

## Barnet CCG's Engagement Activity Log for NHS 111/OOHS

Engagement Activity for Barnet CCG on NHS 111/OOHS					
Date of activity or dates activity ran from and to	Type of activity e.g. Meeting, focus group, deliberative event, online discussion, online	Target audiences e.g. Local patient groups, public, stakeholders, public, disease specific groups	How were participants informed (invited, media release, advertisements, flyers, online)	Key themes identified/ areas covered	Number of attendees / number of hits or users
4 <sup>th</sup> December 2014	Clinical Cabinet	GPs	Invited	Programme timelines Proposed clinical model Update on pilots (verbal presentation)	
4 <sup>th</sup> December 2014	Barnet Urgent Care Programme Board	Commissioning/clinical leads from primary care, integrated care and unscheduled/urgent care	Invited	Programme timelines Proposed clinical model (Meeting)	6
16 <sup>th</sup> January 2015	JHOSC	All NCL local authority JHOSC members	Added to agenda	Update on NHS 111/OOH programme	10
21 <sup>st</sup> January 2015	NCL workshop	Clinical and commissioning leads	Invited	Programme timelines Proposed clinical model Update on pilots	

				Data on 111/OOH patient usage by CCG (Presentation)	
12 <sup>th</sup> February 2015	Barnet Urgent Care Programme Board	Commissioning/clinical leads from primary care, integrated care and unscheduled/urgent care	Invited	Programme timelines Proposed clinical model Data on 111/OOH patient usage by CCG (Meeting)	5
19 <sup>th</sup> February 2015	Clinical Cabinet	GPs	Invited	Programme update (verbal presentation)	
24 <sup>th</sup> February 2015	GP network event	GPs		Programme update (by Beverley Wilding and Dr Barry Subel)	
3 <sup>rd</sup> March 2015	Public meeting (Green Towers Community Ctr)	Patients and public	Advert in local press and through Healthwatch website	Programme timelines Proposed clinical model Update on pilots Data on 111/OOH patient usage by CCG (Presentation)	
4 <sup>th</sup> March 2015	Meeting	Healthwatch Barnet	Invited	Programme update	
6 <sup>th</sup> March 2015	Public meeting (Education Centre, Barnet Hospital)	Patients and public	Advert in local press and through Healthwatch website	Programme timelines Proposed clinical model Update on pilots	4 x public 2 x CCG reps

				Data on 111/OOH patient usage by CCG (Presentation)	
25 <sup>th</sup> March 2015	South Locality meeting	GPs (south)	Bi-monthly meeting for members of the South Locality	Update on 111/OOH (verbal presentation)	26
26 <sup>th</sup> March 2015	Online	Patients and public	<ul style="list-style-type: none"> <li>• Barnet CCG website</li> <li>• Email directly to PRG members and local organisations</li> <li>• Healthwatch newsletter and website</li> </ul>	11/OOH survey	Approx. 400
End March	NHS 111/OOH update presentation	Barnet GP practices	emailed		
30 April 2015	Patient Reference Group (School in Brent)	Members of the Barnet CCGs PRG	Invited	Interactive session around urgent/unscheduled care incl. 111/OOH	Approx 25,
14 <sup>th</sup> May	North Locality meeting	GPs (north)	Bi-monthly meeting for members of the North Locality	Update on 111/OOH (presentation)	
19 May 2015	Public meeting (Stephens House and Gardens)	Patients and public	<p>Advert in local press and through Healthwatch website</p> <p>Practice Managers Weekly news Bulletin</p>	<p>Programme timelines</p> <p>Proposed clinical model</p> <p>Update on pilots</p>	8

			Posters to display in GP practices	Data on 111/OOH patient usage by CCG (Presentation)	
21.May 2015	West Locality Meeting	GPs (West)	Bi-monthly meeting for members of the West Locality	Update on 111/OOH (presentation)	15
27 May 2015	NHS 111/OOH Procurement Update Letter	Stakeholders Practice Managers PPG Members	Emailed letters	NHS 111/OOH Procurement Update	150
28 May	Update letter	Barnet Council LB of Barnet Barnet MPs Barnet 55 Plus Barnet Carers Barnet Voice for Mental Health CommUNITY Barnet Healthwatch Barnet Barnet Local Dental Committee Barnet Local Medical Committee Barnet, Enfield and Haringey Local Optical Committee Barnet, Enfield and Haringey Local Pharmaceutical Committee Barnet Youth Parliament Multilingual Wellbeing Service Barnet Deaf Association Barnet Learning Disability Service	By letter/email	Programme update Key themes identified from engagement events Opportunity to feedback	25
28 May	Update letter	Barnet GP Practice Managers to cascade to PPGs	By letter/email	Programme update Key themes identified from engagement events	68

				Opportunity to feedback	
29 May	Handwritten Correspondence received after 18 May meeting	Member of the public - David Shepherd		Concern about democratic deficit – provided list of organisations that we could engage/consult with.	1
2 June	Patient and Public Reference Group	Members of the PPRG from the five boroughs	Email	ToR Confidentiality Service Spec input	20
24 June	PPRG visit to LCW	Members of the PPRG	Email	Visit to LCW	6
26 June 2015	NHS 111/OOH Update paper	HOSC			15
2 July 2015	NHS 111/OOH Procurement Update Letter and engagement plan sent by BCCG Chair/CO	List Stakeholders Barnet Council LB of Barnet Barnet MPs Barnet 55 Plus Barnet Carers Barnet Voice for Mental Health Community Barnet Healthwatch Barnet Barnet Local Dental Committee Barnet Local Medical Committee Barnet, Enfield and Haringey Local Optical Committee Barnet, Enfield and Haringey Local Pharmaceutical Committee Barnet Youth Parliament	Letter and Engagement Plan on the future model for NHS 111 and GP OOH's in NCL  3.7.15 engagement plan posted on website  GP Bulletin w/c 13/7 with link to the Barnet CCG website		150

		Multilingual Wellbeing Service Barnet Deaf Association Barnet Learning Disability Service Barnet GP members Barnet PPG Barnet GP Networks			
23 July 2015	Service Specification post on internet	Commissioner stakeholders Providers Patients and public	Posted on intranet 23 July 2015		150
August 2015	Draft Commissioning Intentions engagement events	3 events held; <ul style="list-style-type: none"> <li>• Commissioner stakeholders</li> <li>• Providers</li> <li>• Patients and public</li> </ul>	Invitation email to stakeholders  Advert in local press and through Healthwatch website	NHS 111/OOH covered within context of urgent care table discussions	
4 August	Patient and Public Reference Group	Members of the PPRG from the five boroughs	Email	NHS England update  Standard contract and contract monitoring  Directory of Services	15
5 August 2015	Market testing event	Barnet GPs Barnet GP Networks Barndoc	Invitation email to stakeholders  Adverts in contract finder 14.7.15  BCCG website		22

12 <sup>th</sup> August 2015	Meeting	Healthwatch Barnet Engagement Group			20
2 September	Patient and Public Reference Group	Members of the PPRG from the five boroughs	Email	Programme update Draft JHOSC paper Contract management and KPIs	16
17 September 2015	Health & Wellbeing Board Update on the procurement				