

## Engagement Activity Report

**April to June 2018**

Accord membership	Apr (2017)	May (2017)	Jun (2017)	Narrative
<b>Accord Joiners</b>	<b>1</b> (3)	<b>1</b> (0)	<b>0</b> (6)	<p>Accord membership database is externally hosted and the service includes a data cleanse (deaths and moves out of area) – this is carried out 3 times a year. Recent changes to the database mean that we can now count members of Accord who reside outside of North East Lincolnshire, and therefore there will be some differences in the figures when compared to the previous year. The 'leavers' figures includes data cleanse and opt-outs. We have also introduced an option to 'unsubscribe' to all emails from Accord in March which has resulted in an increased number of members opting out of the scheme.</p> <p>Accord members and CCG stakeholder lists received bi-weekly e-bulletins with information about CCG, local partners, regional and national health and wellbeing engagement opportunities</p>
<b>Accord Leavers</b>	<b>10</b> (4)	<b>10</b> (10)	<b>11</b> (2)	
<b>Total Membership</b>	<b>2625</b> (2639)	<b>2616</b> (2629)	<b>2605</b> (2633)	
Ladder of Participation (Engagement Strategy)	April	May	June	
<b>Informing</b>  <i>Accord e-bulletins are sent out fortnightly to the membership and all CCG stakeholder lists</i>	<ul style="list-style-type: none"> <li>• Transforming Ophthalmology services - engagement report published</li> <li>• Way Forward progress report published</li> <li>• Safer NEL – safeguarding website launch</li> </ul>	<ul style="list-style-type: none"> <li>• Adult Services review stakeholder update</li> <li>• Special Educational Needs &amp; Disabilities (SEND) &amp; Local Offer</li> <li>• Patient Choice Awards</li> <li>• Keeping Older People Active (NEL Dementia Alliance)</li> </ul>	<ul style="list-style-type: none"> <li>• Accord newsletter incorporating                             <ul style="list-style-type: none"> <li>○ Ophthalmology</li> <li>○ GDPR notice</li> <li>○ Accord annual meeting invite</li> <li>○ E&amp;D invitation</li> <li>○ Humber Acute Services Review</li> </ul> </li> </ul>	
<b>Involving</b>	<ul style="list-style-type: none"> <li>• Community Forum meeting updates on:                             <ul style="list-style-type: none"> <li>- Perinatal MH</li> <li>- Summary Care records</li> <li>- Single Access Pathway</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Community Forum meeting updates on:                             <ul style="list-style-type: none"> <li>- Supported Living Procurement Framework</li> <li>- Contracts and procurement</li> <li>- Extended Access GP services</li> <li>- Ophthalmology</li> <li>- Social Prescribing</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Community forum meeting updates on:                             <ul style="list-style-type: none"> <li>- PALS &amp; Complaints</li> <li>- VCSE Alliance</li> <li>- Council of Members</li> </ul> </li> </ul>	

Ladder of Participation (Engagement Strategy)	April	May	June
<b>Collaborating</b>	<ul style="list-style-type: none"> <li>Annual health checks for vulnerable people review. Development of new health check format for people with learning disabilities.</li> <li>Local Children’s access pathway group development and launch.</li> </ul>	<ul style="list-style-type: none"> <li>Grimsby Widows Assn meeting – Accord Ambassador talk</li> <li>Community Forum ‘So What’ session (evaluation)</li> <li>Rheumatoid Arthritis Support Group meeting – Accord Ambassador talk</li> <li>Development of joint Communications Strategy for the Union</li> </ul>	<ul style="list-style-type: none"> <li>Community Forum code of conduct</li> <li>Equality Impact Assessment Panel review of: <ul style="list-style-type: none"> <li>Annual leave policy</li> <li>Domestic Abuse Policy</li> <li>Littlefield Surgery Colposcopy Service</li> <li>Equality &amp; Diversity Policy</li> <li>Flexible Working Policy</li> <li>Whistle Blowing Policy</li> </ul> </li> </ul>
<b>Consulting</b>		<ul style="list-style-type: none"> <li>NELC Community Energy Projects Surveys.</li> <li>Community Forum - Clinical Services Review</li> <li>NHS England survey re online GP consultations,</li> </ul>	<ul style="list-style-type: none"> <li>CCG Clinical services review</li> <li>Public Health MH needs assessment engagement with Accord Steering Group</li> <li>Interviews with Supported Living tenants to inform Supported Living procurement</li> </ul>
<b>Devolving</b>	<ul style="list-style-type: none"> <li>Accord Steering group Way Forward event evaluation and recommendations for CCG/NLaG</li> </ul>	<ul style="list-style-type: none"> <li>Healthwatch recruitment to Independent Strategic Advisory Board,</li> </ul>	<ul style="list-style-type: none"> <li>NHS 111 regional procurement panel – patient representative opportunity</li> </ul>
<b>Coming soon...</b>	Humber Acute Services Review – ‘wave one’ consultation on fragile services (postponed - to be rolled into Wave 2 engagement and consultation)		