

**EQUALITY AND DIVERSITY**

**(PUBLIC SECTOR EQUALITY DUTY)**

**ANNUAL REPORT**

**2019**

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January 2020

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## Foreword

I am delighted to introduce the Equality and Diversity Annual Report covering the calendar year of 2019.

Southampton is an exciting, vibrant and diverse city. The CCG aims to treat all of our communities in Southampton as equal partners in our work. This has never been more important than this year, as we create a new five year health and care strategy for Southampton. It is vital this new strategy meets the needs of our population.

We know our population is growing above the national average. While our population is living longer and ageing, our universities are also growing and we have greater numbers of younger people than ever before. Historically high levels of migration mean we have a large black and ethnic minority population in the city. We have pockets of affluence and significant deprivation in the city. Southampton is a great place to live, but we know we have significant challenges.

This report outlines the range of work we have undertaken to meet our equality and diversity duties. Our community engagement work is extensive, and we make great efforts to engage with seldom heard groups and people who represent the diversity of people living in the city. This includes our work with different places of worship, our universities, patient groups, large organisations and businesses such as Southampton Football Club, and the huge number of small, local community and voluntary groups which exist around our city.

We monitor demographic change in the city, which is also explained in this report, and empower our staff to ensure all of our services meet the needs of people with different protected characteristics. I am particularly pleased to note that this work is recognised as best practice by NHS England and Improvement, with our most recently published rating for the annual Patient and Public Involvement improvement assessment being 'green star' (i.e. outstanding).

I would like to thank all of our staff for their commitment to ensuring the needs of everyone living in Southampton are taken into account in our commissioning activities.

Dr Pritti Aggarwal  
Local GP and governing body member  
NHS Southampton City Clinical Commissioning Group

## 1. Introduction

This is the annual public sector equality report for Southampton City Clinical Commissioning Group (CCG). As a public sector organisation, CCG's are required to publish relevant information to show how the Equality Duty has been met. This information has to be published by 31 January each year. This report demonstrates how the CCG is meeting its Public Sector Equality Duty in relation to services commissioned and its workforce.

Southampton City CCG remains committed to embedding equality, diversity and human rights within all areas of its work. The public health team based with Southampton City Council provides key demographic changes and health inequalities profile data across Southampton. This information plays a pivotal role in ensuring that we commission for the diverse communities of Southampton.

Southampton City CCG recognises and values the diversity of the local community and believes that equality is central to the commissioning of modern, high quality health services. The CCG knows that it cannot achieve its vision without advancing equality and tackling health inequalities. In addition to a values-based commitment is the CCGs legal duty to promote equality as required by the Equality Act 2010, and to address health inequalities, as required by the Health and Social Care Act 2012.

The purpose of this report is to provide equality information on how Southampton City CCG is meeting the requirements of the Specific Duties of the Equality Act in its public facing functions.

NHS Southampton City Clinical Commissioning Group (CCG) was established on 1 April 2013. Our purpose as a CCG is to help meet the health and care needs of local people. A key part of what we do is working closely with Southampton City Council and other health and care partners to ensure the right services are in place for our community. We pool £74.5 million of our budget with £42.7 million from the Council in order to progress our vision for Better Care Southampton. This programme of work represents our vision for the transformation of care in Southampton and aims to integrate health and care services in order to improve people's quality of life. We also make sure we listen to local people. We actively engage with the public during the commissioning process to ensure that we act upon the views and needs of patients, carers and the public.

### ***Our vision: A Healthy Southampton for all***

Our vision statement means:

- ✓ **Healthy:** strong and resilient communities that are supported to maximise their potential to live fulfilling and prosperous lives; underpinned by strong,

healthy organisations working together in a climate of trust and open, business-like healthy relationships

- ✓ **Southampton:** our City's future is our purpose, firmly shared with our partners
- ✓ **For all:** we are determined to tackle the unacceptable inequalities in health and wellbeing.

## 2. Governance

Governing Body members have a collective responsibility to ensure compliance with the Public Sector Equality Duty (PSED). The Governing Body provides strategic leadership to the equality and diversity agenda.

Equality and Diversity (E&D) is monitored by the Clinical Governance Committee and they have responsibility to ensure E&D is an integral part of their decision making and policy development responsibilities. Any issues relating to quality or risk area reported the Clinical Governance Committee.

Updates are provided to the Clinical Governance Committee on the progression of the Equality and Diversity Strategy, overarching action plans and any other related Equality and Diversity issue.

The Associate Director of Quality currently oversees the implementation of the strategy and the supporting action plan.

The CCG has a responsibility for ensuring employees have access to appropriate training opportunities, access to policies and procedures, and support their staff to work within an environment free from discrimination, harassment and bullying.

## 3. Compliance with the Public Sector Equality Duty

The Equality Act provides a legal framework to strengthen and advance equality and human rights. The Act consists of general and specific duties. The general duty requires public bodies to show due regard to:

1. Eliminate unlawful discrimination, harassment and victimisation
2. Advance equality of opportunity between different groups
3. Foster good relations between different groups

There are 9 protected characteristics covered by the Equality Act 2010, these are:

Age	Disability	Sex
Race	Religion or Belief	Sexual orientation
Marriage and civil partnership	Pregnancy and maternity	Gender reassignment

The Specific Equality Duty

In addition to the general duty, the CCG must comply with the specific duties of the Public Sector Equality Duty. These require the CCG to:

- Publish equality information to demonstrate compliance with the general duty at least annually. This information must include how the decisions the CCG makes and the services it commissions affect people who have different equality protected characteristics
- Publish how activities as an employer affect people who have different equality protected characteristics. Because Southampton City CCG has a workforce of less than 150 employees, we are not required to publish this information. However some information is published annually in our Annual Report and Accounts.
- Set and publish one or more specific and measurable objectives which will help to further the three aims of the Equality duty.
- Publish Communication and Engagement Activities

Equality Delivery system 2 (EDS2) and the Workforce Race Equality Standard (WRES)

EDS2 and WRES have become mandated by NHS England from April 2015, for all NHS commissioning organisations and their larger providers. The CCG is also required to monitor the EDS and the WRES performance of their larger providers.

Accessible Information Standard

This standard requires a specific, consistent approach to identifying, recording, flagging, sharing and meeting individuals’ information and communication support needs, where those needs relate to a disability or sensory loss. All providers of NHS and/or adult social care must have been following the standard in full from July 2016.

In 2019, a new Hampshire and Isle of Wight Accessible Information Standard collaborative group was set up. This consisted of leads from each of the STP organisations and met for an initial workshop to explore ways organisations could collaborate together. This has led to putting into place a shared online platform where content and information can be shared virtually. A further workshop is scheduled for early 2020.

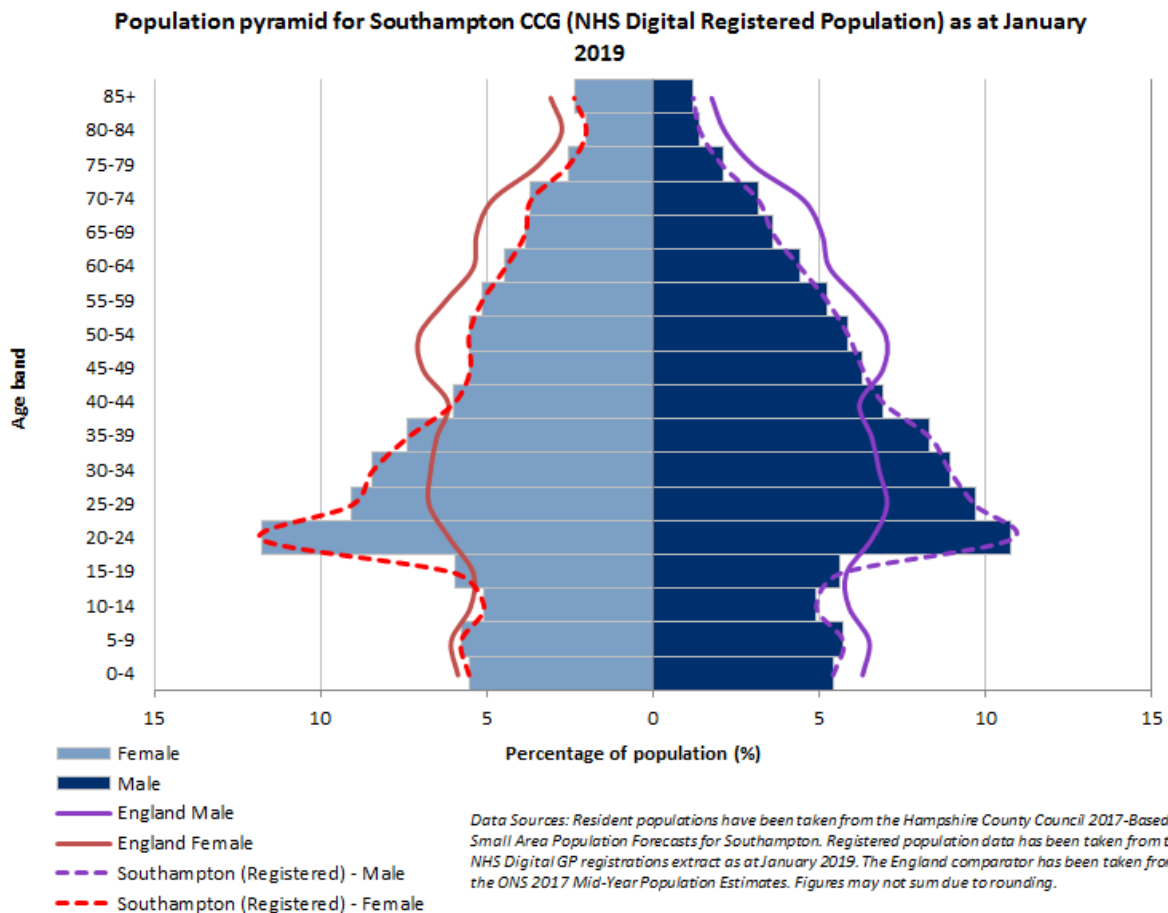
## 4. Profile of Southampton population

In 2019, the resident population of Southampton (for the local authority geography) is estimated to be 253,992 (Southampton JSNA) with 291,235 (NHS Digital; October 2019) people registered with GP practices.

Southampton's population differs from the national average most significantly due to the large number of students in Southampton, who attend the University of Southampton and Solent University.

21% of Southampton's population is aged between 15 and 24 years compared to 12.5% nationally.

Since 1991 Southampton's population has grown by just under 50,000 and is predicted to grow to 267,600 (for the local authority area) by 2028, an average growth rate of around 0.6% per year.

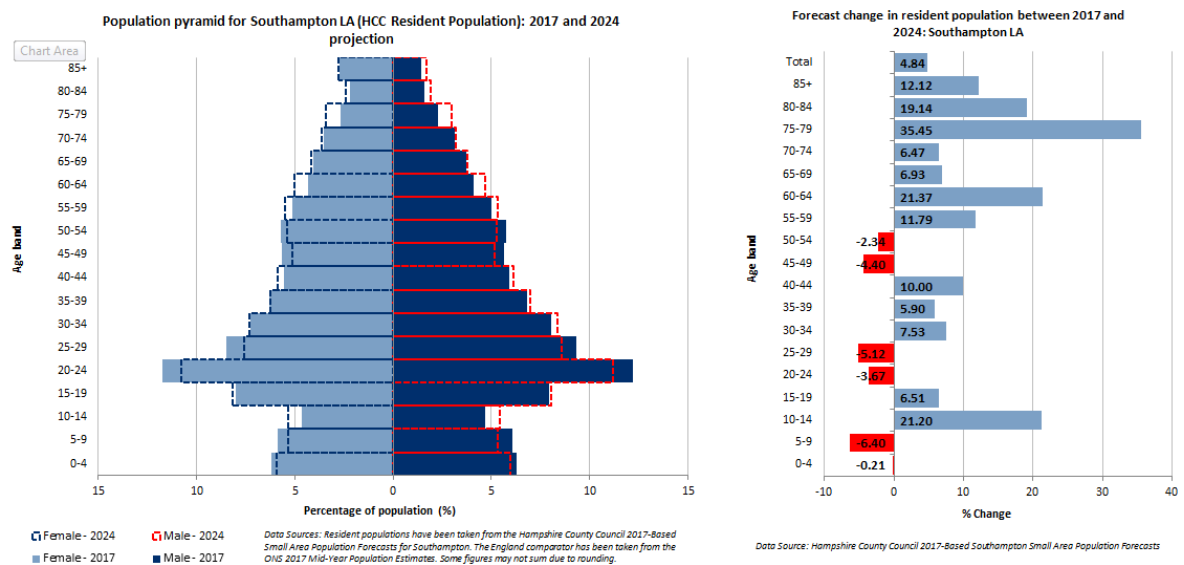


## 4.1 Population forecasts

Understanding how Southampton’s population will change in future, and how this will affect demand for a range of services, is vital for service planning and commissioning going forward.

The population in Southampton is expected to increase by 9,041 between 2018 and 2024. The older population is projected to grow proportionally more than any other group in Southampton over the next few years. The over 65 population is set to increase from 34,781 in 2017 to 38,810 by 2024, with the over 85 population set to increase from 5,297 to 5,939 in the same period (JSNA 2018).

According to the Joint Strategic Needs Assessment (JSNA) forecasts, the number of 0-4 year olds will remain relatively stable between 2017 and 2024 at around 15,800. Hampshire County Council’s small area population forecasts are based on the planned completions of residential dwellings in Southampton, which predict an increase in dwellings of 6528 (6.1%) between 2017 and 2024.



## 4.2 Migration, ethnicity and language

Since 2004, high levels of economic migration from Eastern Europe have contributed to the development and sustainability of many businesses, education, care and other activities, thereby bringing in greater richness and diversity to city life.

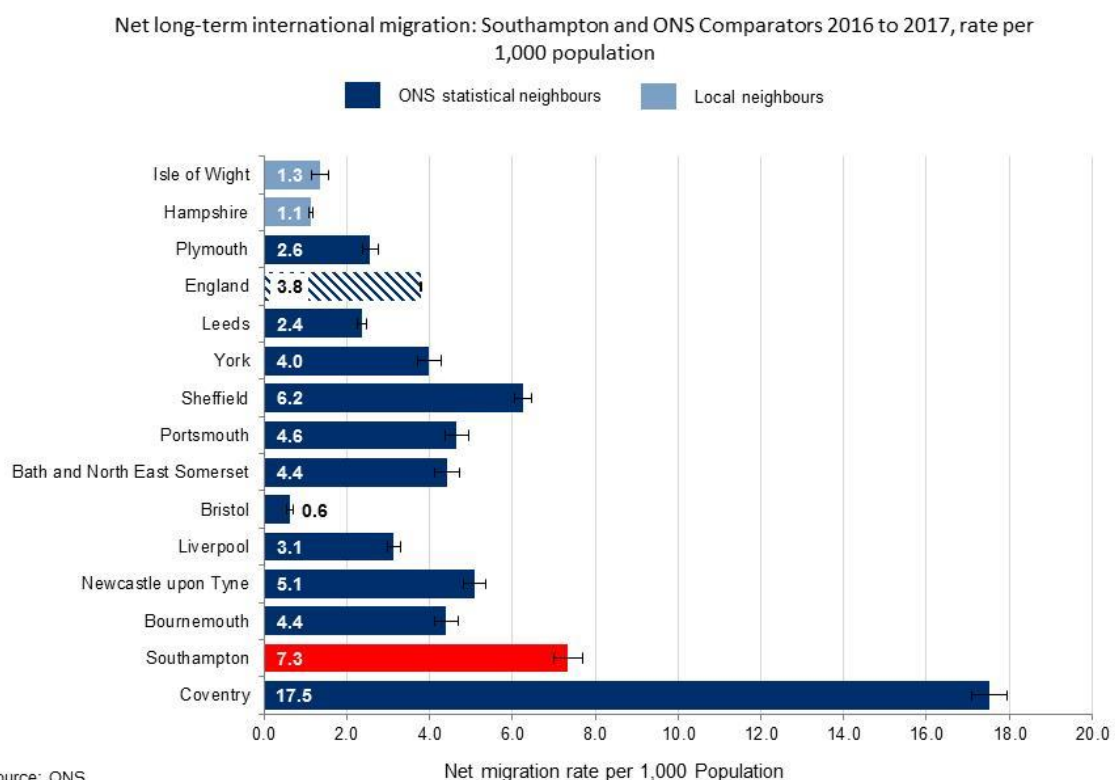
Strong community relations over many decades have contributed to maintaining cohesiveness.



Long term international migration up until 2016/17 shows that Southampton has more international incomers than leavers and this had continued to rise year on year since 2011/12.

However in 2016/17 the number of incomers decreased by just under 4 per 1,000 and the number of leavers increased by just over 1.5 per 1000 to the highest level since 2008/09.

The bar chart below compares the net long term international migration for Southampton with a range of comparator authorities and the England average. Southampton's net migration is significantly higher than its near neighbours and the England average.



Internal migration (people moving in and out of Southampton from within the UK) demonstrates that turnover of the population is at its highest level since 2007/08 at 144.3 per 1,000 population with 18,290 people moving into the city and 19,380 leaving. The lowest rate of internal migration was recorded in 2012/13 at 132.2 per 1,000 population.

Based on results from the 2011 Census, Southampton has residents from over 55 different countries who between them speak 153 different languages. In the 2011 Census 77.7% of residents recorded their ethnicity as White-British, which was a decrease of 11% from 2001. The biggest change has been in the 'Other White' population (which includes migrants from Europe) as this had increased since the 2001 census by over 200% (from 5,519 to 17,461).

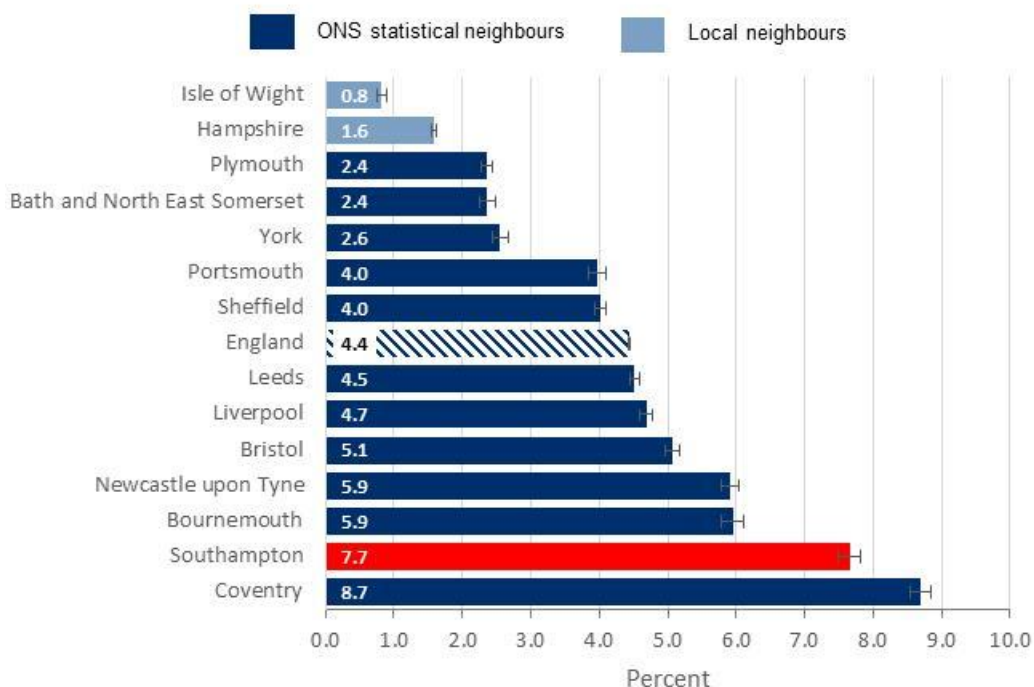
The ten most spoken languages in the city other than English are:

- Chinese – Mandarin and Cantonese
- Arabic
- Romanian
- Urdu
- French
- Bengali
- Bulgarian
- Spanish
- Panjabi
- Polish

Within Southampton, there is a wide variation in diversity; in Bevois ward, over half of residents (54.5%) are from an ethnic group other than White British compared to 6.8% in Sholing (JSNA, Census 2011). The annual school census in Southampton suggests a year on year increase of around 1.5% of pupils from an ethnic group other than White British; the most recent published data relates to 2018 and put this figure at 37.2% of pupils, which has increased from 26.4% in 2010.

There are over 7500 (7.7%) households in the City who have no people living in the household, and a further 4,000 (4.1%) who have only one person aged 16 or over, with English as a main language. Comparing this with our near neighbours, Hampshire has 1.6% and 1.9% respectively, Portsmouth 4.0% and 3.8% respectively and the England averages of 4.4% and 3.9% respectively.

**No people in household have English as a main language:  
Southampton and ONS comparators 2011 Census**



Sources: Office for National Statistics, 2011 Census, Crown Copyright

### 4.3 Household composition

The 2011 Census revealed about the way people live in Southampton, which may also be affected by the large student population in the city. For example, Southampton has a higher proportion of single (never married) residents than nationally (33.3% compared with 25.8%). Southampton has 10,249 widowed residents and 17,184 who are single through separation or divorce. There are 11,283 households in Southampton consisting of older people living alone and 416 people in a registered same-sex civil partnership.

In 2011, there were 6,918 lone parent families in Southampton with dependent children. Of these, 46.8% were not in employment (compared to 40.5% nationally) and the vast majority were female (over 91%).

A full detailed breakdown of our population can be accessed via the Joint Strategic Needs Assessment: [Southampton JSNA](#) or [www.publichealth.southampton.gov.uk/healthintelligence/jsna/](http://www.publichealth.southampton.gov.uk/healthintelligence/jsna/).

This data is used to inform all commissioning that is undertaken.

## 5. Equality and diversity in commissioning

Southampton City CCG places equality and inclusion at the heart of commissioning services for local people from vulnerable protected groups. We have made some progress in embedding equality and diversity into our decision making processes and this will be increasingly reflected in the redesign of existing services and the commissioning of all services.

To ensure Equality and Diversity is embedded in commissioning we:

- ✓ Ensure all staff (including new starters) receive training in how to embed Equality and Diversity into day-to-day practices. The next round of staff training is due to take place in January 2020.
- ✓ Ensure providers monitor fair access to services by protected groups.
- ✓ Build Equality and Diversity criteria into all contracts.
- ✓ Build equality returns into contract reviews so evidence is provided on how criteria are being implemented and achieved.
- ✓ Involve protected groups in service design and re-design.
- ✓ Show “due regard” – undertake equality impact assessments on commissioning programmes, strategies and policies where appropriate.
- ✓ Specify required equality outcomes within service specifications.

- ✓ Engage local protected groups to identify health needs and any negative impacts on protected groups from healthcare changes under consideration by the CCG.

## **5.1 Key information and data (evidence base)**

We use a range of data/information to assist us when commissioning and procuring services; some of the key demographics, health inequalities and engagement information is accessed via:

- The Joint Strategic Needs Assessment (JSNA) provides a baseline assessment of needs in Southampton and is a key piece of evidence underpinning the development of the Health and Wellbeing strategy. NHS and local authority commissioners will be expected to have given due regard to the JSNA and Health and Wellbeing Strategy when developing commissioning plans
- Health and Wellbeing strategy
- Public Health Annual Report
- The Business Intelligence team based within the CCG provides commissioners with a wealth of data about the local population, particularly at primary care level.
- Communications and engagement
- Quality Reports from providers and our own Experience Report
- Complaints and Patient Experience data

Our commissioners use the intelligence from the above sources in a number of ways, for example:

- To ensure providers monitor fair access to services by protected groups and differential satisfaction levels
- To involve protected groups in service design and re-design
- To undertake equality analysis and human rights screening on early decisions, priorities, commissioning intentions, policies etc.
- To specify required equality outcomes within service specifications
- To engage local protected groups to identify health needs and negative impacts on protected groups from healthcare changes under consideration
- To use feedback and satisfaction data to manage performance

## **5.2 Decision Making (Equality Analysis)**

We are committed to ensuring that we pay due regard to the aims of the Public Sector Equality Duty (PSED). The systematic analysis of the impact of our actions and decisions on equality is one way this can be achieved.

The Equality Impact Analysis (EIA) process is central to being a transparent and accountable organisation. The EIA ensures we have considered the impact on

people from protected and marginalised groups with any new proposal so that we do not disadvantage by the way we commission services. The EIA helps us to develop a better understanding of the communities we serve.

EIAs are an integral part of the business case and policy development and, as such, they are required to be completed whenever we plan or change a service or policy. This assessment is incorporated in the cover sheet for each paper to the Governing Body.

Our process requires individual staff and teams to think carefully about the likely impact of their work on different communities or groups. It involves anticipating the consequences of the organisation's strategies and policies on different communities and making sure any negative consequences are eliminated or minimised and opportunities for promoting equality are maximised.

The CCG has produced guidelines and supports staff to make the process of equality analysis easier to understand and implement.

### **5.3 Case studies of addressing equality and diversity needs in our commissioning**

#### **Case study one – supporting people with learning disabilities and / or autism**

A new autism support service was commissioned in late 2018 to support people with learning disabilities and / or autism, and arranges workshops for parents around autism as well as autistic adults. Take up of this service has been monitored throughout 2019.

Proactive work with primary care and other service providers has resulted in a significant increase in the take up of annual health checks for people with a learning disability. Promotion and awareness raising of annual health checks is continuous and the impact of this is monitored. Services which have been prioritised include all framework home care providers, housing related support and Shared Lives.

We have established a Life Skills service to support people with a learning disability develop skills which support their independence, almost 200 referrals have been made to the service and there has already been successes in supporting people to begin volunteering as an entry point to working towards employment. Travel training has been particularly successful with a reduction in the number of taxis required.

The Southampton City CCG Learning Disability Continuing Healthcare nurses have now relocated to work alongside colleagues from Adult Social Care and the Community Learning Disability team to provide an integrated service for service users, their families and carers. Integration and colocation provides the ability to deliver more responsive and joined up care, including joint assessment and care

planning, robust risk assessments and care coordination leading to an improve quality of service user experience.

### **Case study two: supporting Southampton's aspiration to become a restorative, child friendly city**

The Integrated Commissioning Unit, a joint commissioning team for NHS Southampton Clinical Commissioning Group and Southampton City Council, has collaborated with the Wessex Children's Mental Health Clinical Strategic Network to secure additional funding from Health Education England (HEE) to roll out restorative practice within the city. This is as part of the city's overall vision to become a Child Friendly City.

Southampton's vision is to become a child friendly city to achieve better outcomes for children and families through the use of restorative approaches where problems are resolved and relationships are built through empathy and understanding. This work is being developed by the 'Working with Families Project' led by Southampton City Council Children and Families Directorate working with multiagency partners.

Children in Southampton have described restorative practice as 'making things right after a problem', and 'building relationships; creating communication through empathy and understanding'. We secured funding of £62,500 from HEE. This enabled us to accelerate this training programme with the focus on rolling out to a range of multi-agency partners including city council, NHS providers and commissioners, voluntary organisations, police, schools, colleges and children and young people with the aim to train 500 at Level 1, 75 at Level 2 and 75 at Level 3 by March 2020.

## **6. Performance monitoring of providers**

Provider contracts have been reviewed in terms of reporting and monitoring the requirements as set out in service condition 13, Equality and Diversity, of the NHS contract.

We have developed a robust Equality and Diversity schedule that is included in all provider contracts to ensure they comply with Equality and Diversity requirements.

The schedules are tailored and proportionate in relation to the size of the organisation. Regular Clinical Quality Review Meetings are held to ensure compliance and understanding from providers and assurances are given via the Quality Team to Clinical Governance Committee.

Additionally, providers tendering for new contracts now have to demonstrate how they are addressing equality issues throughout the tender process.

## 7. Workforce

As part of the requirement of the PSED, organisations with over 150 employees are required to publish information relating to their employees.

Our workforce is less than 150 and therefore our approach is to review and monitor workforce data through our internal reporting mechanisms. We encourage staff to provide information through the Electronic Staff Record (ESR) so that we may identify areas for development in order to be inclusive and ensure no group is disadvantaged.

In line with agreed employment policies and guidance CCG's Human Resources service monitor staff concerns in order to identify issues of discrimination and other prohibited conduct.

In the autumn of 2019 our staff completed the national NHS staff survey which includes themes related to equality. Once the results are known an action plan will be developed, together with the CCG's Staff Forum.

Following on from the 2018 survey we further developed our Organisational Development Plan with the themes that had arisen. The CCG scored high on:

- Our staff feel able to make improvements happen.
- The organisation takes positive action on health and wellbeing.
- Communication between senior managers and staff is effective, and staff feel involved in important decisions and feedback is acted on.

Areas the CCG chose to address as a result of the survey include the need for all staff to have regular appraisals, feeling pressure to come into work when unwell, and bullying, harassment and physical violence from the public.

The CCG now has well-established and valued Wellbeing Champions in place, whose purpose is to look at their own wellbeing and self-care, build our own toolkit, support the wellbeing of others, create a community of wellbeing champions and build a culture of wellbeing. These principles have been embedded into the culture of the organisation by theming away days and staff activities.

The CCG chose to review its values in the autumn of 2019, and staff were a part of the engagement process for this activity. The rewording of the values came from suggestions by members of staff.

In line with most NHS organisations the CCG advertises jobs and processes applications via the national recruitment system NHS Jobs. All applicants are asked equalities monitoring questions. Equalities information for successful candidates is then pulled into the Electronic Staff Record system. Applicants have the option to not disclose their protected characteristics, if they wish. Equalities monitoring information is not disclosed to the shortlisting or interviewing panel.

A range of core employment policies are in place which enable managers across the organisation to make sure the workforce is treated fairly, is representative at all levels and staff have a positive experience at work. Equality and Diversity training is mandatory and is part of corporate induction training. These policies include:

- Recruitment procedure
- Absence management policy
- Disciplinary Policy
- Grievance Policy
- Harassment and Bullying at Work Policy

The CCG regularly takes on apprentices, and the CCG aims to take those that we can give a real opportunity and make a difference to. This includes supporting people who may otherwise have difficulties accessing the workplace. Staff members within the CCG have undertaken training in supporting people with disabilities in the workplace.

## **8. Equality and diversity objectives**

Our Equality and Diversity Strategy 2017 - 2020 sets out how we plan to tackle current health inequalities in the city, promote equality and fairness and establish a culture of inclusiveness that will enable Southampton health services to meet the needs of all. The strategy and action plan sets out our overall approach to equality, diversity and human rights as both an employer and a health commissioner.

### **Our equality objectives**

- a) Reduce health inequalities through a targeted approach and improve access to existing services by protected groups e.g. address issue of low uptake of screening programmes in black and minority ethnic communities and people with learning disabilities
- b) Improving access to equality information and data for commissioning and service planning
- c) Monitor outcomes for our patients and patients, carer and public experience of our commissioned services



- d) Develop a culture which is inclusive of Equality, Diversity and Human Rights, where staff are confident and feel valued
- e) Ensure regular reporting of harassment, bullying and perceived victimisation relating to our staff by implementing and making sure all staff are aware of our bullying and harassment policy.
- f) To have good governance to improve Equality Diversity and Human Rights performance through the Equality Delivery System and engage local population in assessing the CCG's performance

In addition, one of our key organisational goals is:

**Make It Fairer** - this means we will reduce the inequalities in access to care across our population through:

- Eliminating variations in the quality of and access to care
- Hearing the voice of disadvantaged people
- Putting people's needs first when commissioning services
- Implementing our equality and diversity policy
- Being accountable for all we do

**Our guiding principles/core standards to make care fairer:**

1. We will recognise and value the diversity of the local community
2. We will ensure that equality is central to the commissioning of modern, high quality health services.

**Make It Fairer – interventions:**

1. Reduce Health Inequalities
2. Promote Equality and Diversity
3. Uphold the NHS Constitution

## 9. Equality Delivery System 2 – Assessment of Performance

EDS2 is a mandatory requirement for all NHS organisations to assess its performance against Equality and Diversity. The CCG will be undertaking work in 2020 to update this assessment, working with the newly relaunched Equality and Diversity Reference Group.

In 2019 our work on Equality and Diversity was rated as “Green Star” against the Improvement and Assessment framework (IAF) for patient and public engagement, by NHS England. This follows a rating of outstanding for the equality and diversity domain of this assessment in 2017/18. Examples of the organisation's work are used as best practice for other CCGs to learn from.

## 10. Communications and engagement

We engage and work in partnership with our communities to better understand the health inequalities and needs of the people of Southampton and take action to ensure a better experience of care.

We try to ensure that all of our engagement activities include the collection of demographic information to ensure inclusion of all protected characteristics.

Our member's network is continuing to expand and there are several ways in which patients, carer and the public can be involved in the co-production and co-design of our work. Opportunities include:

- Joining our members network
- Joining our Consult and Challenge co-production group
- Joining our Patients Forum
- Joining our Communications and Engagement Reference Group
- Joining our Equality Reference Group
- Becoming a volunteer with the CCG
- Joining the People's Panel, led by Southampton City Council

Some examples of how we have connected with our communities to tackle health inequalities in 2019 include:

### 10.1 Communications and Engagement Group

Southampton City CCG's Communications and Engagement group is chaired by Dr. Pritti Aggarwal. Representation is wide and varied and includes providers and representatives from voluntary and community organisations.

This group provides us with valuable patient insight and local people's experience of services. They work in partnership with us on key projects to ensure our plans are always patient focussed. Engagement activity has included:

- Co-designing our Patient Experience Service satisfaction survey
- Access to GP services
- Accessibility at Southampton Central Railway Station for passengers
- Asking for guidance from groups about improving cancer screening
- Advising the CCG on how to communicate changes with the ordering of repeat prescriptions
- Brexit
- Advising the CCG on how to improve its own patient and public involvement activities
- The new NHS app

## **10.2 Equality & Diversity Reference Group**

This group was set up through the request of the CCG's governing body as a 'critical friend' to ensure that the CCG provides equality and fairness in access to and use of services and the impact and outcome are positive for all.

The Equality and Diversity Reference Group provides advice, support, assurance and feedback to the CCG to ensure the organisation meets its equality commitments. Individual experiences of healthcare services are discussed in the group and issues reported to the CCG for appropriate actions.

2019 saw the relaunch of this group with an initial meeting in November 2019. This meeting people representing a range of protected characteristics discuss how the group could evolve and best advise the NHS on how to meet its equality and diversity requirements. Future meetings are planned for 2020.

## **10.3 Local Patient Participation Groups (PPGs)**

The building blocks for engagement at GP practice level. Each GP practice has set up a group of patients who are interested in engaging with their work.

The CCG works with Healthwatch Southampton and its PPG Network. In particular in 2019, the CCG has engaged with the Bath Lodge and Chessel practices' PPG as part of their practice merger proposals.

## **10.4 Community engagement**

Our community engagement programme is considered to be 'business as usual' with a range of activities taking place every month.

This encompasses a wide variety of activities from information sharing to community empowerment. It enables us to gain insight into the communities' concerns and is a means of supporting people to understand the issues confronting their community and finding possible solutions.

The CCG publishes Patient Insight Reports on a quarterly basis, approved by the Clinical Governance Committee, which include a detailed list of patient and public involvement activities, and lists outcomes from each activity. These reports are published on the CCG website.

## **10.5 "Building Relationships with Our Community"**

Increasingly we are working collaboratively with local voluntary and community sector organisations to develop effective involvement.

We commission voluntary organisations to undertake engagement programmes where they have specific expertise, for example, the Stroke Association.

We also regularly meet with a range of community and voluntary groups to ensure that we engage with groups representing the nine protected equality characteristics.

We undertook a range of community initiatives in 2019 which included:

- Targeted work promoting NHS services in the city to the eastern European population
- Working with local hospital consultants to undertake diabetes checks in local gurdwaras and mosques (a piece of work which started in 2018), and on cancer screening.
- Focused work with local students, most notably during 'fresher' and 'refresher' events – evaluation reports are published in our Patient Insight Reports
- Ongoing support to local voluntary organisations working specifically with 'seldom heard' groups, e.g. West Itchen Community Trust, Unity 101, Stroke Association.
- Support to Steps to Wellbeing to improve their BME outreach work
- Support to NHS England and its Cancer Alliance to improve its outreach work
- Being an active participant in Southampton's Hate Crime Network, building awareness of third party reporting centres

## **10.6 Patient and public engagement in commissioning**

Highlights from the CCG's engagement programme to support equality and diversity objectives include:

- To help steer the CCG's equality and diversity programme of work, we relaunched the Equality and Diversity Reference Group in the autumn of 2019. The group, made up of people and organisations that represent the protected characteristics as set out in the Act. The first meeting reviewed terms of reference and started a wider discussion of the group's purpose in supporting and shaping the CCG's agenda, in line with the CCG's Equality and Diversity Strategy. The group also discussed holding six-monthly meetings which would invite a larger number of people, and rotate the venues for these meetings around the city.
- The CCG, including the Integrated Commissioning Unit (ICU), are proactive in involving local people as we develop services. We view people as 'experts by experience' who can make a real contribution to improving our commissioning approaches.
- We have continued to support the city's Consult and Challenge group, which is run by service users and carers who are Experts by Experience and possess a wealth of knowledge on their own requirements and capabilities.

The group was set up to help disabled people have a greater involvement in the design, creation and improvement of the local services that affect them.

- The Communications and Engagement group have been engaged in a number of activities throughout the year. One important element of their work is sharing patient experience stories to assist us with monitoring our services. Feedback about people's experience of services has also been gathered from a variety of sources including Patients Forum, Engagement Reference Group, Equality Reference Group, Consult and Challenge Group, GP Annual Survey, local authority residents' survey, website and social media, national surveys and the Friends and Family Test. All feedback is collated and analysed to identify trends and patterns and report on outcomes. A quarterly Patient Experience report is submitted to the Clinical Governance Committee.
- Our close partnership working with statutory partners and the voluntary sector has continued in 2018. Local Solution Groups have remained active around the city, looking to ways for our organisations and groups to tackle health inequalities and address equality issues. Focussed work has been undertaken with the Cluster 2 Local Solutions Group, which covers the Lordshill, Lordswood, Coxford and Alder Moor communities in the north west of the city. The Local Solutions Group had acknowledged pockets of BME communities in local area were not being engaged, and therefore worked together with a local pastor and held a 'meet your community' event in June 2019, in the Lordshill district centre (outside Sainsbury's). The CCG engaged with over 75 local people, recruiting new people to the Local Solutions Group and promoting community cohesion, as well as raising awareness of local NHS services and the CCG's engagement programme. Working with Local Solutions Groups forms a crucial work of Better Care Southampton, which is a joint initiative between the CCG and Southampton City Council and is based upon the vision of health and social care working together with communities for a healthy Southampton.
- The CCG continues to follow best practice to make its communication literature accessible to all. This includes providing a point of contact on literature to ensure people know who and how to contact the CCG to request for information in different formats.
- We worked with University Hospital Southampton NHS Foundation Trust, Solent NHS Trust and the Diabetes Research and Wellness Foundation, to hold a diabetes screening session outside of St Mary's Football Stadium, before a Premier League football game. The aim of the event was to screen football fans and find out their risk of developing type2 diabetes, using a quick finger prick blood test. Over 100 football fans and staff were tested,

with two testing positive, and lots of awareness raising of the ways to prevent type 2 diabetes. The event found there was a lack of awareness of diabetes type 2, but an enthusiasm to be checked. Future events are being looked into.

- The CCG has been working a new five year health and care strategy for Southampton throughout 2019. To help ensure this strategy reflects the needs of the diverse population we have in the city, we have engaged with various groups to help us write the strategy. This includes attending the Friday Forum run by Southampton Voluntary Services, which is attended by a large number of voluntary sector representatives.
- Southampton has a larger than average Polish-speaking community. Every year the CCG takes part in the Polish family fun day. This is a huge event which takes place in Midanbury, to celebrate Polish culture and bring families together. This year we worked closely with the organisers to make sure every attendee received a Polish language version of our health service information leaflet.



3000 Polish language leaflets were handed out at the event. This leaflet was also distributed to a number of businesses and places of worship with strong links to the Polish community, including:

- New Rywal Polish Shop St Mary's Road,
- Food Stop Delicatessen, Bitterne Road West,
- Sami Swoi Shop Limited, Portsmouth Road
- Nasz Sklep (Our Shop), St Mary's Road
- St. Marys Market, St Mary's Road
- Sklep Promocja, Shirley Road
- Tatra Polski Sklep, St Mary Street
- Twój Sklep A1 Retail Unit, Shirley Road
- Maya – Polish Shop, Lodge Road
- Tani Sklep 1, Cannon Street
- Food Plus – Sklep Pod Orlem Broadway,

Portswood Road

- Sklep Zabka, Shirley Road

- Kubus – polski sklep, St Mary's Street,
- Polski Sklep and Wisla, Onslow Road
- Polski Sklep Grosik, The Colonnade
- Gucio, Portswood Road
- Magic Hair Style , Romsey Road
- Atlantic Clinic Mountbatten Business Centre, Millbrook Road East
- Maya – Woolston, Bridge Road
- Salek's Motors, Guildford Street
- Pierozek, 21 Church Street
- Shire Restaurant ,15 Onslow Road
- Holy Family Catholic Church, Redbridge Hill

- St Edmund's R C Church, The Avenue
- Polish Social Club, Portswood Road
  
- In March 2019 we also helped to put together a radio show for the Polish community to share information and advice around maternity and children's vaccinations. The show came about as some members of the community had expressed concerns or had misunderstandings around vaccinations. Rebecca Rowe, who is a Vaccination Specialist Midwife at Princess Anne Hospital, joined The 'Sound of Poland' programme on Unity 101 Community Radio and explained all about the benefits of vaccinations against flu, MMR and whooping cough then following on with information on baby and childhood vaccinations. The show was broadcast in Polish and English and was a great success. Unity101 also invited Rebecca back to offer the program in different languages. Questions asked by members of the public included:
  - Is TB on the increase world wide?
  - Can anyone catch it? Is it curable? What are the symptoms?
  - What should you do if you think you might have TB?
  - Is there any cost to register with a GP or to have any of the tests done?
  - If I've got TB, will I have to leave the UK? How long will treatment last for if I've got it? Where will I have to go for the treatment?
  - Is there a vaccination to stop people getting TB? Where can I find more information on TB and on how to register with a GP? Why do we have a World TB Day?
  
- Our community engagement officer regularly visits groups and small organisations across the city to listen to any concerns and feedback about local health services. This includes the Thornhill Health and Wellbeing Network (THAWN) residents meeting (a health and wellbeing social group for over 50s in Thornhill), Black Heritage Group, Challis Court Supported Housing residents group, and Portswood Church Parent and Toddler Group.
  
- We also attend major events in the city to engage with our population and raise awareness of local services. High profile events this year have included the city's Vaisakhi celebration, showing support to Sikh community in Southampton, building further networks and raising awareness of the CCG, a Peace Vigil in support of Sri Lankan community following terrorist attacks, the Iftar evening at Medina Mosque, and the United Voice of Africa Association (TUVAA) 'seaside in the square' event in Guildhall Square.
  
- Working with CLEAR (City Life Education and Action for Refugees), our Community Engagement Officer arranged three education sessions relating to local NHS health services, mental health, and vaccinations. These education sessions were for refugees and asylum seekers, new to the United Kingdom,

to help improve their English language skills and also learn about our health and care system. These sessions found that awareness of our urgent care system is low, and the role of GP services can be confusing. Many refugees and asylum seekers have mental health conditions and more work is required to raise awareness of the range of services in support Southampton. Future engagement sessions with CLEAR will be arranged in 2020.

- Southampton's Dementia Festival, organised by the Alzheimer's Society, continues to be successful. There were lots of activities on during the day - including poetry reading by people with dementia, talks by people who care for people with dementia and music for the crowd to join in with, which was led by a folk music group who run special dementia friendly music and dance sessions at Freemantle & Shirley Community Hall a couple of times a month. On the day there was interest in cancer information and issues with GP access. The CCG continues to be an active member of the city's Dementia Friendly Steering Group.
- Throughout the year the CCG has been working on the reprocurement process for the Wheelchair Service. Working together with West Hampshire CCG and Isle of Wight CCG, we spoke to a number of service users of the wheelchair service to gather feedback, help co-design the new service specification, and then review the specification prior to the Invitation to Tender being issued in December 2019. The contract for the existing service is due to come to an end 31 March 2021. As a part of this, in Southampton we held special focus groups in April and August 2019 at the SPECTRUM offices to collect the views of wheelchair users about what the new specification for the service should look like. 10 users / carers attended and fed back a huge range of comments. These can be found in full in the special engagement report on our website here:  
<https://www.southamptoncityccg.nhs.uk/download.cfm?doc=docm93ijim4n3391.pdf&ver=7457>
- This year we have had a focus on engaging with our population about cancer screening services. Uptake of cervical, breast and bowel cancer screening in Southampton is lower than the national average. For instance, we know through our engagement in Portswood barbers and hairdressers that men are reluctant to talk about bowel cancer screening and there is a lack of awareness of the importance of screening and the process. A programme of work is underway to promote cancer screening to target groups, working with NHS England, local GP surgeries and social enterprises.
- Our Medicines Management team are promoting the availability and convenience of buying over the counter medicines to people living in



Southampton. It is possible to buy over the counter medicines for a large range of conditions, such as sore throats, bites and stings, travel sickness and sunburn. As a part of this work, a member of our Medicines Management team and our Community Engagement Officer held an event with the Chinese Association of Southampton to raise awareness in July 2019. Our team presented to 50 attendees about the topic, which was translated by association members (both in written and spoken forms). The CCG has been invited to attend future meetings where the same translating arrangements will be made. We raised awareness of how convenient it can be to self-care for a very low cost. We have also been invited back to the Chinese Association of Southampton to present on other topics, which will then be translated on the day to the audience.

- The CCG's Senior Communications and Engagement Officer leads on our engagement with students in the city. Southampton has a significant student population and therefore we work with the local student unions to attend 'fresher' and 'refresher' engagement events. During the events we:
  - completed 64 surveys with students about local services to gather feedback on their knowledge of health services. These surveys help to determine what we should promote to students and they enable us to start a conversation around the support available (full survey results below)
  - gave out over 900 of our [Help us Help You](#) local service information booklets, these contain information on the mental and physical health services and support available in the city
  - shared a range of other materials including freshers' vaccinations advice and trolley tokens to promote the NHS website. The tokens were used to prompt students to enter their postcode to find nearby GP practices (if they hadn't registered) and also to remind them that the NHS website has a range of useful advice on common illnesses and injuries
  - added 14 students to our members network, so they will receive regular updates from us.

The most common queries we had from students were about:

- GP practice registration and where they could do this – we directed them to the NHS website (and gave them a trolley token) to find their nearest practices so they could choose which to register at vaccinations and how to check which vaccinations they've had in the past; we advised the students to mention this when registering with their new GP or existing practice if they are still registered at home.

A full report can be found in the CCG's Patient Insight Reports.

- The CCG continues to support the city's Learning Disabilities Partnership Board. Members of this group also attend the Consult and Challenge group run by the CCG, which has helped shape 'easy read' versions of our material. This includes a special letter sent out to Continuing Healthcare clients about a change in IT system used by the CCG.
- Work began in the autumn of 2019 to put into place a new Maternity Voices Partnership group for Southampton and South West Hampshire. Working with University Hospital Southampton NHS Foundation Trust and the team at Princess Anne Hospital, we have investigated putting into place a remunerated role. Expressions of interest have been made and a chair will be recruited in 2020.
- As in previous years, we continued our partnership with We Make Southampton, a local social enterprise bus, and attended the hugely popular Southampton Mela Festival. The CCG also took on the lead role of creating a 'health zone' for the event. The Mela was also attended by Southern Health NHS Foundation Trust, Solent NHS Trust, the local Diabetes Prevention Scheme, and the Stroke Association. We surveyed people regarding GP services, awareness of the range of NHS services available in the city and lifestyles, by using our token boxes and voting. Our voting questions are designed to prompt conversations. The questions on availability of GP appointments in evenings, weekends and bank holidays prompted the most comment. In particular, there remains a low level of awareness of the availability of these appointments. There was also a range of responses about ease of access at GP surgeries across the city. Following this feedback from the Mela and other sources, the CCG has decided to commence a review of GP estates and accessibility. This review will start in the east of the city in autumn 2019 and conclude in Spring 2020, before commencing in the central and west localities.
- Last year Healthwatch Southampton formally reported on its 'Let's Loop Southampton' initiative. This project involved volunteers visited 295 shops and the city's GP practices, conducting an audit of their hearing loop facilities. Following their report, CCG pledged to fund new hearing loops in all of our member practices and in other locations around the city, working jointly with Southampton City Council. The funding became available for practices and local businesses in September 2019.

## **11. Complaints and Patient Experience**

The Patient Experience service is a core function of the Quality team. The service monitors and responds to concerns, comments and compliments as well as handling

formal complaints about services commissioned by the CCG. The service is run in accordance with the National Health Service complaints (England) regulations 2009.

The Concerns and Complaints Policy continues to provide a clear and accessible process to enable people to feel empowered to provide feedback on services within Southampton, in a comfortable arena. Providing a fair, impartial and effective mechanisms for reviewing feedback and resolving complaints, enable lessons learned to be used to improve services

A user lead approach is a key element of the policy, the service will work closely with each complainant, to ensure that communication and contact is made in a way that suits them, ensuring the service is fully. Patients themselves or a representative, e.g. family member, friend, MP or other agency who has been given consent to act on behalf of the patient; can raise a complaint or concern. Complaints can be made by a third party on behalf of a patient in cases where the patient lacks capacity and is unable to make a complaint themselves

The service is publicised in a variety of ways including leaflets distributed to all GP practices, via the website and at communications and engagement events. The new Patient Experience Service satisfaction survey was created in 2019, with input from member of our Communication and Engagement group. An easy read version will also be made available in 2020.

The Clinical Governance Committee receives monthly data and quarterly analysis reports which identify trends and patterns arising from complaints, and any subsequent action taken as a result of lessons learned.

## 12. Proposed actions for 2020

Following our extensive activities in 2019, the high level below identifies key actions for 2020. These will be led by the CCG's Equality and Diversity Lead.

Action	Aim and description	Timescale
Build more extensive connections with LGBT+ community	Ensure LGBT+ community is represented on the Equality and Diversity Reference Group; working with local charities and universities with well-established LGBT+ groups; ensure gender equality issues are considered in CCG commissioning and engagement activities	January – March 2020
Run a number of Equality	Ensure the group	February 2020 – proposed

and Diversity Reference Group meetings	continues to run; identify recommended areas of focus for the year and ensure group continues to meet; also run meetings where wider community is invited; rotate locations around the city to ensure meetings are accessible; group to support CCG with EDS2 assessment	Equality and Diversity Reference Group meeting
Recruit new chair for Maternity Voices Partnership	Ensure a new chair is in recruited	Spring 2020
Equality and Diversity training for CCG staff	Ensure CCG staff undertake mandatory training and new members of staff received training as part of induction process	January 2020 – next face-to-face induction session for new staff
Continue community engagement activities	Ensure CCG continues to engage with communities across the city and audits this through Patient Insight Reports, published online quarterly	Quarterly reports
Expand range of CCG easy read materials	Ensure the CCG's literature is accessible for people with disabilities	Throughout the year

### 13. Conclusion

The evidence provided in this report demonstrates that the CCG continues to make good progress towards paying due regard to the way healthcare services are commissioned and delivered. We remain committed to making continuous improvements as a commissioner of services and employer for all our local population. We will continue to monitor progress against our action plans and will report regularly and openly on the development of this work.

For further information please see our Equality and Diversity Strategy and Action Plan 2017 – 2020 which is available on our website

<http://www.southamptoncityccg.nhs.uk/>