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ANNUAL ACTIVITY REPORT 2019

**Bromley Communications and
Engagement Network Group**

*A summary of
activity and
outcomes from the
Bromley C&E
network during
2019.*

Communications and Engagement Network Group

Annual Activity report 2019

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Welcome

I am delighted to introduce the Communications and Engagement Network Group annual report for 2019. This is our opportunity to give an account of our work on behalf of the community in Bromley and to set out our future plans and strategic priorities for the next twelve months. Over the last year, we have continued to facilitate communication and engagement between Health and Social Care services in the borough thereby improving health and wellbeing outcomes for Bromley residents.

As healthcare systems continue to change and evolve it is important that services work together to share information, deliver joint campaigns, share engagement activities and deliver coordinated messages to the community to ensure clarity and consistent engagement for local people on borough wide priorities.

The Communications and Engagement group is uniquely placed to coordinate engagement, amplify and represent patient needs but also provides opportunity for organisations to work collaboratively, planning new initiatives and programmes jointly whilst sharing challenges and recognising what works whilst better understanding the role of partner organisations. Enabling the group to speak with 'one voice' when appropriate around issues that affect the whole borough.

In 2019 the Group have combined to deliver focused campaigns on winter messaging, Suicide awareness, Breast Feeding, Diabetes awareness, Antibiotic awareness, Stop smoking, Breast Cancer, Blood pressure stats and supported Cancer campaigns. The group additionally supported engagement for the NHS Long Term Plan and promoted surveys for Autism, experiences of maternity care and experiences of care from people with fibromyalgia.

The engagement tracker, introduced in 2018, has developed into an invaluable tool to assist co-ordination of engagement activities and better ensure future planning of campaigns and surveys that can be coordinated with the right service partners and ensure that two campaigns of equal importance do not occur at the same time to avoid community saturation where possible. The tracker is now available on-line to ensure joined up campaigns are easier to plan and engage with.

The Groups' work has been recognised by Public Health England, "***Bromley is one of the best boroughs at reaching out to local residents with public health campaigns***". Therefore, moving into 2020 we will ensure that this high standard is maintained but also seek to share good practice with our partner boroughs to improve engagement and communication across London.

2019 has seen the Group progress with greater membership and impact. I look forward to the work that the group can achieve in 2020 and the outcomes that can be achieved through

a coordinated and focused approach to communication and engagement from a focused, multi-disciplinary group sharing the same aims and goals.

Tim Spilsbury, Chief Executive

Your Voice in Health and Social Care and Chair of the Bromley Communications and Engagement Network

1. Introduction

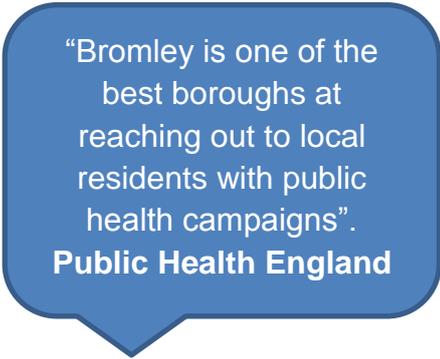
The Bromley Communications and Engagement Network (C&E Network) was established in 2014. It is made up of communication and engagement representatives from the health and social care statutory and voluntary sector organisations within Bromley. In 2019, a sub-group of the C&E Network was established to oversee and deliver integrated communication and engagement required to support delivery of One Bromley¹ programmes. This report provides a summary of the work of the C&E Network and the One Bromley C&E sub-group during 2019.

Members attend meetings and take part in shared activities as they are all committed to partnership working across the borough.

2. Background

The C&E Network aims to contribute to the improvement of healthcare and wellbeing outcomes for Bromley residents. It is an operational group that works in a joined up way to engage local communities, share intelligence about the views of Bromley residents and join forces to communicate important information to local people. C&E Network members share ideas, deliver joint campaigns, engagement activities, provide expert advice to local services and support delivery of Bromley health and wellbeing priorities.

Having such a strong and co-ordinated partnership approach to C&E in Bromley has attracted attention from across London and beyond. The C&E Network has been used as an example of best practice for partnership working by NHS England, has featured in national webinars and at a presentation to Sustainability and Transformation leaders across London.



“Bromley is one of the best boroughs at reaching out to local residents with public health campaigns”.
Public Health England

¹ One Bromley is the integrated care partnership in Bromley. It brings together health, social care and voluntary services to work in a joined up way to deliver more proactive, personalised and integrated care for Bromley residents.

Below are examples of some of the slides used in a webinar hosted by NHS England & Improvement for public engagement leads across the country. The purpose of the webinar was to share best practice examples to enable CCGs to improve the way they work with local communities. Bromley CCG was approached to talk about the C&E Network as an example of strong partnership working.

Bromley Communications and Engagement Network



- Purpose is to contribute to improvement of healthcare. An operational group that works together to provide advice, share work, ideas, deliver joint campaigns, information and engagement activities and support delivery of agreed borough wide priorities and other community initiatives.
- Terms of reference, minutes are taken and an annual summary report is prepared and presented to the Health and Wellbeing Board.
- An online *engagement, campaign and event tracker* is used to record this activity. By having it online it enables everyone to update it in real time. It captures intelligence from local communities and outcomes of engagement, events and campaigns which can then be shared across the Bromley system. It helps avoid duplication and enables partners to join in with any of the work being undertaken. Has already enabled some programmes to work to link up.

ONE BROMLEY C&E Sub-Group



- Sub-group that meets monthly to take forward programme of work to support integrated care in Bromley
- To advise the One Bromley Executive Leadership Group on the messaging and approach to communicating with internal and external audiences and the engagement of key partners including members of the public on One Bromley and the various programme developments.
- Outputs
 - Development of C&E Strategy.
 - Delivery of appropriate public engagement to support programme priorities (examples - outpatient transformation, proactive care pathway, integrated care for children and young people).
 - Regular bulletins for staff and external stakeholders.
 - Creation of a One Bromley patient network.
 - On line presence for One Bromley.
 - Delivering of a patient conference to test programmes
 - Branding.



3. Membership and format

The C&E Network meets every quarter and is chaired by the Chief Executive of Your Voice in Health and Social Care, which delivers the Healthwatch Bromley service. As well as meeting face to face, the C&E Network also operates as a virtual group so that joined up work can be continued in-between meetings. The One Bromley C&E subgroup meets on a monthly basis and is chaired by Bromley CCG's Director of Organisational Development.

Members of the C&E Network include representatives from:

- Healthwatch Bromley
- NHS Bromley Clinical Commissioning Group
- London Borough of Bromley
- King's College Hospital NHS Foundation Trust
- Oxleas NHS Foundation Trust
- Bromley Healthcare
- St Christopher's
- Community Links Bromley
- Bromley Third Sector Enterprise
- Bromley Safeguarding Board (new for 2019)
- Public Health (new for 2019)

The One Bromley Sub-group includes representatives from all of the One Bromley partners².

4. Benefits

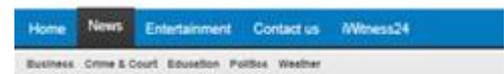
Since its creation in 2014, the Network has been invaluable in sharing, planning and co-ordinating joined up engagement and communications. It has enabled partners to meet and share approaches, test ideas, and discuss issues that may impact on the whole Bromley health and care system. It also enables Bromley organisations to work in a more integrated way to engage with and reach different parts of the Bromley population.

Benefits include:

- Sharing experiences and ways of working to learn from each other and understand local priorities.
- Sharing intelligence about local initiatives, challenges and activity going on within the different organisations.

² Bromley CCG, Bromley Council, Bromley Third Sector Enterprise, St Christopher's, Bromley Healthcare, King's College Hospital NHS Foundation Trust, Oxleas NHS Foundation Trust and Bromley GP alliance

- Sharing outcomes from engaging with communities and local people so this information can be used across the whole system to inform change and improvements.
- Building strong relationships between the different organisations, which is critical if there are difficult issues to address and joint communications/media responses to be developed. By working together closely through the C&E Network it enables us to speak with ‘one voice’ when appropriate around issues that affect the whole borough or more than one organisation.
- Working collaboratively on shared priorities. In 2019 there was press coverage of the joint work to promote staff flu vaccinations which was also used to encourage people at risk to get their flu vaccination.
- Sharing planned and proposed campaign activity in order to ensure these meet with the local health and wellbeing priorities for Bromley and to link up efforts for a greater reach and impact across local communities. This work has been recognised by Public Health England, “**Bromley is one of the best boroughs at reaching out to local residents with public health campaigns**”.
- Sharing planned events to help encourage and arrange representation from organisations across the borough and to promote widely through established networks. This was particularly helpful in 2019 when promoting the Long Term Plan public events arranged by [Our Healthier South East London](#).
- Testing ideas for new approaches to engaging with different communities and sharing successes.
- Sharing challenges, ways of working and appropriate local intelligence to inform programmes of work; sharing best practice engagement approaches; sharing contacts and effective techniques to help deliver effective outcomes.
- Getting a better understanding of each organisation and its priority areas.
- Enabling Bromley to be in a stronger position in supporting delivery of integrated care programmes and priorities.



Bromley residents urged: Get your flu jab and it could save lives.

PUBLISHED: 11:28 25 November 2019 | UPDATED: 11:28 25 November 2019 | Chris Murphy



Debbie Hutchinson, director of nursing at the Princess Royal University Hospital gets her jab to protect herself and patients. Picture: Princess Royal Hospital

NHS Bromley CCG has to undertake an annual assurance process with NHS England & Improvement to assess how it is meeting statutory duties in relation to community and public engagement.

For the third year running Bromley received an outstanding (Green star) rating, and was the only CCG in London to meet every single criteria that is measured as part of the assessment

process³. An area that some CCGs find a challenge is 'holding providers to account for engaging patients in the development and delivery of their services'. Working together in the C&E Network has enabled the CCG to draw on the outcomes of the excellent work undertaken by health providers in Bromley to involve patients in service improvements and delivery. The C&E Network facilitates the sharing of this information and intelligence across all partners.

The Bromley C&E Network features in the NHS England & Improvement's Good Practice Inventory. The Inventory illustrates good public and community engagement practice for sharing across the country.

5. Peer support

The C&E Network enables individuals working in communication and engagement roles across the Bromley health and social system to benefit from mutual peer support. This has included testing and sharing ideas and approaches, benefiting from the range of different experiences and knowledge and shared learning by working together.

6. Activity and outcomes

This section provides a summary of the work undertaken by the C&E Network and the outcomes over 2019.

6.1 Capturing activity and sharing outcomes

In 2019, the Network's activity tracker was transferred into an online system which enables activity to be immediately updated and viewed by everyone. It captures activity and outcomes from events, campaigns and engagement and each partner is responsible for updating their activity on a regular basis. The information captured in the tracker enables the C&E Network members to:

- Know what is going on across the borough.
- Share this intelligence with people within their own organisations who may be leading on service improvement or developments.
- See who is talking to / informing/ engaging which groups and communities in Bromley and what about.
- Avoid repetition so partners do not go out to the same groups to ask them about similar issues.

³ CCGs are measured over five domain areas and within each there are a number of criteria that have to be met. You can still get an outstanding score if you meet a certain number of these criteria. However, Bromley was the only London CCG to meet every single criteria.

- Increasing awareness of the range of community groups across the borough that can then be accessed to engage with.
- Share outcome reports from engagement to inform and influence improvements and service developments.
- Join up efforts on common themes and campaigns.

[Appendix 1](#) sets out some examples of information captured through the C&E Network's online tracker.

6.2 Campaign activity

Working together as a C&E Network to help promote public health messaging has proved to be successful over the last few years and this has continued throughout 2019. National public health campaigns, seasonal campaigns and awareness weeks have been jointly promoted with the aim of providing residents with information about how they can improve their health, take better care of themselves and support self-care.

Typically, there is little resource available for campaigns, but by working together we have achieved much greater reach to different parts of the borough, to communities and residents by using established networks, publications, websites and social media available to all partners.

During the winter of 2018/19, a Bromley public flu campaign was targeted at communities that had higher incidences of emergency hospital admissions due to respiratory conditions. This intelligence was gathered through Right Care inequalities data. A range of initiatives were put in place to drive up the uptake of vaccinations including:

- Targeted leaflet drops about the importance of getting the flu jab to communities with particularly high levels of respiratory admissions. This would have been unaffordable across all of Bromley but we were able to target by postcode.

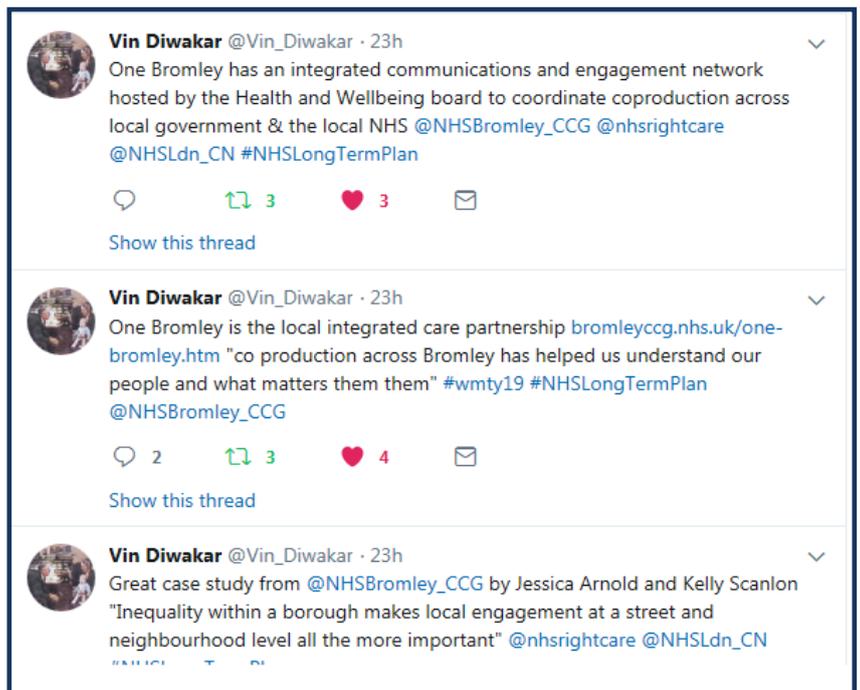
Stats for 2018/19 flu season

Bromley was amongst the highest achieving boroughs for flu vaccinations in London over the 2018/19 flu season:

- Bromley was top in South East London for flu jabs for patients aged 65 and over, pregnant women and children aged two
- Bromley were top across the whole of London for children aged three
- Bromley was above the London average for flu vaccinations across all patient cohorts

- Primary care services sending personalised invitations directly to patients who need the flu jab.
- Clinical training designed around prevention and managing respiratory conditions.
- C&E Network partners helped push out the campaign.

In June 2019, Bromley CCG was invited to present this work at a London Inequalities Event for Sustainability and Transformation Leaders across the capital. This was an excellent opportunity to promote the benefits of the C&E



Network and how working together in Bromley is making a difference to local people. The event was hosted by Dr Vin Diwaker, Medical Director for NHS England (see tweets). Another presentation was made to London Communication Leads on the success of the Bromley winter campaign.

Other campaigns supported by the C&E Network over the last year include:

- Staff flu campaign
- Suicide awareness
- Breast Feeding
- Diabetes awareness
- Antibiotic awareness
- Stop smoking
- Breast Cancer
- Blood pressure stats
- Cancer campaigns.

A winter health leaflet has also been produced for winter 2019 by Bromley CCG and distributed to

The image is a composite of two promotional materials. On the left is a leaflet titled 'Think you need medical help right now?' which promotes NHS 111 as a service available to offer advice on the best course of action for urgent but non-life-threatening health concerns. It includes contact information for NHS 111 and a small image of people using the service. On the right is a winter health leaflet featuring a smiling doctor, Dr. Jon Doyle, with the text 'Important information to help you Stay Well This Winter'. It lists key messages such as getting a flu vaccine, GP appointments, and protecting against shingles and pneumococcal infections. The leaflet also includes the 'HELP US HELP YOU' logo and the website www.bromleyccg.nhs.uk.

households in many parts of Bromley. This is being promoted by the C&E Network members. .

6.3 Events

The C&E Network has been invaluable in helping to promote public events and other high profile meetings that are happening in Bromley and encouraging people to attend. This has included:

- Long Term Plan events coordinated by Our Healthier South East London, the Sustainability and Transformation partnership for south east London
- Annual general meetings
- Stakeholder events to inform key programmes of work
- Membership events
- Public information events
- Open days for services

Community Links Bromley
Supporting Bromley's Voluntary,
Community & Social Enterprise Sector





COMMUNITY
LINKS BROMLEY

 @CommLinksBrom

 Website

Free Have your say to help shape the future of the NHS in South East London

Don't miss these **two** free events hosted by Our Healthier South East London (OHSEL) where you'll have the chance share your views on local health services. The events will take place on **August 13th** at Community House, BR1 1RH and you'll ave the opportunity to meet local service providers, ask questions and tell them what you think their priorities should be.

[Click here](#) for more information and to book onto the session from 5 to 7:30pm. For more information and to book onto the session on improving daytime hospital appointments, from 9:30 to 11:30am, [click here](#).

In September, a One Bromley patient conference took place. The purpose of the event was to share information and test ideas around transforming outpatient services, new initiatives in



ONE BROMLEY

PATIENT CONFERENCE

2 SEPTEMBER 2019

Event report






primary care such as active sign-posters and social prescribing. Leaders from different organisations in Bromley health and voluntary services attended to respond to questions about service developments in Bromley. [A comprehensive report on the outcome of the conference is available on the Bromley CCG website](#) and was also considered by the One Bromley Executive to ensure feedback from those who attended would be incorporated into the One Bromley programmes.

6.4 Surveys

Public surveys on a variety of issues have been promoted wider by using the Network. Information has appeared on websites and through internal and

external bulletins which enables more people to be reached and encouraged to contribute to various surveys including:

- Healthwatch Autism survey
- Experiences of maternity care
- Experiences of care from people with fibromyalgia
- Long term plan implementation in Bromley and south east London.

Members have also received and discussed the outcomes of Healthwatch Bromley patient experience reports.

6.5 Organisational and system wide priorities

The C&E Network enables partners in the Bromley system to discuss individual organisational priorities and those that impact on all parts of the Bromley health and care system. As mentioned earlier, in 2019 the One Bromley C&E sub-group was established to provide communication and engagement support for delivery of One Bromley integrated care programmes. This is a key priority area for the Network.

6.6 One Bromley C&E Sub-group

The One Bromley C&E group is a sub-group of the Network. It was established in 2019 to support successful delivery of the One Bromley programmes and priorities. The group meets monthly and provides an update report to the full C&E Network at each quarterly meeting.

Over the last year, the group has developed and delivered the following in partnership.

- A comprehensive C&E strategy for One Bromley
- Branding for One Bromley
- Internal and external newsletters.
- Website presence and content about improvements brought about by One Bromley programmes.
- Engagement programmes to support One Bromley priorities such as Outpatient Transformation, frailty services and primary care networks.
- Integrated staff flu campaign to encourage take up and share good practice.
- Delivered a patient conference to gather views on One Bromley programmes.
- Survey and workshop to inform improvements to the fibromyalgia pathway.
- The development of a C&E plan to support delivery of integrated children and young people's services.



7. Evaluation

The Terms of Reference for the C&E Network is reviewed each year.

Members of the C&E Network find the meetings very useful and productive and an excellent opportunity to discuss common priority areas and understand more about what is going on in the local health and care system.

Discussions and outcomes from C&E Network meetings are taken back to individual organisations for further action and information sharing as required.

This annual summary of activity is presented to the Bromley Health and Wellbeing Board each January. This meeting is held in public.

For further information about the Bromley Communications and Engagement Network, please contact kelly.scanlon@nhs.net

Appendix 1 – Example inserts from the online Engagement/Events/Campaigns Tracker

Bromley C&E Engagement, events and campaigns planner ☆

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Outline

Existing groups/forums

2019/20

DECEMBER

NOVEMBER

OCTOBER

SEPTEMBER

NOVEMBER

November 2019					
Org	Type of activity	Target group	Purpose	Activity	Outcome
One Bromley	Engagement	Those with fibromyalgia	To inform redesign of the fibromyalgia pathway	Survey and workshop	Outcome report is available on the CCG website. It has been sent to the One Bromley outpatient transformation leads for rheumatology. Regular feedback on improvements and changes will need to be given to the Fibromyalgia support group. Identified some quick wins - ie about promoting the group more so patients are aware of the support available https://www.bromleyccg.nhs.uk/new-folder/new-folder/Fibromyalgia%20engagement%20report%20November%202019%20for%20comment.pdf
One Bromley	Winter health campaign	Public in Bromley including those at higher risk of flu and poor winter health	To encourage flu uptake in at risk groups, share information about other vaccinations required for some age groups, 8am to 8pm GP service and what service to use at the right time.	CCG website includes information, twitter activity and a winter health leaflet posted out to 100,000 homes across Bromley. https://www.bromleyccg.nhs.uk/important-information-to-help-you-stay-well-this-winter.htm	Positive feedback received on the leaflet which was also tested with patients.

King's	Engagement	Members and the public	Talk back sessions about a range of services/ service developments including: Critical care, cancer care and outpatients	Sessions taking place to inform service areas. Events to focus on: <ul style="list-style-type: none"> - Kings strategy - Cancer MacMillan listening event - Discharge communication and information - Outpatient letters and format - Mental Health Strategy 	Outcome reports to be shared with the network
		Older frail patients	To gather views from older frail people being discharged from the PRUH.	A joint project with AGE UK Bromley and the PRUH frailty team to gather feedback from older people and their relatives about discharge from the PRUH and the frailty pathway of care through A&E and the frailty team.	2 key questions regarding discharge have now been incorporated into Age UK's internal feedback forms
			To monitor PEX within frailty pathway	Telephone interviews with a small sample of patients who have been through the new ED MDT Frailty pathway	Interviews are ongoing

St Christopher's Hospice	Campaign and engagement	Care home staff, and also members of the public	Engage and inform about a new approach to being with and connecting with people with dementia	Organising an all-day session (November) inviting all St Christopher's local affiliated care homes and local CCG representatives to learn more about the 'I am a bridge' programme. Separate sessions are also being advertised on social media for members of the public to attend.	Feedback will be collated for all attendees. Future programmes will hopefully follow to expand the breadth and depth of training in local care homes
	Campaign	Public	Public campaign to refurbish our wards, with a focus on making the building dementia friendly	Social media campaign launching to raise funds	Wards to be completely revamped, one by one, commencing Spring 2020. This will dramatically improve the environment for patients, friends and families

BHC	Engage ment	BHC patients	To gain the views, insights, and perspectives of patients receiving community health services in Bromley	Bromley Healthcare patient group Leaflet review Website review	Improved leaflet design and content to ensure user friendly format and content for service users. Review of organisational website and changes recommended to improve navigation and ease of access to information
	Engage ment	BHC patients	To gain the views, insights and perspectives of patients using the Bromley Healthcare Care Coordination Centre	Mystery shopping undertaken for the patient centric 24/7 Care Coordination Centre. As part of the mystery shopping exercise, patients were provided with a number of scenarios to ring through to the CCC.	Patients provided feedback on the customer service received, responsiveness and knowledge. This has led to improvements in the customer service for patients calling the CCC.

BHC	Winter Schemes	Patients, primary care, acute provider	Enhancing care for patients and supporting increased demand across health economy over winter	<p>Comms with PRUH and internal staff groups at BHC around the winter schemes.</p> <p>1/ Community Facilitate Discharge Team (CFDT) aiding discharge at PRUH</p> <p>2/ Clinical Triage in Care Coordination Centre (CCC)</p> <p>3/ Telehealth monitoring - a small group of patients will be using wearable devices for enhanced patient monitoring</p> <p>4/ additional capacity to provide urgent therapy - particularly for referrals from PRUH</p> <p>5/ additional rapid response capacity to carry out GP Home visits across winter</p> <p>Series of meetings, comms materials and presentations across PRUH and BHC</p>	Projects ongoing
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Oxleas	Engage ment	Users/ carers of adult acute inpatient services	(August) To gather views from people who have been inpatients in adult acute wards (mental health)	The trust is considering the use of body worn cameras to combat violence. Focus group to hear service user/carer views.	12 people attended the focus group and others sent in comments. Body worn camera 3 month pilot commences w/c 9.9.19 - focus group feedback will be taken through the monthly stakeholder meetings.
		Users of female PICU	Focus group to gather views from people who may have been treated in an acute ward or female psychiatric intensive care unit	Focus group. SLP reviewing female PICU provision to increase provision.	Service user engagement colleagues across the South London Partnership (SLP) (SLaM, South West London and St Georges and Oxleas) met in September to discuss the adult acute care pathway, of which the Female PICU is a part. The programme is yet to start, but involvement is already being considered. They are planning the best approach with other involvement colleagues and will be arranging focus groups across the 3 trusts. It is hoped to have SU involvement in governing the programme board. SLP leads Jeremy Walsh and Aishling Clifford have asked colleagues to continue to canvass for service user/carer rep for Female PICU - however some weeks will pass before they are ready to influence the design, with Estates colleagues. The site chosen for the project is at the Maudsley and it requires extensive estates work so we are many months off the project starting.

Health-watch	Engagement	Patients and service users	Enter and View programme	Completed Dementia services and Archer Point Care Home visits.	Reports and feedback to be shared with all relevant Bromley partner agencies and inform Quality Assurance sub committee and Kings Patient engagement Lead.
		Users of LD and Mental health services	Commissioned by Healthwatch England	Focus groups and surveys distributed . Work to be completed in June 2019	SE London- NHS Long Term Plan Engagement Report published to be shared with the council and CCG to inform the review of provision. 
	Bespoke Patient experiences Reports Requested	Highland Medical Practice and Bromley Health care	Direct request from the providers. PE intelligence gathered from our internal database	X2 Reports written	Reports sent to both key stakeholder providers

BTSE	Adult Carers Forum (Bromley)	Unpaid carers aged 19+, registered with Bromley Well	quarterly forums give carers the opportunity to find out about relevant services, meet other carers and voice views and ideas about what they want from us	4/12/19 2.30-4.30pm relaxed event for carers	Feedback on services
	Ongoing advice and support sessions			https://www.bromleywell.org.uk/events/	

CCG	Patient input into the CCG's EDS2 self assessment for equality	Patients from protected groups	To get patient views on our submission and inform our forward looking equality objectives	E&D meeting chaired by CCG MD and other partners - invite patient representatives to join the discussion on the self-assessment and future priorities. Meeting arranged for 29 November	
	Engagement	New mums	To gather views on the priorities for the Bromley Maternity Voices Partnership to inform the annual work plan	Survey sent out to women in Bromley and some outreach sessions held to capture views on maternity experiences in Bromley. The survey asked for views on priority areas.	<p>The outcomes of the survey are being considered by the Bromley MVP. The report on activity will be available on the CCG website once this is signed off.</p> <p>Outcomes are also being discussed with maternity leaders at King's to see where improvements can be made that were identified through survey responses.</p> <p>Your voice in Health and social care has been commissioned by the CCG to reach seldom heard women and increase lay membership of the MVP. There is an ongoing survey being used to capture feedback on experiences of using maternity services in Bromley.</p>
Joint with Council	Engagement	Parents and young people with autism	Event to mark the midpoint in the 100 day challenge to improve services and care for CYP with autism.	Workshop with those who have been involved including parents, service providers and officers from CCG and Council. Session externally facilitated	Outcomes to inform the final 50 days of the challenge.

