Forward View 2015 Engagement Report

An informal session, entitled Forward View, was held one hour prior to the start of the AGM on the 16th September 2015 at the Mandalay Hotel in Guildford, from 4pm to 5pm.

Aim
To allow members of the public to:
- Meet and talk to our clinical leads, executive directors and staff
- Find out what the CCG is planning for the future.
- Let the CCG know what they think

Publicity
An announcement of the Forward View session was circulated via email using the CCG’s stakeholder distribution list to a wide range of people and organisations on the 12th August 2015 including the CCG’s Patient and Public Engagement Group, the Patient Participation Group chairs and people who had attended previous engagement events.

This was re-circulated twice before the session took place and at the start of September 2015 to the PPE Group, the PPG Chairs Network and people who had attended previous engagement events organised by the CCG. All contacts were asked to 'spread the word'.

Format
A ‘market-place’ format was agreed, with clinical leads and programme leads standing by tables for each of their programme areas.

Various materials were prepared:
- Posters highlighting key plans under each programme area e.g. safe haven crisis café under mental health.
- Postcards for attendees to fill in with questions, views and comments to be handed in.
- Floor map to enable attendees to speak to the programme leads they were interested in.
- A floor to ceiling banner explaining the role of the CCG.
- Flyers publicising the next PPE Forum on the 22nd October 2015 were prepared.

The same graphic was used throughout, with changes to highlight each programme area.
Postcards were left for people to complete:

A flyer promoting the next PPE Forum on the 22nd October was also distributed:
Next Steps
All areas of conversation and feedback from written submissions have been fed back to the responsible programme and clinical leads at the CCG.

The Patient and Public Engagement Forum on the 22nd October 2015 in Godalming will look at some of the issues discussed at Forward View in more depth as they relate to the CCG’s commissioning intentions for 2016/17 and beyond.

Feedback since the event has been very positive with many welcoming the informal approach and networking opportunity that enabled meaningful conversations to take place with responsible leads in the CCG. It is planned to carry out the same engagement ahead of the AGM in 2016. CCG staff have been asked for their views as to how the event could be improved to inform future planning.

All attendees are encouraged to let the CCG know what they thought: please email Sam Patmore, the CCG’s events coordinator at Samantha.patmore@nhs.net

Similarly, anyone wishing to ‘Join the Conversation’ on the 22nd October 2015 (afternoon) can register with Sam via the same email link.

Liz Patroe
Policy & Engagement Manager
23rd September 2015