

Engagement with people and communities

Working with people and communities is an important priority for the ICS and we have committed to putting patients and the public at the heart of everything we do. During the last year the ICB has continued to develop its approach in this area.

The ICB's Engagement Assurance Committee (EAC) is now well established as part of our governance around engagement. Members of public form the majority membership which also includes a Non Executive Director (who chairs the committee), the Medical Director and the Chief of Staff who are all board members with the Director of Communications and Engagement, ensuring that the importance of working in partnership with people and communities is championed by senior leadership. The Director of South East London Healthwatch and the Director of Voluntary Sector Collaboration and Partnerships, both members of the Integrated Care Partnership, are also members of the committee bringing senior independence to the committee. Key areas of work that the committee has received reports on and discussed in the last year include engagement in Joint Forward Plan, engagement in the Muscular-Skeletal (MSK) programme, the overprescribing engagement project, the Anchor listening exercise, the pelvic health project as well as insight gained from the newly established South East London People's Panel.

You can read more about the committee here <https://www.selondonics.org/icb/about-us/get-involved/engagement-assurance-committee/>.

Read more about South East London Healthwatch here <https://healthwatchgreenwich.co.uk/south-east-london-healthwatch>.

Read more about the Director of VCSE Collaboration and Partnerships here <https://www.selondonics.org/everything-that-we-do-should-be-led-by-the-people-we-are-doing-it-for/>.



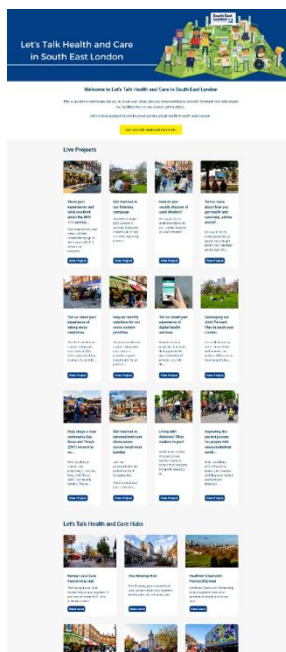
Further contributing to open and transparent governance, the engagement team facilitated the performance by members of Creating Ground ahead of the July 2023 Board meeting in public. Their powerful performance highlighted some of the issues faced by migrant women in accessing services where they are often seen as vulnerable rather than agents of change. The performance was well received, promoted dialogue with members of the Board and ensured key links were made between Board members, their organisations and Creating Ground for future joint working. Read more and watch the performance here <https://www.selondonics.org/theatre-performance-highlights-issues-faced-by-migrant-women/>

the South East London People's Panel. Currently the People's Panel brings together the views of over 1,000 members of the public aiming to capture and reflect their opinions on different health and social care issues. The panel is representative of the south east London population based on Census 2021 data according to age, gender, ethnicity and borough. In 2023-2024 we invited members to share their views on multiple topics through online surveys and focus groups. The insight from the People's Panel helped us to:

- inform and influence the development of solutions and pledges of the Anchor Programme (see page xxx)
- gather feedback and shape our year-round campaigns to help people navigate the NHS. We surveyed people about where they access services and information about different services to inform future campaigns and develop first port of call messaging to assist people in getting the right care at the right place. We are planning to further engage members of the panel in the development of
- to capture information about people's experience and views of the NHS 111 service and to inform the development and drive improvements as part of the re-commissioning of the service in south east London.



You can read more about the panel and link to the reports about the insight gained from the panel here <https://letstalkhealthandcareselondon.org/hub-page/selpeoplespanel>



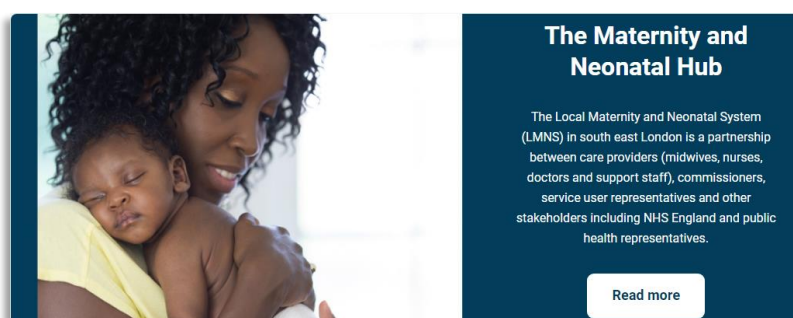
We continue to develop our Let's talk health and care online engagement platform with the publication of more engagement projects throughout the year so it has become an embedded tool for ICS programmes to creatively involve people and communities. The platform provides an interface to capture views and ideas as well as share results and project outcomes. The platform enables us to utilise multimedia tools, such as video and images, which enhance our engagement mechanisms and also allows us to show case the impact that working with people and communities has in making change and driving improvement.

The platform hosts hubs for each of the local care partnerships in south east London as an additional tool for engagement work in the boroughs. You can access the platform by clicking here <https://letstalkhealthandcareselondon.org/>

We promote engagement activity and signpost people to the platform via our monthly #Get Involved newsletter which we promote across partner organisations and via the Engagement Practitioners' Network and via the Community Champions Coordinators

network. We also promote engagement opportunities via our social media platforms. You can read and sign up to our Get Involved newsletter here <https://www.selondonics.org/get-involved/newsletter/>

We have also developed a new Local Maternity and Neonatal Engagement Hub as part of our on-line engagement platform. This hub complements our outreach, peer research in the community and supports our dialogue with people using neonatal and maternity services as part of our programme to transform and improve local maternity and neonatal health care. We aim to support women, birthing people and families by listening to their experiences and expectations. It also supports us to share more information about our work, show how people can get involved, and highlight the impact that people's insights have in making changes and improve our services. You can access the hub here <https://letstalkhealthandcareselondon.org/hub-page/maternity-and-neonatal-services>



The South East London Maternity and Neonatal System (LMNS) was keen to ensure that the voices of women, birthing people and their families from under-served communities are heard in order to address issues to improve people's experience, access, outcomes and reduce inequalities. To achieve this, we partnered with five voluntary, community and social enterprise sector (VCSE) organisations to work directly with people who are migrants and asylum seekers; people from Black, Asian, and Minority Ethnic communities; people who are LGBTQI; people who are neurodivergent; people living in the most deprived neighbourhoods of south east London; people who have a disability or have a new-born with a disability; and people who have experienced miscarriage, pregnancy loss or termination of pregnancy due to foetal abnormality. Some of the initial findings include:

- Variations in care and barriers to access experienced by migrant and asylum-seeking women and birthing people
- Challenges with language and communication, as well as limited understanding of the healthcare system
- Inconsistent access to antenatal and postnatal care, and a lack of culturally sensitive and linguistically appropriate services
- Impact of the absence of family support and financial constraints on wellbeing during the postnatal period

The insights, solutions and outcomes from this work will be presented in a show case event in March 2024. You can read more about the project including the reports from the organisations at <https://letstalkhealthandcareselondon.org/working-with-our-communities-on-neonatal-and-maternity-services>



The LMNS continued to transform and improve pelvic health care over the last year. We aimed to support people experiencing mild to moderate pelvic health issues during pregnancy or up to a year after giving birth as pelvic health wellbeing is important throughout life. We have been listening to women, birthing people and families (via surveys, face to face outreach

sessions and virtual engagement sessions with people from diverse communities across south east London including sessions in Spanish) to understand more about their experiences and learn more about what support they need. We wanted to understand what information, education, individualised care and treatment would be helpful during pregnancy and postnatal pelvic health. What people told us helped to design and set up a new pelvic health care services in south east London that was awarded and recognised nationally and internationally. The south east London model will be replicated nationally in the near future. In response to what people have told us we have:

- developed four sensitive questions that are asked at booking and a various points before and after the birth to support people opening up about their pelvic health issues
- developed a training package for health professionals to ensure they learn to identify pelvic floor issues including the use of patient's stories to highlight the impact on their lives.
- supported the translation of 11 pelvic health videos in to community languages.
- developed antenatal pelvic health classes for women to understand how to look after their pelvic health issues and how to refer to our specialist clinics.
- recruited a specialist physio and a specialist midwife who now are able to see women and birthing people from the antenatal period and up to 12 months after giving birth.

You can read more at <https://letstalkhealthandcareselondon.org/pelvic-health>

Another key area of work in the last year has been the overprescribing project. The aim of the project is to reduce overprescribing so that people in south east London are only prescribed medicines when there are no alternative treatments. An example of this is when a person is prescribed an antidepressant when talking therapies are best suited for the person's circumstances and wishes.



We wanted to hear from people to understand their views and experiences of taking many medicines; what is important to them to help identify the support that they might need to improve their care and be empowered to be equal partners in conversations and decisions about medicines. We also wanted to inform people and hear from them about the causes, problems and impact of overprescribing to contribute to discussions to improve

our services

We hosted two webinars in July 2023 and set up a survey and a chat forum for people taking more or more medicines daily and their carers to understand views. However, we were keen to hear from carers as well as older people, people from Black, Asian and Minority Ethnic communities and people living in deprived neighbourhoods as overprescribing can disproportionately affect people from these communities. We, therefore, attended the Ageing Well festival in Lambeth, a residential care home in Lewisham and eight community groups across south east London: Ajoda Group in Greenwich, Greenwich Bengali Women's Group, Bromley Asian Cultural Association, Diamond Club, Ethnic Mental Health Carers Forum, Lewisham Irish Community Centre, Southwark Carers and Southwark Pensioners Forum.



People welcomed hearing more about overprescribing and talked openly about their medicines and shared their own personal experiences as well as for the people that they care for. We also gave out paper copies of the survey for people to fill in and share with their family and friends.

“Thank you so much for the information. The session was amazing, to see the women open up and talk so freely...”

“pain killers make me tired and stupid”

“difficult to get them all down without retching”

“I have yellow coded those that really affect me, others are manageable”

Survey responses show that most people feel their medicines are necessary yet roughly a quarter of respondents thinking that not all their medicines were necessary. A quarter of respondents also felt not so good about taking medicines. Roughly one third experienced some side effects from their medicines. Many participants stated that a healthy lifestyle helped them to manage their condition, which mainly consisted of exercise and diet. Some participants also turned to family and friends to help manage

their condition, with some mentioning that socialising helped to remain positive. Others sought advice and help from various forms of therapy such as physio and psychological, in order to alleviate their symptoms.

The full feedback results from the patient engagement work continues to be to draw out the key themes which will inform the changes, strategies, training and education needed to reduce overprescribing.

We, therefore, understand from the themes that arose from engagement that key issues we need to address from this project include:

- the importance of active dialogue and communication between patients, doctors, and carers about their medicines including professionals being able to listen and patients and carers being empowered to raise issues
- the importance of shared decision making with patients
- the need to review prescribed medicines regularly and for people to know about medicines reviews

In response to what we have heard, the programme team is:

- developing a clear workplan, including creating good working relationships with other programme boards and committees as well as Local Care Partnerships to deliver relevant aspects of the plan.
- building on the learning from successful local or national initiatives to develop and implement high impact evidence-based interventions to reduce overprescribing.
- developing metrics and performance monitoring to track progress

The project team will disseminate the findings from the engagement work and continue to engage with patients and communities through South London Health Innovation network (HIN) and the community of practice to ensure this work is patient centred, incorporates the patient voice so we deliver what matters most to them when taking medicines.

Members of the medicines optimisation and engagement teams presented on this important work at the Royal Pharmaceutical Society Annual Conference in November 2023 to pharmacists and patient engagement advocates from all over the UK.

You can read more about the project, and watch a short film of a patient's story about taking medicines at <https://letstalkhealthandcareselondon.org/overprescribing>.

Since June 2023 we have been working alongside Citizens UK to find out what is putting pressure on people's ability to thrive as part of the Anchor System programme listening exercise. We connected and listened to over 2,500 people across south east London using an extensive set of methods, including workshops, one to one sessions, survey,

virtual listening events, online chat forum, focus groups to ensure that we heard from a diverse group of people.

We listened to:

- people in low paid and precarious work
- people with disabilities
- carers and lone parents
- migrants and refugees and people with English as a second language
- people from LGBTQ+ communities
- people from Black, Asian and Minority Ethnic communities
- young people
- people directly experiencing injustice
- health and care staff

This enabled us to hear about the impact of a range of issues impacting people from different communities. Insight from the listening campaign was used to inform the development of pledges on how we can tackle these issues, reduce inequality, and help make South East London a healthier, fairer and more equitable place to live and work.

The pledges were presented at the Community Health Assembly in November 2023 where community and NHS leaders came together to commit to these pledges to address the biggest challenges impacting the health and wellbeing of local people.



The commitments made through the pledges led to a series of actions including securing funding and partnering with seven voluntary sector organisations to support the efforts to reach underrepresented communities and work with them to identify solutions. The organisations are Lewisham Refugee and Migrant Network, Bexley Deaf Centre, Bromley DeafPlus, Lewisham Speaking Up, Ladies Of Virtue Outreach CIC, Policy Centre for African Peoples, Bromley Third Sector Enterprise and Bromley Mencap. The outcomes and insights from this work will be feed into programme pledge on reducing barriers to careers in anchor institutions. You can read more about the Anchor programme and the listening campaign at

<https://letstalkhealthandcareselondon.org/anchor-programme>

The SEL ICS continued to work on improving the patient journey for people with musculoskeletal conditions (MSK) and the MSK Community Lived Experience Group was a key element in our approach. The group was involved in helping identify barriers and opportunities on the self-referral process, the role and benefits of a personalised care approach as well as planning direct patients' involvement in the decision making process about their care. You can read more here <https://letstalkhealthandcareselondon.org/msk>.



The MSK programme worked in partnership with the MSK Community Lived Experience Group to co-design the 'MSK Community Day - Muscle and joint health - exploring your options'. Members of the group were essential in naming the event, planning the days, deciding which teams and professionals should be invited, designing the patient's invitation letter as well as direct involvement in the staff training and helping to make the days a success. The days offer a chance for people on a routine MSK physiotherapy

waiting list to have their muscle and joint pain assessed, learn about different treatments, diets, and exercises, and discover services in the area. The first day took place in Lewisham in February 2024 and was a success with 130 people attending with positive feedback from patients.

“Today I had support from CALM services. I was happy to be able to speak with a person who understands about my condition and be listened to by someone who can relate with my pain.”

“Today helped me to understand what is next for me, I learned what exercises I need to do to improve my condition.”

“Today was informative and I learned what is happening in my area and I made a plan with what...I can do.”

You can read more about the day here <https://www.selondonics.org/new-musculoskeletal-msk-community-day-tackles-muscle-and-joint-pain-and-boosts-wellbeing/>.

The MSK programme lead shared her experience on involving people with lived experience on the programme in a blog article which you can read here <https://www.selondonics.org/my-learnings-from-working-with-people-with-lived-experience-its-more-than-just-parking-and-waiting-lists/>. She explained about the importance of working with people with lived experience to make quality improvement changes in the Musculoskeletal programmes in south east London

“I wanted to ensure that we incorporated lived experience voices from the start of the SEL MSK programme, not as a tick-box exercise, but as an integral part of the work.”
Emma James, the Musculoskeletal (MSK) Project

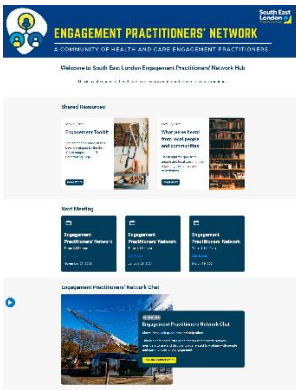
We also captured the views from members of the group about their experience of being members and their involvement and the outcomes they achieved in the Musculoskeletal programmes in south east London which you can hear at https://youtu.be/D_na1KBO9j0 and <https://youtu.be/3HyEQy3RyLE>.

To help shape the new Ear, Nose and Throat (ENT) community services we invited people who have an ENT condition or are waiting for an hospital appointment to tell us about their experience through webinars, an online survey and a chat forum. The insights collected helped inform the new community ENT service specification and plans for the service delivery. Following on an open application process we recruited two people who have experience of using ENT services to join the procurement panel for the new service which you can read about here <https://letstalkhealthandcareselondon.org/ent>.

We carried out engagement on developing the Joint Forward Plan in the first quarter of 2023 – 2024, building on discussions which had taken place earlier in the year and insight gained as part of the ICS strategy development process. We hosted two webinars in May 2023 with members of the public and colleagues from the VCSE. Discussions were particularly focussed on urgent and emergency care, planned care, cancer and end of life care as these are important areas that were not covered by the engagement in the strategy development process. We also shared our draft plan and developed a short survey asking for feedback. We held further discussions with the VCSE Strategic Alliance, the Healthwatch Chief Officers and the South East Healthwatch Reference Group.

You can read more about the engagement including a summary of the key themes from the discussion groups in the webinar at <https://letstalkhealthandcareselondon.org/jfp> and the full Joint Forward Plan at <https://www.selondonics.org/who-we-are/our-priorities/joint-forward-plan/> including the chapter on engagement and insight.

A key focus over the last year was the continued development of the insight library. The purpose of the library is to share insight across programmes and partners in order to maximise the value of engagement, avoid duplication and engagement fatigue and enable programmes to focus engagement activity on working with people and communities to identify solutions to issues raised rather than gaining further insight. The ICB is currently working with Mabadiliko CIC, a local Black led organisation, to develop and share a compendium of insight from diverse communities experiencing health inequalities highlighting multiple issues, needs and recommendations to inform the work of ICS programmes and to be accessible to community audiences to be part of the library. The library will continue to be an area of development in the forthcoming year. You can access the library at <https://www.selondonics.org/get-involved/what-we-have-heard/>.



The South East London engagement team continues to organise and facilitate the ICS Engagement Practitioners' Network (EPN) which meets on a bi-monthly basis to strengthen our efforts to put people's and community voices at the centre of our work. The network brings together engagements leads and practitioners from across health and care partner organisations across south east London. The aim of the network is to share insight, align engagement and share good practice and learning across partnerships and place. The network was instrumental in the development of the insight library. The directors of South East

London Healthwatch and the Director of Voluntary Sector Collaboration and Partnerships are members of the network. To further enhance joint working and understanding the engagement team also regularly attends monthly meetings of the Healthwatch chief officers and the VCSE Strategic Alliance. The engagement team also facilitates and organises a regular bi-monthly meeting of co-ordinators of the community champions schemes across the south east London boroughs which provides a network to share information, best practice, opportunities for engagement and insight. These networks are key forums for sharing learning and insight as we continue to develop a more aligned approach to working with people and communities across south east London.