

Trust Board 1 June 2016

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| Title: | Community Engagement Model | | |
| Agenda item: | 16/089 | Paper | 09 |
| Executive Summary: | <p>The Trust Board has agreed a number of corporate objectives for this year and one of the most important for our future is to develop our community engagement model. This paper proposes our approach to creating an innovative model for Whittington Health over the coming year, resulting in a Community Engagement Strategy coming to the Trust Board for approval in December 2016.</p> <p>The shadow governor arrangement ceased in April and the new Whittington Health Forum has been meeting monthly since this time. The key objectives of the forum are to engage fully in the work of the Trust and support the development of our community engagement strategy.</p> <p>Membership of the Forum is to be inclusive and to date has initially invited former shadow governors, volunteers, Healthwatch colleagues, community representatives and voluntary sector groups. The invites have been extended to previous members on the members database and a flyer has been published in the local paper.</p> <p>Our next steps</p> <ul style="list-style-type: none"> • Meeting with both Islington and Haringey Healthwatch to benefit from their experience of working within the community and engaging with our local communities. • Increasing the range and breadth of the community invited to join the forum. • Web page and email address (whh-r.WhittingtonForum@nhs.net) have been set up. • Co-creating the principles on which the new Forum will operate. The Trust values will be reflected in the manner in which the Forum is both organised and run. These include inclusiveness, openness and transparency. • Approaches to both the Council and to Trust staff will be considered as part of the plan to expand substantially the database of contacts. • During the inaugural meetings of the Forum we will establish a smaller working group to consider the programme of events, the structure, terms of reference and an action plan to sustain and expand the Forum. • Continuing to work through issues such as data protection as we aim to extend and expand the Forum and our use of digital media. • Discussing on a monthly basis at the Forum issues such as | | |

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| | <p>strategic developments across our local area; updating on current issues such as the implementation of the estates strategy and ongoing developments in integrating care.</p> <p>The Deputy Chief Executive is leading this project supported by the Chairman of the Trust and some support from the Communications team.</p> <p>A volunteer has been recruited two days per week to handle some of the database administration.</p> <p>Resources will need reviewing in line with the success of the work of the Forum and a business case will be developed.</p> | | | | | | |
| Summary of recommendations: | <p>The Trust Board are asked to consider the following recommendations</p> <ul style="list-style-type: none"> • The Board actively support the development of the Forum • The Board should receive a progress report on the work of the Forum in the Autumn • The Board support the proposed approach to developing our Community Engagement strategy | | | | | | |
| Fit with WH strategy: | Aligns with Clinical Strategy, Communication and Engagement Strategy | | | | | | |
| Reference to related / other documents: | Whittington Health PPI Toolkit | | | | | | |
| Reference to areas of risk / BAF: | Captured on relevant Risk Register | | | | | | |
| Date paper written: | 30 June 2016 | | | | | | |
| Author name and title: | Siobhan Harrington, Deputy CEO/Director of Strategy | | | Director name and title: | | Siobhan Harrington, Deputy CEO/Director of Strategy | |
| Date paper seen by TMG | 5 / 7 | Equality Impact Assessment complete? | n/a | Quality Impact Assessment complete? | n/a | Financial Impact Assessment complete? | n/a |



Whittington Health Community Engagement Model Update to the Trust Board

1. Introduction.

The Trust Board has agreed a number of corporate objectives for this year and one of the most important for our future is to develop our community engagement model. This paper proposes our approach to creating an innovative model for Whittington Health over the coming year, resulting in a Community Engagement Strategy coming to the Trust Board for approval in December 2016.

Recent reports about NHS care, in particular the Francis Inquiry (2013), have made a call for real patient and public involvement in all that we do and a cultural change across the NHS to ensure greater openness, transparency and a duty of candour to patients.

There are many examples of how we have successfully and at times not so successfully engaged and involved patients and the public in our work. We know that there is more that we can do to ensure the voices of patients, carers and public stakeholders are central to how we work as a Trust.

The duty to involve patients in the development of services and in their individual care and treatment is also central to the NHS Constitution.

The Five Year Forward View (2014) 'sets out how the health services needs to change, arguing for a more engaged relationship with patients, carers and citizens so that we can promote wellbeing and prevent ill health.' It proposes 'a new relationship with patients and communities'. This paper proposes how we aim to take forward that new relationship with our local communities.

The Trust Clinical Strategy (2015) reaffirms the importance of our relationship with our community and local partners.

This approach will result in a strategy which will build on the previous Stakeholder Engagement Strategy 2014 and the Patient and Public Involvement action plan and toolkit approved at the Board in February this year.

2. Background

Our Patient and Public involvement action plan identified a number of objectives in February that are pertinent to this agenda:

Patients, Families and carers' engagement

- Build a culture that puts our patients and people who use our services at the heart of everything we do
- Ensure patients and their carers are involved at all levels across the organization
- Listen, learn and act on patient feedback to drive continuous improvement
- Enable confidence in our service through an effective and responsive complaints process

Community and other stakeholder engagement

- Engage more effectively with our community through ongoing dialogue with our local population and key stakeholders to ensure their views are listened to and reflected in improved services, their development, future plans and redesign
- Have an ongoing relationship with our stakeholders so they feel involved, considered and can make a difference

In April 2016 the Trust conducted a review of governance arrangements including Board Standing Orders, Board Committees and Terms of Reference.

Alongside this as the Trust Development Authority came together with Monitor to become NHS Improvement, the drive for all Trusts to aspire to Foundation Trust status was slowed with a change in emphasis to 'earned autonomy'.

The Trust had in the past recruited members and contact details have been held on a database. Communication with members has been minimal in recent years. Our shadow governors were largely elected eight years ago for a three year term and had kindly stayed engaged whilst the detail of our journey to Foundation Trust status was not clear. The Trust originally had a number of staff and representative governors who had moved on.

These parallel events, alongside the national policy changes, have led Whittington Health to consider not only the position of our shadow governors and members but also the much broader issues of community and patient engagement. The Director of Nursing and Patient Experience is currently reviewing our approach to patient engagement and improving patient experience.

3. Towards a Community Engagement strategy

Following discussion with the shadow governors, it was agreed at the Board to review our community engagement model. This resulted in a commitment to build on the work of the shadow governors to develop an ambitious and effective engagement with both patients and our community. The shadow governor arrangement ceased in April and the new Whittington Health Forum has been meeting monthly since this time.

The key objectives of the forum are to engage fully in the work of the Trust and support the development of our community engagement strategy.

Membership of the Forum is to be inclusive and to date has initially invited former shadow governors, volunteers, Healthwatch colleagues, community representatives and voluntary sector groups. The invites have recently been extended to all previous members on the members database and a flyer has been published in the local paper.

Our next steps include:-

- Meeting with both Islington and Haringey Healthwatch to benefit from their experience of working within the community and engaging with our local communities.
- Increasing the range and breadth of the community invited to join the forum.
- A web page and an email address (whh-tr.WhittingtonForum@nhs.net) have been set up.
- Cocreating the principles on which the new Forum will operate. The Trust values will be reflected in the manner in which the Forum is both organised and run. These include inclusiveness, openness and transparency.
- Approaches to both the Council and to Trust staff will be considered as part of the plan to expand substantially the database of contacts.
- During the inaugural meetings of the Forum we will establish a smaller working group to consider the programme of events, the structure, terms of reference and an action plan to sustain and expand the Forum.
- Continuing to work through issues such as data protection as we aim to extend and expand the Forum and our use of digital media.
- Discussing on a monthly basis at the Forum issues such as strategic developments across our local area; updating on current issues such as the implementation of the estates strategy and ongoing developments in integrating care.

The Deputy Chief Executive is leading this project supported by the Chairman of the Trust and some support from the Communications team.

A volunteer has been recruited two days per week to handle some of the database administration. Resources will need reviewing in line with the success of the work of the Forum and a business case will be developed.

4. What will success look like?

The plan is to engage a substantial number of people in this process who are from our local catchment area.

Trust activities and events will be both developed with and supported by members of our community and Forum members.

A Community Engagement Strategy will be in place. The key elements of the strategy could cover involvement in strategy development and transformation ; assurance; fund raising and open days. We would aim to utilise this engagement in supporting the culture change in cocreating and coproduction which will help us deliver our key strategic goals in relation to prevention and self-management.

We want our strategy to build on those things we do now as well as developing new ways of working too: from involving patients, carers and the public in recruitment, education and training of our workforce, to the design of services.

There are many models of Community engagement and through the development of the strategy there will be more consideration of the models. Patient Voices (2013) promoted by NHS England has published principles of empowering people and communities and we would consider incorporating these into our work.



Digital communication will be the 'default' method of communicating with our community although we will engage with people as required to maximise the breadth of engagement across all the community.

5. Conclusion

There is a widespread view that Whittington Health has a very strong relationship with its local community. The time is right to confirm this, to build on it and to sustain it.

As an innovative organisation we want to be at the forefront of new models of community involvement and engagement.

The Trust Board are asked to consider the following recommendations:-

- 1) The Board actively support the development of the Forum.
- 2) The Board should receive a progress report on the work of the Forum in the Autumn.
- 3) The Board support the proposed approach to developing our Community Engagement strategy.

June 2016.