

Our engagement plans and priorities

The table below provides a summary of how we are engaging with our citizens and local communities to improve health, care and outcomes for local people, linked to the eleven key priorities we have set out in our [Operating Plan](#).

Area of engagement	Overview	Summary of engagement activity	Timescales	Status
Looking after our people				
NHS Staff Survey	We take part in the national NHS Staff Survey, which seeks the views of staff on a range of areas including their job, the organisation, culture and wellbeing. We use the findings to address any areas for improvement.	Electronic survey sent to all CCG staff.	Survey launches early October 2021.	Planned
Engagement on our journey to become a statutory ICS	As we plan to become a statutory Integrated Care System from April 2022 we are engaging staff on these changes as part of our transition planning. Feedback will be used to help shape our plans.	Engagement will be undertaken in a variety of ways including through staff briefings, team meetings and other events.	September 2021-March 2022	Ongoing
Continuing our response to Covid-19 and planning for winter				
Engagement to support delivery of our Covid-19 vaccination programme	We continue to engage with citizens to raise awareness of the vaccination programme , and the importance of getting vaccinations when they are due.	This has included a wide range of activity, working with partners including running a vaccination enquiry line, responding to queries from stakeholders, outreach work with communities where we are seeing lower uptake of the vaccine, supported by a wide range of communications activities.	Ongoing	Ongoing
Engagement to support delivery of the seasonal flu vaccine programme	A range of communications and engagement activity is planned to promote the seasonal flu vaccination programme, which has been extended this year to offer protection to more people.	Activity to support the programme will include working with partners to tailor messages and engagement where needed, particularly targeting groups and communities where vaccine uptake is lower.	September 2021	Planned

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Continuing our response to Covid-19 and planning for winter (continued)				
Covid-19 Community Impact Assessment	The aim of this Impact Assessment was to gain further insight into the impact of the pandemic on local communities to help identify those communities that had seen the greatest impact and were most vulnerable.	This engagement work included 20 interviews with 13 different focus groups.	September 2020	Complete
Surrey Resident survey on accessing support during the pandemic	Representative 'Temperature check' survey of Surrey Residents to better understand the impact of Covid-19 on our communities to inform our planning and our approach to recovery.	Representative survey of approx. 1,100 Surrey residents.	July-September 2020	Complete
Attitudes and barriers associated with flu vaccine uptake	We asked our Citizens Panel to share their feedback on attitudes towards, and barriers associated with, flu vaccine uptake .	Survey sent to our Citizens Panel.	August 2020	Complete
Accessing care during the pandemic	A piece of engagement work was carried out to understand how people were accessing care during the pandemic.	This engagement informed the Surrey Resident Survey.	May-June 2020	Complete
Recovering and transforming services				
Digital navigator programme	<p>As part of the system-wide Outpatient Transformation Programme, engagement on the Digital Navigator Programme is focusing on how people feel about digital health services and how they can best support people's health needs.</p> <p>We've been talking to people across Surrey, especially to people whose voices are seldom heard such as people with learning disabilities, hearing or sight loss or autism, as well as people living with long term conditions such as blood pressure, COPD or diabetes. We particularly want to hear from people from the approximate 10% of Surrey residents who do not have full access to digital technologies.</p>	Our engagement approach has included one-to-one and group sessions and will soon be launching an online Surrey-wide survey.	August – September 2021	Ongoing

Area of engagement	Overview	Summary of engagement activity	Timescales	Status
Recovering and transforming services (continued)				
Surrey Care Record	Engagement programme to raise awareness of the Surrey Care Record , which aims to join up care and improve outcomes.	As part of a broader communications and engagement programme activity will include community engagement, media and social media activity, a video and a range of other activity.	September 2021	Ongoing
First One Thousand Days Strategy	Engagement with citizens and families to re-test our First One Thousand Days Strategy and its priorities after the pandemic.	This engagement included a series of focus groups to seek feedback on the strategy.	July 2020	Complete
Our plans for cancer services				
Personalised care planning	Supported by our Citizen's Ambassador for cancer care, this engagement is focusing on personalised care.	Engagement is taking place with patients and carers to understand their experiences. The research also aims to understand which services patients and carers are aware of and how they would like to access support, should they need it.	Timeline to be agreed but engagement expected in Oct/Nov 2020 with Report in December.	Planned
Mental health services				
'We are the face of support' campaign	Working with partners across the Surrey Heartlands Integrated Care System, a ' We are the face of support ' communications and engagement campaign is underway that aims to raise awareness of the different support services available and how to access the help you need, based on how you are feeling.	The campaign will include a range of communications and engagement activity including information on the Healthy Surrey website, media and social media activity, articles in partner magazines and the development of a leaflet that will be sent to households in Surrey in October 2021, linked to World Mental Health Day.	July 2021	Ongoing
Green social prescribing	Our green social prescribing programme has involved joint engagement with Surrey County Council, as part of our wider wellbeing programme, to encourage citizens to share their experiences to	The initial phase of this engagement included an online portal where people could post their ideas and experiences. This will be developed further, with further	March 2021	Ongoing

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	help develop a map of green spaces and activities that can be promoted across the county.	engagement to follow as part of the wider programme.		
Mental health services (continued)				
Improving Access to Psychological Therapies	Engagement to inform the procurement of new psychological therapy services in Surrey.	As part of our engagement we had started to seek feedback from people who had used the current IAPT services.	November 2020	Paused due to the pandemic
Emotional wellbeing and mental health services for children and young people	Engagement to inform the procurement of a new Surrey-wide emotional wellbeing and mental health service for children and young people .	Engagement with people who have used these services and wider stakeholders to inform the design of the new service.	2019 -2020	Closed
Services for people with a learning disability and/or autism				
Engagement on the LeDer review process	We are currently engaging on our local LeDer programme, which aims to share learning and improve outcomes for people with learning disabilities.	As part of our engagement approach, we are engaging with local partners, the voluntary sector, and people with learning disabilities to hear about their experiences and raise awareness of the LeDer programme. Engagement activity has included information in publications and the development of a video which has been shared via social media, with further engagement activity planned.	August 2021	Ongoing
Engagement to inform development of our Autism Strategy	We have developed our all age Surrey-wide autism strategy, co-produced with Autistic people, family and carers.	Engagement with local people, their family and carers to inform the development of our Autism Strategy, published in July 2021.	2020-2021	Complete
Improving maternity care				
Ready for pregnancy? campaign	This campaign aims to engage women who are planning to get pregnant to raise awareness of how they can get themselves ready for pregnancy (by	It has included a range of communications and engagement activity.	August 2020	Ongoing

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	having the right diet, keeping fit etc).			
Improving access to primary care and addressing local health inequalities				
Experiences of accessing primary care services	A programme of engagement is planned, working with Healthwatch Surrey, to gain insights into people's experiences of accessing primary care services post the pandemic.	This engagement work is currently being planned but the approach will include direct engagement with citizens to gain insight into how people are accessing services and any issues they may be experiencing.	TBC	Planned
Accessing digital primary care services	Known as the 'Digital First' programme, this focuses on the introduction of new digital services, such as online prescription requests and virtual consultations to seek feedback about these new services.	This has included targeted engagement work including surveys and focus groups.	June 2020	Ongoing
Transforming community, urgent and emergency services				
Help us Help you campaign	This campaign aims to use citizen and data insight to help people know which service to use if they need urgent care to help ensure people are seen in the most appropriate place and help the wider system manage the increasing demand for urgent care.	This will include a range of communications and engagement activity, based on insight and supported by other planned engagement work including planned surveys in A&Es to understand why people are attending and if they tried alternative services before they attended ED.	September 2021	Ongoing
Urgent care Citizen's Panel engagement	<p>We engaged with our Citizen's Panel to ask them for their views and experiences on accessing urgent care services. The feedback was used to inform the creation of our Urgent Care Strategy.</p> <p>We are planning further engagement, working with Healthwatch Surrey and other local partners, specifically targeting less engaged communities.</p>	<p>An online survey was sent to members of our Citizen's Panel (2,039 citizens) to seek their views.</p> <p>We are currently scoping how to take this work forward.</p>	<p>April 2021</p> <p>Planned, Sept/October</p>	<p>Complete</p> <p>Ongoing</p>

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Patient Transport Services	This engagement was to support the planning, design and procurement of the Patient Transport Service when the current arrangement comes to an end.	The approach included a range of engagement activity including seeking feedback from service users through a survey and focus group sessions.	December 2020-January 2021	Complete
Improving Kidney Care	Working with colleagues in south west London we are seeking views on plans to improve kidney care . We have invited feedback from patients, the public and partners on the proposals and the feedback we received is being independently compiled so that it can be taken into account when a decision is made.	We have invited local people and partners to get involved in this engagement programme and between July and September 2021 we invited people to share their views on the proposals through a survey.	July-September 2021	Ongoing
Reducing health inequalities				
Digital inclusion	Following the introduction of new digital services, we are leading a specific programme of work that is focusing on digital exclusion and making sure people who do not have access to digital services are not disadvantaged by these changes.	The programme includes a range of engagement activity, where we are working with partners and the voluntary sector to seek insight and develop plans to address this area, linked to wider health inequalities work.	This work is ongoing	Ongoing
Engagement to support development of our joint Carers Strategy	Development of our joint Carers Strategy, developed with Surrey County Council, has involved engagement with carers across the county to understand the key issues and challenges they face so we can address them to make sure carers get the support they need. We are also engaging carers in the procurement of carer services .	The strategy has been developed, and shaped, in response to feedback from carers through a range of activity including forums, events and a survey.	Strategy launches September 2021	Closed
Working collaboratively across our health and care system				
Practice Participation Group (PPG) engagement programme	The aim of this engagement was to ensure PPGs feel supported in working as Primary Care Network groups and to encourage best practice and sharing across PPGs in Surrey.	As part of this programme, we arranged a series of events, including a Surrey-wide PPG Conference.	September 2020	Closed

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Youth Insight Strategy	Working jointly with Surrey County Council, this work has included engagement with young people to gain insights that will be used to develop a guide that will be shared across the system to help ensure meaningful engagement with young people on any planned changes or developments.	The approach has involved engaging with young people to gain insight that can be shared with partners.	July 2020	Ongoing
Working collaboratively across our health and care system (ctnd)				
Palliative and End of Live Care Strategy	Engagement with citizens, clients, carers, staff and partners to gain insight that was used to create our Surrey Palliative and End of Life Care Strategy .	The approach included interviews with staff, partners, the voluntary sector, families, carers and people on the end of life care pathway, as well as engagement with carer, partner and voluntary sector organisations.	July 2020	Complete
Keeping our networks alive	To understand the impact of the Covid-19 pandemic on engagement activities within the adult health and care environment in Surrey, Surrey County Council and Surrey Heartlands Health and Care Partnership engaged key stakeholders to seek their views and understand their experiences.	<p>The online survey received 51 responses, representing 56 organisations.</p> <p>Key findings included:</p> <ul style="list-style-type: none"> • 71% told us Covid-19 has had a significant impact on their strategic engagement priorities. • 75% of residents/groups/networks have responded positively to the new virtual methods of engagement. 	June 2020	Complete

We are also supporting engagement work across our four Place-based Partnerships:

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East Surrey				
Pond Tail Surgery	Engagement on the future provision of GP primary care services for patients registered with Pond Tail Surgery in Godstone.	<p>Engagement activity included a series of events including sharing regular updates with patients and key stakeholders, a patient survey (1,708 responses received), ran a series of face-to-face and virtual Patient Information Sessions.</p> <p>As part of the programme a Patient Representative was also appointed to be part of the procurement and evaluation team to ensure patients' views are represented.</p>	August 2020	Ongoing
Growing Health Together	This programme was launched in East Surrey in January 2021 as Growing Health Together (GHT), supported by the Alliance for Better Care GP Federation and Surrey Heartlands CCG. The ambition is to improve health, reduce health inequalities and support sustainability in the region.	The programme has involved engaging with local communities and further media work, including the development of a video that will share some of the programme's successes and support wider engagement, is due to be launched from September 2021.	January 2021	Ongoing
East Surrey Place	East Surrey is developing its identity as a place-based healthcare system, as part of ICP development. East Surrey stakeholders recognise the importance of public engagement in this work and want to ensure that residents' views are reflected in future health and care services.	<p>Two public engagement sessions are planned:</p> <ul style="list-style-type: none"> - One session will be focused on exploring the outcomes that people in East Surrey want to see, based on the Health and Wellbeing Strategy outcomes. - The second session will be focused on the question of how best to engage local people in place development moving forward. 	Sept 2021	Ongoing

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		The outputs from these sessions will inform the development of a framework for public engagement in East Surrey and the emerging model of care.		
Guildford and Waverley				
Community engagement in North Guildford Primary Care Network	We are working alongside key stakeholders across North Guildford Primary Care Network (North Guildford PCN, Guildford Borough Council, Citizens Advice, Voluntary Action South West Surrey and Surrey County Council) to understand the root causes of health inequalities in the area.	The approach has focused on community engagement to gain greater insight into health inequalities and how we work together to address them.	September 2021	Ongoing
Merrow Park Surgery	Engaged with patients and stakeholders on planned changes at the surgery.	Communications to patients and stakeholders, supported by a series of FAQs.	June/ July 2021	Complete
Shaping primary care in Guildford	This programme aims to address pressures faced by Guilddowns Group Practice and Woodbridge Hill Surgery, which have seen a significant growth in the number of registered patients, which has resulted in a number of challenges and a need to explore potential solutions. The Shaping primary care in Guildford programme aims to address these changes, working with local people and partners.	A range of engagement mechanisms were used including an online and postal survey, face-to-face workshops, digital engagement via our social media channels, feedback through our postcards and a number of exhibitions throughout Guildford. SMS text messages were also sent to all registered patients by both practices to publicise this engagement opportunity.	July to September 2019	Paused due to the pandemic
Better Care Together	Before the pandemic the CCG had been engaging with local communities in the Guildford and Waverley area on urgent care services through a programme called Better Care Together . This work was paused as we focused on our response to the pandemic. We are currently working with NHS England to understand the full impact from the past 18 months	A range of engagement activity had been undertaken as part of this programme to help inform our planning and this feedback has fed into the development of our wider Urgent Care Strategy.		Paused due to the pandemic

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	<p>on urgent care delivery which will help to inform a new Urgent and Emergency Care Strategy that will set a framework for developing local services.</p>			
North West Surrey				
WeyBetterWeybridge	<p>As part of our WeyBetterWeybridge programme, working with Well North Enterprises, we have undertaken engagement with more than 60 stakeholders and interested parties.</p> <p>A partnership between NHS Surrey Heartlands, Surrey County Council and Elmbridge Borough Council is now taking this project forward where a Stakeholder Reference Group will ensure the views of local stakeholders and local communities are being represented.</p> <p>This will include engagement around the rebuilding of Weybridge Hospital which was destroyed in a devastating fire in 2017 and build on some of the previous engagement undertaken through the Big Picture programme (see below).</p>	<p>This engagement has included more than 60 conversations with stakeholders and interested parties.</p> <p>Wider engagement will be launched through the Commonplace engagement platform to seek wider views.</p> <p>In addition, an alliance with the Weybridge Network Facebook page has been set up to distribute key information and to engage with local conversation of the project. The group has over nine thousand members with over half of these being regularly active.</p>	July 2020	Ongoing
Cavell Centre	<p>Engagement work to support the development of the Staines Cavell Centre, a project led by North West Surrey Health and Care Alliance and Surrey Heartlands ICS.</p>	<p>A communications and engagement plan has been developed to support this programme. The approach will involve engaging with local communities, patients, stakeholders and local Practice Participation Groups to shape the development of the new centre.</p>	August 2021	Ongoing
Staines Immersion engagement	<p>Between January and March 2021 we engaged with over 90 stakeholders, including representation from Spelthorne Borough Council, Surrey County Council, GPs and health partners, the local community, community organisations, and local education.</p> <p>Feedback from these discussions then led to an Immersion Workshop on 16th March 2021, attended</p>	<p>Engagement included a series of conversations and meetings with local stakeholders.</p>	Initial engagement January to March 2021.	Ongoing

Area of engagement	Overview	Summary of engagement activity	Timescales	Status
	by a wide range of stakeholders. A follow up event, that focused on next steps, took place on 30 March 2021.			
The Big Picture	<p>Prior to Covid-19 we had been engaging with local communities in North West Surrey on urgent care services through a programme called The Big Picture. This work was paused as we focused on our response to the pandemic.</p> <p>We are currently working with NHS England to understand the full impact from the past 18 months on urgent care delivery to help inform a new strategy. This will set a framework for developing services that best meet the needs of local communities. We are also starting to consider the services that will eventually go back into a new healthcare facility in Weybridge, following the devastating fire in 2017.</p>	A range of engagement activity had been undertaken as part of this programme to help inform our planning and this feedback has fed into the development of our wider Urgent Care Strategy.	Since September 2019	Paused due to the pandemic
Surrey Downs				
Improving Healthcare Together	The Improving Healthcare Together programme was set up to find the best solutions for the long-standing issues facing Epsom and St Helier hospitals. In September 2019 the programme was allocated £500 million to improve the buildings at Epsom and St Helier hospitals and build a new specialist emergency care centre. Following a widespread public consultation, in July 2020 it was decided the new specialist hospital would be in Sutton.	The programme involved widespread engagement and public consultation across Surrey Downs, Sutton and Merton and included public events, focus groups, meetings, surveys, targeted work with some communities and many other engagement activities.	January 2018- July 2020	Closed
Pulling Together Programme	This local engagement programme consisted of a series of virtual seminars on the theme of 'Pulling	The programme was devised by Prof Lis Paice OBE and included opportunities for small group discussions with the aim of generating a wider understanding of local engagement	July – August 2021	Ongoing

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	<p>Together' for staff and lay partners across Surrey Downs.</p>	<p>work across the partnership and how this can be improved in the future.</p> <p>29 people participated including staff from local NHS organisations, Princess Alice Hospice, health-related local charities, local authorities and 10 lay representatives on patient participation groups and the Surrey Downs lay partners group. A follow-up session was held in August which included a range of further opportunities for lay partners to get more involved. A further all day seminar is being held in October.</p>		

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