

Agenda Item: 06

Report to: Governing Body  
 Date of meeting: 16/09/2021  
 Date paper distributed: Click or tap to enter a date.  
 Subject: Community Forum 'So What?' Assurance Report  
 Presented by: Anne Hames, Forum Chair & Jonathan Brooks, Engagement Deputy  
 Manager  
 Previously distributed to: Community Forum

<b>STATUS OF THE REPORT (auto check relevant box)</b>	
Decision required	<input checked="" type="checkbox"/>
For Discussion to give Assurance	<input type="checkbox"/> (Only if requested by Committee member prior to meeting)
For Information	<input type="checkbox"/>
Report Exempt from Public Disclosure	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
<b>PURPOSE OF REPORT:</b>	<p>The Community Forum is part of the CCG's governance arrangements that exist to provide assurance to the CCG Governing Body that patients, service users, carers and the public are effectively engaged and involved in decisions made about health and social care services in North East Lincolnshire.</p> <p>This report details how the Forum has carried out this function over the last year.</p> <p>At the end of each year, we have a workshop each year where members ask themselves 'So What?' – what difference has public and patient involvement made to inform the plans and decisions of the CCG?</p>
<b>Recommendations:</b>	Governing Body to note the report and consider Forum recommendations and priorities for 2021/22
<b>Clinical Engagement</b>	(where appropriate) <b>N/A</b>
<b>Patient/Public Engagement</b>	(where appropriate – how has the <a href="#">NEL Commitment</a> been implemented) This report has been co-produced by members of the Community Forum
<b>Committee Process and Assurance:</b>	

<b>Link to CCG's Priorities</b>	<ul style="list-style-type: none"> <li>Sustainable services <input checked="" type="checkbox"/></li> <li>Empowering people <input checked="" type="checkbox"/></li> </ul>	<ul style="list-style-type: none"> <li>Supporting communities <input checked="" type="checkbox"/></li> <li>Fit for purpose organisation <input checked="" type="checkbox"/></li> </ul>
<b>Are there any specific and/or overt risks relating to one or more of the following areas?</b>	<ul style="list-style-type: none"> <li>Legal <input checked="" type="checkbox"/></li> <li>Finance <input type="checkbox"/></li> <li>Quality <input type="checkbox"/></li> <li>Equality analysis (and Due Regard Duty) <input type="checkbox"/></li> </ul>	<ul style="list-style-type: none"> <li>Data protection <input type="checkbox"/></li> <li>Performance <input type="checkbox"/></li> <li>Other <input type="checkbox"/></li> </ul>

## Provide a summary of the identified risk

Mitigates risk of failure to comply with statutory duty to involve.

## Executive Summary

The Community Forum is made up of people who volunteer from the local community who work alongside clinical and managerial staff from the CCG. There are dedicated community leads to support a wide range of service areas, committees and working groups.

Community Forum members have the responsibility of making sure the public's views are always considered. They meet every month to discuss CCG service developments, updates, and issues. The Forum's Agenda Forward Plan corresponds with the CCG Corporate Plan to ensure that conversations with the Forum take place early and at appropriate times across the commissioning cycle.

Each year members come together for our 'So What?' workshop to evaluate our work with the CCG both as individual leads and collectively as a Forum and the difference this has made to health and social care commissioning by asking ourselves - 'So What?'

The report outlines how the Forum has received information, commented and in some cases challenged plans or proposals, and advised the CCG in relation to patient and public involvement activity.

We have considered our performance against the priority areas we identified in last year's "So What?" Report noting progress in some of these although recognising the significant challenge that the Pandemic had, and continues to have, on the ability of the Forum to work on some of these areas.

The areas of focus for 2021/22 are:

- Recovery from Covid19 – in particular:
  - The impact of cancellation of elective surgery and delayed appointments, staff shortages and the suspension of some services
  - Mental health and the impact on people who are isolated and struggling families
  - Speed of change in how the NHS is delivered in future, how the Forum can engage with community and professionals and contribute to enabling understanding of such change.
- NHS re-organisation and representing the North East Lincolnshire voice – in particular:
  - Communicating to the public the changes which are happening within the NHS post Covid, and how community engagement will continue in the new model.
- Influence the future model of the NHS in North East Lincolnshire – especially the governance arrangements.
- Getting people involved, utilising existing networks and the voluntary sector. In particular:
  - Succession planning for Community Forum members who are reaching the end of their terms of office; facilitate a link between the Accord membership, it's Steering Group members; and the Community Forum.
  - Communicating with Accord members and the wider community who do not have internet access and involving them in engagement opportunities.
- Equality and Diversity is everyone's responsibility to ensure that the needs of groups who share a protected characteristic, are considered in discussions around the planning, buying and delivery of services. Requesting speakers at the monthly meetings, to comment upon equality and diversity

implications, and to provide any equalities analysis, will help ensure that the Public Sector Equality Duty is being met and the needs of all members of our local community are being considered.

- Service outcomes – in particular:
  - A focus on evidence and outcomes to demonstrate that positive change is taking place within services
  - Have input from people with lived experience of services/policies