

Engagement with local people and communities on the development of the Integrated Care Strategy

Engagement Assurance Committee

24 January 2023

Our overarching approach to creating the IC Strategy



August -December 22-September – July – August 22 September 22 Spring 23 November 22 **Deciding our** Initial conversation priorities Bringing together • Reference groups evidence from our • Discussions with SEL Discussions with key develop the initial conversations leaders (incl. Chairs, system leader, local strategic priorities, people and Members, and Health Developing a clear including external communities and Wellbeing diagnosis of evidence and Boards) challenges and • What's our challenge vision for the future understanding of SEL Integrated Care • Set out the process the big challenges Partnership review of Setting out a vision, for delivery & and opportunities the proposed cross-cutting measurement of for our system strategic priorities strategic themes, strategic priorities (including from and potential Further engagement, data)? strategic priorities and collate insights from seldom-heard Where might we ٠ **Further** achieve greatest communities **Developing our** developing the impact at SEL level? priorities strategy

Our approach to developing our strategy with local people and communities



November-September – July-September 22 May-June 22 December 2022 November 22 A focus on Understanding 'seldom our baseline listened to' Two online workshops ٠ communities • Two online workshops Collated and reviewed in July for local people Citizens UK literature with local people and and VCSE system-level and review of engagement VCSE organisations to organisations to insights from 'seldom partner engagement share and further develop a strategic insights since April listened to' develop the five vision and five initial 2020 communities in south strategic priorities areas/topics* east London • Targeted engagement Ideas board on the Discussion forum on with 'seldom listened 1:1 conversations five strategic priorities vision and five initial with trusted local to' communities on live on the SEL Let's areas on the SEL Let's how individual VCSE organisations Talk Health and Care Talk Health and Care circumstances affect who work with and platform. platform lives, health and advocate for 'seldom wellbeing, and access listened to barriers. Delivered by communities' Initial **Developing our** VCS partners. conversations priorities

* Five areas informed by work in May-June 2022 and other insights

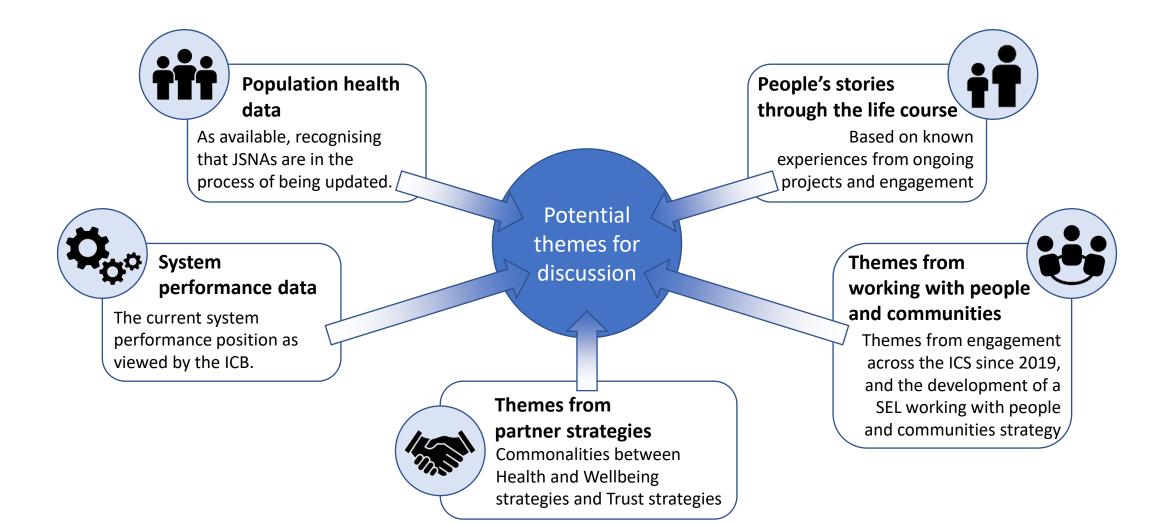
Our engagement approach

South East London

Engagement activity	Target Group	Timescales	Output informs
Face to face SEL wide engagement event	100 system leaders – SEL wide health and care leaders, VCSE leaders, Healthwatch	28 July 2022	Prioritisation process
Two online events for service users and partners	Open events for local people and VCSE sector	22 & 25 July 2022	Prioritisation process
Local Care Partnerships and Provider discussions	Leaders and staff in Local Care Partnerships and Providers	July – September 2022	Prioritisation process
Online engagement	Local people in SEL	July – August 2022	Prioritisation process
Lit review seldom listened to/under-served groups	Specific communities we need to engage more closely with	July – August 2022	Prioritisation process
Strategy development workshops (2x face to face & 2x online)	Leaders, experts, VCSE partners, Healthwatch, local people	Mid-end of November 2022	Strategy development process
Targeted engagement with seldom listened to groups	Specific communities we need to engage more closely with	November 2022	Strategy development process
Launch events (details to be determined)	All staff and public	June 2023	Awareness raising and mobilisation

Our starting point – where we are as a system

Five sources of information were initially collated and reviewed:



South East London

Our seven initial topics for engagement



1	Prevention & wellbeing		How can we become better at preventing ill-health and helping people to live healthy lives?	
2	Children and Young People		How can we ensure that children and young people in South East London get the best possible start in life?	
3	Access to good primary care		How can we ensure access to convenient, high quality primary care with our available staff and resources?	
4	People with complex needs	İ HH	How can we deliver well-coordinated, joined up and whole person care for people with long term conditions and complex health and social needs?	
5	Adult mental health		How can we ensure earlier intervention and more appropriate and effective support for adults facing mental health challenges?	
6	A sustainable system		What big things could we do across our system to make better use of our resources so we can meet demand and invest in better care?	
7	Health Inequalities		What targeted action should we consider across our system to improve access, quality and outcomes of care for specific social groups?	

N.B. These themes were our 'starting point for discussion' – not our proposed priorities for the strategy

What communities or groups have we identified as seldomly listened to/under-served in SEL?



These communities were initially identified through discussions with provider and LCP engagement leads, via the SEL Engagement Practitioners Network, as part of the SEL working with people and communities strategy work. This list was then further built on following discussions with Citizens UK and the online public engagement sessions held in July 2022.

- Those experiencing homelessness
- Asylum seekers, refugees
- Gypsy, Roma and Traveller communities
- LGBTQI+ communities
- Young people
- Those experiencing digital exclusion
- People working in the gig economy
- Carers
- People with learning disabilities

- Vietnamese community
- Latin American community
- Eastern European community
- Black, African, Caribbean communities
- Rastafari community
- Disability including deaf community, visual impairment
- People with addictions
- Sex workers
- Domestic violence





Our draft strategic priorities

Priority areas	Agreed priorities
Prevention and wellbeing	Ensuring that everyone in south east London receives convenient and effective care to prevent disease and for early detection of disease.
Children and young people	Ensuring that mothers, children and families receive effective pre-natal, postnatal and early years support.
Children and young people	Ensuring children and young people can access effective early intervention services for mental health challenges.
Adult mental health	Ensuring that adults have rapid access to a broad range of effective early intervention services for mental health challenges.
Primary care, long term conditions, complex needs	Ensuring that people can access high quality primary care, and people with long term conditions receive high quality, joined-up and convenient care spanning the primary, community and hospital system.