

Better Care Together Public and Patient Involvement
Assurance Group

Report from meeting of: Wednesday 18th December 2019	
Area / topic for engagement:	Community Service Redesign
Presented by:	Susan Venables
Purpose of engagement:	To understand ' <i>How will a new integrated model of community care change the experiences of staff, family carers, patients and people who use the services.</i> '
Geographical scope:	LLR
Demographic scope:	Everyone It was highlighted that it was difficult to know, other than ethnicity, who had been spoken to and therefore an appendix would be helpful in the future.
Timescales:	Engagement and involvement undertaken between September 2018 and April 2019. Reported on in June 2019.
Which LLR wide work stream does this impact:	Integrated Community Board.
Evidence of engagement activities is provided by:	Arden and GEM Commissioning Support Unit and Communications and Engagement Team, LLR CCGs This includes three reports, published on the BCT website: <ul style="list-style-type: none"> • Consolidation of engagement reports • Report from individual interviews • Public event reports All the information has been summarised on the LLR Commissioning Insights Community Service Redesign slides.
Any (relevant) groups not engaged with:	Need clarity in methodology to understand exactly who was engaged with. And the methods used with the different groups and

	individuals.
Key themes emerging from insights:	Picked up in high impact principles in the LLR Commissioning Insights Community Service Redesign slides.
How have these insights and key themes been used to inform service design and delivery:	<p>What we want to do slide:</p> <p>The following were identified as gaps in the high impact principles and the PPIAG recommended actions to be identified in the CSR to respond to this business intelligence:</p> <ul style="list-style-type: none"> • Issue identified at discharge • Involving people in care planning • Carers • Role of voluntary and community sector in the model.
Are there any implications for consultation processes (if applicable)?	<p>Next stage of work will be to establish a criteria and principles and use this to shape the direction of travel in the next stage of the redesign work. Engagement is scheduled between January and March 2020.</p> <p>The PPIAG will next review the work at Pre-Consultation Business Case stage to assure that the consultation document and communications and engagement plan.</p>
Areas of good practice:	The graphs in the LLR Commissioning Insights Community Service Redesign slides showed positives. These should be highlighted as good practise.
Areas for improvement and recommendations:	<ul style="list-style-type: none"> • Identify good practise. • Clarity around the methodology. • Improve the strategy for supporting carers. • More work on involving people in care planning. • Review the IT road map and look at how we use it to help coordinate and access information. • Arden & GEM should include recommendations going forward and this should be required in the scope of the work. • Greater recognition needed of the critical role the VCS plays in the provision of services within the community
These engagement activities have predominantly involved: <ol style="list-style-type: none"> 1. Co-production 2. Co-design 3. Engagement 4. Formal consultation 5. Informing 6. Educating 	3. Engagement

Overall, <u>we are</u> assured that there has been sufficient engagement, at an appropriate level, with key messages being incorporated in service planning.	
Actions and review dates:	
<ul style="list-style-type: none"> • Recommendations to be built into the next stage of engagement. • All insights to be included in the proposals. • The PPIAG to review Community Service Redesign work in approximately June/ July at Pre-Consultation Business Case stage. 	