

Agenda item: 9.1

Subject:	Communications and Engagement Monthly Update
Presented by:	Oliver Cruickshank – Engagement Lead, SNCCG
Submitted to:	Governing Body
Date:	January 14th 2014

Purpose of paper:

Summary – Information

Executive Summary:

Summary

- Developing resources for Stakeholder involvement in the development of both 'Everyone Counts' and the 'Better Care Fund' – this process has begun, and will continue following submission of both planning processes
- Follow-up on SNCCG's successful stakeholder event – production of an Event Report, and a follow-up to actions raised by Stakeholders
- PPG Survey closed on December 13th 2013; extension was allowed to PPGs that hadn't had time to meet or agree finalised Information Sheets
- Ongoing support of the Norfolk & Waveney Mental Wellbeing Service public consultation

Press

- 09/11/13 – Diss Healthy Communities / Ageing Well planning meetings (attended by local surgeries / Integrated Commissioning team members) (Diss Express)
- 13/11/13 – Campaign around worries regarding NSFT staffing levels (Ipswich and region) (EDP)
- 14/11/13 – Mental Wellbeing Service consultation (EDP)
- 14/11/13 – More Community First Responders encouraged by EEAST (Dereham Times)
- 15/11/13 – Dementia Home Proposal at undeveloped site, Hartismere Hospital in Eye (Diss Mercury)
- 20/11/13 – Improvements made to Swaffham Community Hospital (Thetford & Brandon)
- 21/11/13 – Care home in Scarning (near Dereham) issued CQC warning (Dereham & Fakenham Times)
- 23/11/13 – More support and diagnosis for dementia sufferers (EDP)
- 26/11/13 – Public meeting to campaign for Mental Health services in Norfolk / Suffolk (EDP)
- 28/11/13 – Dereham Hospital passes CQC inspection (Dereham & Fakenham Times)
- 29/11/13 – Editorial: CCGs can expect more public / patient involvement (EDP)
- 11/12/13 – Healthwatch Norfolk – NCC needs to provide more information regarding its consultation (EDP)
- 26/12/13 – Temporary Care Unit at NNUHFT (EDP)
- 28/12/13 – CCG involvement in Mental Health commissioning (EDP)

Patients and Service Users

- PPG 'Information Sheet' survey – ongoing to allow all PPGs to respond.
- Mental Wellbeing Service consultation - closes on Friday 31st January, strong response rate so far
- Attended Diss Parish Fields PPG, also Southern Locality Carer's Forum and Pulham Surgery Support Group.

GPs, Practice Managers, Surgery Staff

- Sent out 'Your local Clinical Commissioning Group needs you!' leaflets and resources to practices
- Updated CCG Member's Area – presenting updates at Breckland Locality meeting on 09/01/14 and involving in the development of the website

External Stakeholders

- 20/11/12 – SNCCG Stakeholder Event at Blacksmiths Nursery, Langmere: attended by 44 stakeholders from local organisations, groups and providers. Positive feedback regarding the content of the event from all attendees, and a number of actions to follow up on – including:
 - Quarterly stakeholder updates / newsletters
 - Better use of the 'Stakeholder' section via SNCCG's website
 - Sharing of information between stakeholders across South Norfolk