals understand the value of public engagement and co-production in service design.

Later this year HC will also undertake specific research into the needs of those caring for loved ones at the end of life and mental health service user experience in an area yet to be defined.

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| Interdependencies with other work streams (where relevant) | Successful public engagement is an integral part of all work streams |
| Financial implications | <i>Virtual Citizens' Panel Project cost £100k £20k secured £25k being negotiated £55k applications in development</i> |
| Key Risks | |
| Sources of evidence in support of proposals | |
| Equality and Diversity Statement | Reaching out to Cornwall's diverse communities is listed as a focus area in HC's current strategy with demonstrating impact a key priority. |
| Communications requirements | Plans are shared via HC website and will be reported in the HC Annual Report in June 2019 |