



# Better care together

Leicester, Leicestershire & Rutland health and social care

Leicester Health and Wellbeing Board

March Update

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Meeting Date: 26<sup>th</sup> March 2015

Author

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healthwatch



## **Programme Update:**

### ***Public and Patient Engagement***

An engagement campaign aimed at increasing the awareness of the Better care together (BCT) Programme across Leicester City, Leicestershire and Rutland commenced on the 4<sup>th</sup> of March 2015 with the mobile unit attending Fosse Park Shopping Centre. The unit and engagement team also met with the public at the Leicester City Clock Tower on the 6<sup>th</sup> March and outside British Home Stores in the City on the 7<sup>th</sup> March. Feedback to date from patient and public involvement representatives attending the events was that in the City they were “doing a brisk trade”.

This activity is augmented by BCT attendance at meetings and events such as the Health and Wellbeing event at the Sharma Centre in February, an event at the Sikh Community centre and presenting to an event run by Voluntary Action Leicester on the 3<sup>rd</sup> of March. Additionally a meeting organised by the “Campaign against NHS Privatisation Leicester” was attended by the Chief Executive of University Hospitals Leicester and one of that organisations senior clinicians.

This part of the overall public and patient engagement campaign will continue until early April when there will be a break in activities in line with obligations of public bodies under Purdah. Further engagement will take place post the General Election in May.

### ***On-Line Engagement***

In order to ensure BCT information is available to as wide a possible audience the Programme has an on-line presence; this was ramped up significantly at the start of March 2015.

The website was re-launched on the 4<sup>th</sup> of March 2015 and a Facebook presence was also created. Additionally Twitter has been used to inform the public of the engagement campaign and supporting materials.

In February 2015 the website received 2996 individual hits (on average 749 per week). In the first week post the web-site re-launch (4<sup>th</sup> to 8<sup>th</sup> March) a total of 4475 hits were received, a 500% increase based on the February weekly average.

Twitter has also proved to be a popular communication route with 13.7K people having access to BCT information via Twitter during the first week of the campaign.

### ***Public Consultation***

.At the Chief Officers meeting on the 2<sup>nd</sup> of March 2015 the Chief Officers for all of the Partners discussed a number of potential options for the scope of public consultation and its timing. Having considered the options the Chief Officers agreed that:

- The programme should carry out an overarching consultation for the whole system change, paying specific attention to areas of particular public interest;
- The Formal Public Consultation would be targeted to take place in autumn 2015.

The group recognised that this timetable was challenging but felt it was important to gain formal public feedback as early as feasible. As the plan for formal consultation develops through May

and June of 2015 it will be shared with the City Health and Wellbeing board for input with the expectation that BCT will request agreement to proceed during August or September 2015.

The engagement campaign described above will provide evidence of peoples' concerns and questions that consultation will need to address. The analysis of this will be available in May.

### ***Equality Impact Assessment***

The BCT programme recognises the need to carry out Equality Impact Assessments (EIA) at a number of levels and that this will be an ongoing process throughout the life of the programme. Initially it is anticipated EIAs will be created for the overarching programme, in a similar style to that created for the CCG strategic plans, and also for key individual work-streams. The plan is for the first set to be created between April and June 2015.

### ***Risk Management and Scrutiny***

Given the breadth of the scope of the BCT programme it is unsurprisingly not without significant risks. The programme recognises the need for and value of external scrutiny in order to ensure that the risks of the programme are being recognised and mitigated. The updated programme level risk and issue log will therefore be presented to the public Partnership Board on the 19<sup>th</sup> March 2015. The nature of the Partnership Board membership, having representation from all of the Partners plus being a public meeting, will ensure that key risks and issues are discussed.

Scrutiny of the programme is essential throughout its lifecycle and there will therefore be ongoing dialogue with the following groups, plus other groups who request the opportunity for dialogue and discussion. A number of these groups will need to provide formal approval of plans before public consultation can take place.

- Three Health and Wellbeing Boards
- Three Healthwatch groups
- Three Health Oversight and Scrutiny Committees
- NHS England
- NHS England Clinical Senate
- Trust Development Authority
- Department of Health Gateway Review team
- Adults and Children Safeguarding Boards
- Boards of each of the Partners



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