

PEOPLE AND COMMUNITY VOICE ENGAGEMENT GROUP**Report of the Director of Strategy****1. INTRODUCTION AND PURPOSE OF REPORT**

This is the first quarterly report from the One Stockport People and Community Voice Engagement Group. It builds on, and brings together, the continual dialogue and engagement of people living in and using local health and social care services in Stockport, as well as the dedicated workforce, which supports bringing local people into the health and care system.

There is an expectation that partners within Stockport's integrated care system (ICS) will agree on how to listen consistently to, and collectively act upon, the experience and aspirations of local people and communities when using health and care services. This includes supporting people to sustain and improve their health and wellbeing, as well as involving people and communities in developing plans and priorities.

Listening to and acting upon the insight and diverse thinking of people and communities is essential to enabling people to live longer, healthier, and happier lives. It also helps to make sure the health and care offered in Stockport is designed around our population, tackles health inequalities and meets the challenges we face.

2. HOW HAS THE GROUP EVOLVED?

This is a dedicated group to support and coordinate communication and engagement activity for the priorities agreed within the One Stockport Health and Care Partnership. It will provide a check and challenge approach, ensuring locality board partners are communicating and engaging with people and communities in line with the ten principles outlined in section two of this update.

The group was previously known as the People and Community Voice Sub Group. It was a task and finish group established to ensure that the voice of people, patients and communities was at the heart of Stockport's local arrangements for the Integrated Care System (ICS), especially during the transition period. The co-chairs of this group were Maria Kildunne, Chief Officer of Healthwatch, and Kathryn Rees, Director of Strategy at Stockport Council,

Following development work with New Local (the independent think tank) in 2022, the co-chairs and with the members of the Sub Group agreed to reposition its function and purpose. It was agreed that the group should align itself to the One Stockport Health and Care Partnership Board to help shape and deliver future planning and decision making. The group's Terms of Reference and membership are currently being reviewed and updated. There will be an emphasis on capturing and incorporating the voice of our communities into the heart of everything we do.

The group will ensure that a diverse range of people, communities and views are involved, listened to and acted upon by working together as equal members. This input will help shape and redesign health and care services.

It will act as the governance route for engagement in the locality to ensure the local voice is heard by the Locality Board and included in the decision-making process.

3. WHAT WILL THE GROUP DO?

- A clear plan for how system partners will work together to engage people and communities, linked to agreed system priorities and evidenced in decision-making.
- A system approach to engagement with shared methods and principles, such as system-wide structures involving people who have living or lived experience, health and care experience profiles and co-production approaches.
- Staff involved in engagement and patient experience will be encouraged and enabled to work in an aligned way across all sectors. This will include, but not limited to, the NHS, Stockport Council, Healthwatch and the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector. This will create regular opportunities to share good practice, make connections and build on engagement already taking place.
- Making full use of existing insights from national data sources and from place and neighbourhood-level engagement to inform activity and decision-making. Building trust with clear, regular, and accessible communications that can be shared across the system.
- Supporting place-based partnerships and primary care networks to work with people and communities to strengthen public health, prevention and treatment.
- Maintaining proactive and systematic dialogue with public representatives, such as councillors and MPs. Building from the current statutory place-based Healthwatch structures to agree a system-wide approach to working with Healthwatch Stockport.
- Working with foundation trust governors, non-executive directors, and elected members as key partners in connecting with communities. Agreeing how the system will demonstrate that it is meeting legal duties relating to public involvement in health and ensuring effective engagement in places, neighbourhoods and system-wide workstreams.
- Creating the right conditions for volunteering and social action that support health and wellbeing, for example providing small grants and/or community development support.
- Working with Stockport's equity networks to ensure that an understand the lived experience of those with protected characteristics.

4. PRINCIPLES, FRAMEWORK AND TOOLKIT

We know that people will want to be involved in many ways and at different levels. From changes in service provision to patient pathway design or being involved in the setting of budgets and the development of strategies, to being active participants in the delivery of services. They may just want to receive up to date information about services in their area. Whatever their involvement they will want to hold services to account and shape the measures by which success will be defined. By working alongside residents and communities in partnership, we will be better able to understand and address inequalities,

improve access, experience, and outcomes, and that our best services are those that have been co-designed with the people who use them.

The Engagement and Communications Framework sets out how this will happen in Stockport and the approach has been approved by the One Stockport Health and Care Board in February, 2023. Work has begun on developing an engagement toolkit which will help set out and create a culture that engagement is everybody's business.

There are ten principles to guide how an ICS can develop its approach to working with people and communities at neighbourhood and place level, as set out in the National ICS Guidance. The Stockport system has agreed to follow these principles as a base to develop its People and Communities Voice Charter. It will test them with local people regularly to ensure they are relevant and adapt where appropriate. For each of the ten principles there is work underway led by One Stockport partners to align a key action to the principle to fulfil the ambitions. One of these key actions is the development of a One Stockport Engagement Toolkit for partners to use to guide what level of engagement is required and how to do it.

5. ONE STOCKPORT ENGAGEMENT SUMMARY

Primary Care	
<ul style="list-style-type: none"> Healthwatch Stockport and NHS GM co-produced a survey about patient access at GP Surgeries. Over 500 responses were received, and a report has been produced by Healthwatch. The findings will be shared with primary care networks (PCNs) at a workshop event being led by Viaduct Care. The workshop event referenced above is one of a series organised by Viaduct Care in partnership with Healthwatch Stockport, Sector 3 and wider VCFSE sector colleagues. They will bring together organisations and individuals from across PCN areas plus representation of the patient and service user voice to identify key challenges and explore opportunities for collaboration, innovation and new ways of working (as part of the ICS). The workshops will support the ambitious plans for PCNs which will in turn feed into the local integrated care system and provider partnership. They will also help us to embed user voice in the design and development of local health and care services. The Partnership Involvement Network (PIN), the public engagement group managed by NHS GM, agreed at its quarterly meeting in March 2023, to focus on helping to improve general practice systems and processes. It will look at how practices identify and deal with patient issues. Primary care colleagues at both practice and NHS GM level are now working with PIN members to see how and when they can get involved in local patient participation groups (PPGs), which are managed by practices and/or PCNs, to develop this work. A Primary Care Strategy Workshop was hosted in March 2023, which brought together colleagues from across the system with input from Healthwatch, Sector3 and Stockport Homes. The outputs directly influenced the Greater Manchester Primary Care Blueprint. Viaduct Care hosted a Members Event in July 2023. GP practices and PCNs across Stockport came together to discuss how to improve GP services for Stockport patients. 	
Secondary Care	Adult Social Care
Stockport NHS Foundation Trust and Tameside NHS Foundation Trust are planning engagement about a proposed community diagnostic centre. Engagement will take place with Healthwatch Stockport and Healthwatch Tameside at the end of summer 2023, as well as with other patient groups.	The Adult Social Care Team at Stockport Council invited people who use social care services and other stakeholders to its first open information session. Those in attendance were able to give their thoughts on the potential set up of a 'Making It Real Board' in Stockport. The Board would work collaboratively with the council making recommendations on how different service areas can improve and develop, with the aim of seeing services progress towards more person-centred, community-based support. Progress will be highlighted in future updates.
Carers	Children and Young People
A Carers Partnership is being created by Signpost for Carers Stockport in partnership with Stockport	Work to establish a Youth Alliance has been undertaken. This has been co-designed with

Council to support carers. It arises from a discussion at the Healthwatch Stockport Network Forum last December, attended by over 100 people, where carers were able to discuss the issues they face, including the health and care needs aside of the person they care for and a lack of resources. A progress report will be available at the next Healthwatch Stockport Network Forum and via this quarterly Board update.	children and young people and is called Listen
Dementia	Digital
With over 4,000 people in Stockport who live with Dementia, Healthwatch Stockport in partnership with Stockport Council, the Alzheimer's Society and Dementia United, hosted an awareness event during Dementia Action Week in May 2023. The event, opened by the Mayor of Stockport and Caroline Simpson, Chief Executive Officer of Stockport Council, was attended by over 300 people. They were able to give feedback to inform the Dementia Strategy, hear about the progress of the recommendations set out in the Healthwatch Stockport Dementia Report and take part in workshops. Topics covered included nutrition, hydration, delirium, EDUCATE dementia training, and getting legal help from a specialist solicitor.	<ul style="list-style-type: none"> • Viaduct Care has recruited digital facilitators who have undertaken audits of Stockport GP practice websites. A programme to improve the accessibility and quality of information available has now commenced to help make services and information more accessible to the general public. • Stockport Council's DigiKnow Team has been working with Viaduct Care, NHS GM, and Starting Point to support and enable people to access digital resources. There's a particular focus currently on promoting the NHS App and encouraging people to order their repeat prescriptions using the App. Work will commence in the second half of 2023 to educate and support service users in this area.
Mental Health	Learning Disabilities
<ul style="list-style-type: none"> • Engagement has taken place over several months with people and communities to develop the Stockport All Age Mental Health Strategy. • Mental Health Carers Group Stockport and Healthwatch Stockport have been working with people who have serious mental illness and their carers about their living/lived experience of using services over an 18-month period. They have co-produced a report based on their findings, a summary of which is being presented at Board in July. The outcome of this will be provided in the next update. 	<ul style="list-style-type: none"> • Stockport Advocacy hosted a Learning Disability Conference in June at the Learning Disability Resource Centre (LDRC). Workshop conversations were held with over 60 people with learning disabilities and the feedback will help inform the Learning Disability Strategy, both locally and at GM level, and has already been fed back to the Valuing People's Partnership. • A Learning Disability Health Information Day was held at Alma Lodge hosted by NHS GM and Stockport Council.

6. NEXT STEPS

- The People and Community Voice Engagement Group intends to recruit a co-chair with lived experience and add more community representation to its membership.
- Development of a Stockport wide engagement toolkit, incorporating good practice from all system partners.
- Creation of a forward plan for engagement delivery that all partners are committed to and will contribute to. It will recognise and incorporate, if necessary, the NHS GM People and Communities Strategy and delivery plans.
- Creation of a communications plan that outlines a coordinated system approach to create understanding and awareness of the work of the Locality Board.

- Production of communications for both internal and external audiences, including a newsletter style document to keep the public updated on the progress of the One Stockport Health and Care Plan.
- Fostering and developing an engagement culture, recognising that collectively we are a great resource not just across health and care but also considering wider determinants such as housing and education.
- A pilot project to be developed to capture informal and anecdotal feedback looking at options as to how feedback is collected and presented to the system, in a way that can be used to inform service delivery.
- Continue to support the Locality Board in the promotion of actions and outcomes to wider stakeholders.

7. CONCLUSIONS AND RECOMMENDATIONS

The Health and Wellbeing Board are asked to:

- Note the progress on actions outlined in the Engagement and Communications Framework.
- Confirm its approval to the format of this report, in particular the presentation of the engagement information by way of theme as displayed in section four of this update.

BACKGROUND PAPERS

There are none

Anyone wishing to inspect the above background papers or requiring further information should contact Patrick McGee via email patrick.mcgee@nhs.net