



## 1. Introduction and Overview

### 1.1 Reporting to the Locality Board

- 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.

### 1.2 The People and Community Voice Engagement Group

- 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.



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- 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.

### **1.3 What good looks like**

- 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.

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### 1.4 Engagement approach

- 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 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.
- The Spectrum of Engagement diagram below demonstrates the intended approach:



<p><b>Information giving:</b> Providing balanced and objective information in a timely manner to help communities understand the issues, alternatives and/or solutions</p>	<p><b>Information gathering</b> - seeking feedback on ideas, services, analysis, issues or proposals to feed into planning</p>	<p><b>Learning together:</b> Exchanging information to make sure that community and statutory and voluntary sector partners’ expertise, hopes and concerns are understood, and to help everyone understand and influence the issues, alternatives and solutions.</p>	<p><b>Deciding together</b> Partnering and working together - people in communities with statutory and voluntary partners - in each aspect of idea- generating, planning and decision-making.</p>	<p><b>Working together</b> and sharing power: Enabling final decision-making and power (including over budgets) to be in the hands of people in communities with support of voluntary and statutory sector partners.</p>
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## **Locality Board Update – People and Community Voice Engagement in Health and Social Care**

### **2. Our ten principles of working with people and communities**

- A strong and effective ICS will have a deep understanding of all the people and communities it serves.
- 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 principle, the completed, current and planned actions the Stockport system is working on are outlined in the table below:

<b>The ten principles of the ICS People and Community Engagement Policy</b>
<b>1. Put the voices of people and communities at the centre of decision-making and governance, at every level of the ICS.</b>
<ul style="list-style-type: none"><li>• A summary of decisions made by the Locality Board is produced and distributed to members, subgroups, partners and stakeholders of the Board after each meeting.</li><li>• An Engagement Toolkit and a People and Communities Voice Charter will be developed as part of the system-wide engagement plan, with the Healthwatch Stockport Issues to Action Model embedded within. Demonstration of listening and acting upon (“you said, we did”) will be included, using accessible and understandable language throughout.</li><li>• The People and Community Voice Engagement Group will expand its membership to include more community members and will be co-chaired by a person with lived experience. It will also take responsibility for adding to the Locality Board agenda and holding the Board accountable.</li><li>• A People and Community Voice Review Group, drawn from membership of the existing People and Community Voice Engagement Group, will be established to review progress every six months.</li><li>• Key delivery groups will be co-chaired by people with lived experience where appropriate for example the autism partnership, learning disability partnership and mental health delivery group.</li></ul>

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**2. Start engagement early when developing plans and feed back to people and communities how their engagement has influenced activities and decisions.**

- There will be annual pop-up engagement events to retain the One Stockport Health and Care identity in the community to actively seek feedback and compare findings against previous pop-up events. This builds on engagement work undertaken for the One Health and Care Plan.
- The Engagement Toolkit and People and Communities Voice Charter will form the basis of the system-wide engagement plan, with the Healthwatch Issues to Action Model embedded within.
- The People and Community Voice Engagement Group will be responsible for creating feedback mechanisms such as surveys or focus groups.

**3. Understand your community's needs, experience and aspirations for health and care, using engagement to find out if change is having the desired effect.**

- The Healthwatch Feedback Centre will be promoted more widely to gather even more information and feedback from local people about their experience of and ideas for health and care services.
- Engagement undertaken as part of the One Stockport Health and Care Plan.
- Joint Strategic Needs assessments and data analysis to draw on experience and aspirations.

**4. Build relationships with excluded groups, especially those affected by inequalities.**

- Plans are in place to expand the membership of the People and Community Voice Engagement Group to better represent our local communities.
- The People and Community Voice group will work closely with Stockport's Equity networks to ensure that these voices are represented.

**5. Work with Healthwatch and the voluntary, community and social enterprise (VCSE) sector as key partners.**

- The Chief Executive Officers of Healthwatch Stockport and Sector 3 are members of the Locality Board and Stockport Provider Partnership.
- Sector 3, Healthwatch, Stockport Council and NHS GM to work together to understand how the ICS can work with community champions more closely and effectively.

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- Healthwatch Stockport to be invited into the annual planning process and operating plan to ensure alignment and scrutiny.
- Sector 3 and Healthwatch Stockport will explore available resources across all partners of the Locality Board to fund community research and development.

### **6. Provide clear and accessible public information about vision, plans and progress, to build understanding and trust.**

- Healthwatch and One Stockport to produce a quarterly update on vision, plans and progress, which goes above and beyond the summary decision making update.
- The Locality Board report front sheet will be revised to include engagement covering who, how, what, when and a spectrum of to what extent people are engaged and plans to get people and communities more involved and at the right stage.
- Healthwatch and One Stockport to produce a quarterly update on vision, plans and progress, which goes above and beyond the summary of decisions document.

### **7. Use community development approaches that empower people and communities, making connections to social action.**

- Plans are in place to expand the membership of the People and Community Voice Engagement Group to better represent our local communities.
- Sector 3, Healthwatch, SMBC and NHS GM to work together to understand how the ICS can tap into the community champions more effectively.
- Team around the Place is working in neighbourhoods making connections with voluntary and community organisations and local people to address priorities.
- One Stockport Local Fund is investing in grassroot community projects and focussing on Locality Board priorities, for example mental health and cost of living.

### **8. Use co-production, insight and engagement to achieve accountable health and care services.**

- The Engagement Toolkit and People and Communities Charter will be delivered as the system-wide engagement plan, with Healthwatch Issues to Action Model embedded within. It will demonstrate evidence of listening and applying “you said, we did” principles, produced using accessible language throughout.
- Quarterly workshops, delivered by Healthwatch, Sector 3 and NHS GM will be made available for health and care staff across Stockport. These should be

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incorporated into all new staff inductions to embed the principle that engagement is everyone's business.

**9. Co-produce and redesign services and tackle system priorities in partnership with people and communities.**

- Agree and implement system-wide adoption of the Stockport Co-production Charter, with a further piece of engagement work to be carried out that includes people and communities to review the charter so that it is inclusive and aligns with the ICS.
- The Engagement Toolkit and People and Communities Charter will be delivered as the system-wide engagement plan, with Healthwatch Issues to Action Model embedded within. It will demonstrate evidence of listening and applying “you said, we did” principles, produced using accessible language throughout.
- The People and Community Voice Engagement Group will be responsible for creating feedback mechanisms such as surveys or focus groups.
- Co-production to be at the heart of all delivery plans and day to day practice through workforce development and culture change.

**10. Learn from what works and build on the assets of all ICS partners – networks, relationships, activity in local places**

- Work will take place annually to build on networks and relationships with ICS partners including a gap analysis to build new relationships.
- As part of the Neighbourhoods and Prevention Programme, primary care networks (PCNs) will be connected to Teams Around the Place (TAPs) work. They will find out what TAPs are doing and how they (PCNs) can get involved.
- The Joint Strategic Needs Assessment Team will be consulted to find out how data can be used to understand the needs of our communities.
- The engagement toolkit, when complete, will be shared with the Locality Board as part of a partnership delivered development session.

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### **3. Progress against the One Stockport Health and Care Engagement and Communications Framework**

#### **3.1 Ongoing work**

- Quarterly People and Community Voice Group meetings have been scheduled for Monday, 10 July, 2023, Tuesday, 10 October, 2023, and Thursday, 18 January, 2024.
- An action plan was developed based on the outcomes from workshops facilitated by New Local independent think tank in 2022 and presented to the Locality Board in February, 2023. The action plan will be held and developed by the People and Community Voice Engagement Group. See Appendix 1 attached to this report.
- Quarterly update to the board highlighting engagement work, emerging priorities, and opportunities currently planned for August 2023, November 2023 and February 2024.
- Bi-annual engagement forum on key health and care priorities: Next forum planned for October 2023. Outcomes will be included in the next Locality Board quarterly update.
- Members of the One Stockport Health and Care Partnership have been invited to share details of completed, ongoing and planned engagement. The plan is to collate and track engagement activity on a single platform or document. This will allow partners see what each other is doing and work together on similar projects or activities, making greater use of resources.

#### **3.2 Future development of plans from the Engagement and Communications Framework**

- 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.



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- 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.

### 3.3 Risks & Challenges

- True collaboration and engagement are resource intensive and at present has no dedicated budget. This affects timescales of when work can be carried out and by whom.
- Staff and volunteers from across all sectors are providing additional time and resources on top of their usual commitments.
- Continuation of administrative support to the People and Community Voice Engagement Group, which will be affected by the staff consultation being carried out by NHS GM. The consultation is due to conclude before the end of 2023.

### 4. Engagement Activity update

Below is a summary of the engagement activity which has taken place so far this year. The information has been provided by the members of the People and Community Voice Engagement Group and it is recognised that it is not an exhaustive list of all activity. It's separated into broader themes and a core group of regular themes will be established as this quarterly update develops.

Engagement Activity by Theme
<b>Primary Care</b>
<ul style="list-style-type: none"><li>• 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.</li><li>• 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</li></ul>

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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.
- NHS GM, with contribution from Viaduct Care, developed a suite of resources to help inform and educate the public about the different roles in GP practices. The output can be viewed on the NHS GM website here: [www.gmintegratedcare.org.uk/whoswhoatyourGP](http://www.gmintegratedcare.org.uk/whoswhoatyourGP).

### Secondary 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.

### Adult Social Care

- 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

- A Carers Partnership is being created by Signpost for Carers Stockport in partnership with Stockport 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

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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

- Work to establish a Youth Alliance has been undertaken. This has been co-designed with children and young people and called L!sten:

### How will it work?

**Youth Panel Steering Group (Meets once a month. Core group of young people who will receive training and support to lead the overall group).**

Monthly community group discussion groups. (Will change each month to reflect different groups opinions. Will discuss monthly questions and report back to Youth Panel)

Monthly sessions led by Autisk. (To focus on engaging with young people with SEND needs and ensuring their voices are heard in youth discussions)

Half termly engagement with youth councils/ groups of young people at each high school in Stockport to ensure we are gaining voices from each area of Stockport.

Monthly online questionnaire to be shared with all youth groups in Stockport, as well as online.

### Dementia

- 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.

### Digital

- 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

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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.

### **Learning Disabilities**

- 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.

### **Mental Health**

- 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.

### **Other completed engagement activity**

- NHS GM, the VCFSE and Healthwatch Stockport were commissioned to host several engagement activities and conversations about what matters to them about health care services. A summary of the findings along with an overview of the methodology can be found at Appendix 2 of this report.
- A frailty workshop was hosted by the Stockport Provider Partnership as part of its work on four priority areas it identified for pathway improvement. The other areas are diabetes, alcohol related harm, and cardiovascular disease. Work on these areas is due to commence.

### **Other ongoing and future engagement activity**

- The One Stockport Health and Care Plan was refreshed this year by NHS GM and Stockport Council with four priority areas identified. They are cost of living, safe and timely discharge, neighbourhoods and prevention, mental health, mental wellbeing and learning disability, and autism. A series of pop-up sessions took place across the borough supported by an online survey. Participants were invited to give their views on what matters to them and whether they agreed with the four priority areas in focus. An update on this engagement activity and next steps will be provided in the next quarterly Board engagement update.

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