

Community hospital services review Engagement Log

Event/Engagement activity	CCG Representative	Type (e.g. meeting, stall, survey, consultation)	Subject	Date	Location	Stakeholders (e.g. patient reps, GPs etc.)	Numbers of people engaged (non CCG)
Leatherhead Resident Association public meeting on community hospital services review	Director of Commissioning and Strategy, Project lead, Communications lead, Engagement manager	Presentation followed by Q & A	Leatherhead hospital/community hospital services review	02/02/2015	Leatherhead Institute	Members of the public and other interested stakeholders	103
Health and Scrutiny Committee	Director of Commissioning and Strategy, Project lead, Communications lead	Meeting – Bill Chapman, Chair, Tim Hall, Louise Botting, Ross Pike plus one	Review process. HOS involvement and individuals to attend programme board	26/2/2015	Cedar court	Health and scrutiny committee, SCC	5
Ewell Community hospital services launch	Director of Commissioning and Strategy, Project lead, Communications lead, Engagement manager	Public meeting	Community hospital services review	02/03/2015	Bourne Hall, Ewell	Members of the public and other interested stakeholders, including local MPS, current and former patients and community groups	40
Esher Community hospital services launch	Director of Commissioning and Strategy, Project lead, Director of Operations, Engagement manager	Public meeting	Community hospital services review	04/03/2015	Elmbridge Civic Centre, Esher	Members of the public and other interested stakeholders, including local MPS, current and former patients and community groups	26
Dorking Community hospital services launch	Director of Commissioning and Strategy, Project lead, Communications lead, Director of Operations	Public meeting	Community hospital services review	05/03/2015	Burford Bridge Hotel, Dorking	Members of the public and other interested stakeholders, including local MPS, current and former patients and community groups	25
Disability Alliance Network (DAN)	Communications lead, Engagement manager	group meeting	Community hospital services review – item on agenda	09/03/2015	Park House	Disability services users	10
Derby Medical Practice PPG meeting	Engagement manager	PPG meeting	Patient engagement in the CCG, including the community hospital services review	17/03/2015	Derby Medical Practice - Ebbisham Centre	PPG members - patients	14
League/Guild of Friends (for community hospitals) introductions	Director of Commissioning and Strategy, Project lead, Communications lead, Engagement manager	Meeting	Engagement in community hospital services review	18/03/2015	Cedar Court	League of Friends reps	6
Mole Valley Access Group	Engagement manager	Group meeting	Community hospital services review	08/04/2015	Park House	MVAG members	15
Cobham and District Residents Association	Director of Commissioning and Strategy, Project lead,	Public meeting	Community hospital services review	09/04/2015	Cobham	Resident Association members	80

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	Communications lead						
Workshop 1 - Molesey	Project lead, Communications lead, Engagement manager	Workshop	What is your ideal community hospital?	13/04/2015	King George's Hall	Patients Members of the public	7
Staff drop-in session 1 – Molesey	Project lead, Engagement manager	Drop-in session	An overview of the review, how this will affect staff, staff input opportunities and any questions	13/04/2015	Molesey Community Hospital	Provider staff on site (mainly CSH Surrey)	Not counted
Workshop 1 - Epsom/Ewell	Project lead, Communications lead, Engagement manager	Workshop	What is your ideal community hospital?	14/04/2015	St Barnabas Church	Patients Members of the public	9
Staff drop-in session 1 – NEECH	Project lead, Communications lead	Drop-in session	An overview of the review, how this will affect staff, staff input opportunities and any questions	14/04/2015	NEECH	Provider staff on site (mainly CSH Surrey)	Not counted
Project group meeting	Director of Commissioning and Strategy, Project lead	High level meeting	Review progress	Every two weeks from 14/04/2015	Cedar Court	CCG, provider organisations, Elected Members	n/a
Workshop 1 - Leatherhead	Project lead, Communications lead, Engagement manager	Workshop	What is your ideal community hospital?	15/04/2015	CAU Room Leatherhead Hospital	Patients Members of the public	20
Staff drop-in session 1 – Leatherhead	Project lead, Communications lead	Drop-in session	An overview of the review, how this will affect staff, staff input opportunities and any questions	15/04/2015	Leatherhead Community Hospital	Provider staff on site (including CSH Surrey, ESHT and Virgin Care)	Not counted
Workshop 1 - Dorking	Project lead, Communications lead, Engagement manager	Workshop	What is your ideal community hospital?	16/04/2015	Dorking United Reformed Church	Patients Members of the public	11
Staff drop-in session 1 - Dorking	Project lead, Engagement manager	Drop-in session	An overview of the review, how this will affect staff, staff input opportunities and any questions	16/04/2015	Dorking Community Hospital	Provider staff on site (including CSH Surrey and Dorking Healthcare)	Not counted
Service Redesign group	Project lead, Communications lead, Engagement manager	Meeting	Developing/redesigning service pathways	Monthly from 23/04/2015	Cedar Court	CCG service redesign teams, provider organisations, 3 patient representatives	3 Patient representatives
Friends of Dorking Hospital AGM	Project lead, Communications lead	Public meeting	Community hospital services review as an agenda item	29/04/2015	St Paul's, Dorking	Patients, members of the public, Friends group	25
Staff drop-in session 2 – Leatherhead	Project lead	Drop-in session	Update on review process and Q&As with staff	5/05/2015	Leatherhead Community Hospital	Provider staff on site (including CSH Surrey, ESHT and Virgin Care)	Not counted
Staff drop-in session 2 – NEECH	Project lead	Drop-in session	Update on review process and Q&As with staff	6/05/2015	NEECH	Provider staff on site (mainly CSH Surrey)	Not counted
Staff drop-in session 2 – Dorking	Project lead	Drop-in session	Update on review process and Q&As with staff	7/05/2015	Dorking Community Hospital	Provider staff on site (including CSH Surrey and Dorking Healthcare)	Not counted

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Staff drop-in session 2 – Molesey	Project lead	Drop-in session	Update on review process and Q&As with staff	8/05/2015	Molesey Community Hospital	Provider staff on site (mainly CSH Surrey)	Not counted
Workshop 2 – Cobham	Project lead, Communications manager	Workshop	Community hospital services review	11/05/2015	St Andrew's Church, Cobham	Patients Members of the public	7
Workshop 2 - Dorking	Project lead, Communications lead	Workshop	Community hospital services review	12/05/2015	United Reform Church, Dorking	Patients Members of the public	8
Workshop 2 – Leatherhead	Project lead, Communications manager	Workshop	Community hospital services review	13/05/2015	Leatherhead Hospital	Patients Members of the public	15
Transform Leatherhead Team Meeting	Project lead	Meeting with local councillors (Paul Brook, Jack Straw, Nick Gray)	Community hospital services review and the Transform teams future plans for /Leatherhead	13/05/2015	Cedar Court, CCG	Leatherhead local councillors	3
Workshop 2 – Epsom	Project lead, Communications manager	Workshop	Community hospital services review	14/05/2015	St Martin of Tours Church, Epsom	Patients Members of the public	9
Friends of Thames Ditton Hospital	Project lead	Public meeting	Community hospital services review	19/05/2015	Embercourt, Thames Ditton	Patients Members of the public	15
BBC Surrey media coverage	Project lead	Media	Community hospital services review	21/05/2015	N/A	Patients Members of the public	N/a – Surrey-wide public coverage
Staff drop-in session 3 – Molesey	Project lead	Drop-in session	Update on review process and Q&As with staff	1/06/2015	Molesey Community Hospital	Provider staff on site (mainly CSH Surrey)	Not counted
Staff drop-in session 3 – Leatherhead	Project lead	Drop-in session	Update on review process and Q&As with staff	2/06/2015	Leatherhead Community Hospital	Provider staff on site (including CSH Surrey, ESHT and Virgin Care)	Not counted
Staff drop-in session 3 – Dorking	Project lead	Drop-in session	Update on review process and Q&As with staff	3/06/2015	Dorking Community Hospital	Provider staff on site (including CSH Surrey and Dorking Healthcare)	Not counted
Team Brief update	Director of Commissioning and Strategy, Project lead, Communications lead	Staff briefing	Update on review and signposting for staff to patients/public	3/06/2015	Cedar Court and Email follow-up	Staff based at Cedar Court – CCG and SE CSU	Emailed to all CCG and CSU staff (approx. 191)
Staff drop-in session 3 – NEECH	Project lead	Drop-in session	Update on review process and Q&As with staff	4/06/2015	NEECH	Provider staff on site (mainly CSH Surrey)	Not counted
Workshop 3 - East Elmbridge	Project lead, Communications manager	Workshop	How services are provided and best practice in community care	8/06/2015	King George's Hall, Esher	Patients Members of the public	11
Workshop 3 – Dorking	Project lead, Communications manager	Workshop	How services are provided and best practice in community care	9/06/2015	Dorking United Reformed Church	Patients Members of the public	3

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Workshop 3 – Leatherhead	Project lead, Communications lead	Workshop	How services are provided and best practice in community care	10/06/2015	Leatherhead Hospital	Patients Members of the public	29
Workshop 3 - Epsom	Project lead, Communications manager	Workshop	How services are provided and best practice in community care	11/06/2015	St Joseph's Church, Epsom	Patients Members of the public	6
Additional staff team meetings: Sexual Health Service (Virgin Care) and Colposcopy Service (ESHT) at Leatherhead	Project lead	Meetings with service providers	Discussions over the review specific to these staff groups, to ensure full engagement	17/06/2015	Leatherhead Community Hospital	Virgin Care and ESHT staff	6
Emberbrook site visit	Project lead	Site visit and meeting	To look at Emberbrook site and discuss past and present services and local population needs	19/06/2015	Emberbrook Community Centre for Health	Local councillors/Save Our Surrey Community Hospitals and providers	2 plus providers on site
East Elmbridge facing local meeting	Project lead	Meeting	To discuss East Elmbridge needs and Molesey and Emberbrook sites. To give assurance over CHSR process for this population.	22/06/2015	Off site	Local and county councillors, including HOSC member	2
Your Local Guardian – media coverage	Project lead, Programme Board Clinical Chair	Media coverage	Findings to date and signposting to engagement	5/06/2015	Online and East Elmbridge print	Patients and members of the public	Local coverage
Surrey Independent Living Council (SILC) Fair	Day shared amongst communications and engagement team	Fair – SILC support individuals with disabilities.	Stand for CCG – speaking to individuals about local concerns and gaining feedback on the review process as well as individual issues.	25/06/2015	Epsom Racecourse	Interested public attendees	Over 1,000 at event. Direct engagement on review = 3 Direct engagement total = 27
Staff Drop-in session 4 – Molesey	Project lead	Drop in session	Update on review process and Q&As with staff	6/07/2015	Molesey hospital	All staff based at Molesey (mainly CSH Surrey)	Not counted
Staff Drop-in session 4 – Leatherhead	Project lead	Drop in session	Update on review process and Q&As with staff	7/07/2015	Leatherhead Hospital	All staff based at Leatherhead, including CSH Surrey, Virgin Care and ESHT	Not counted
Staff Drop-in session 4 – Dorking	Project lead	Drop in session	Update on review process and Q&As with staff	8/07/2015	Dorking hospital	All staff based at Dorking Hospital (mainly CSH Surrey)	Not counted
Staff Drop-in session 4 - NEECH	Project lead	Drop in session	Update on review process and Q&As with staff	9/07/2015	NEECH	All staff based at NEECH (mainly CSH Surrey)	Not counted
Workshop 4 – Esher	Project lead	Workshop	Community hospital services review	13/07/2015	Imber Court, Esher	Patients Members of the public	10
Workshop 4 - Dorking	Project lead	Workshop	Community hospital services review	14/07/2015	United Reform Church, Dorking	Patients Members of the public	6
Workshop 4 - Leatherhead	Project lead	Workshop	Community hospital services review	15/07/2015	Leatherhead Hospital	Patients Members of the public	20

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Workshop 4 - Epsom	Project lead	Workshop	Community hospital services review	16/07/2015	St Martin of Tours Church, Epsom	Patients Members of the public	5
Healthwatch update	Director of Commissioning and Strategy, Communications lead, Head of Quality	Meeting	Two-way overview and update of on-going projects and engagement work, including review	22/07/2015	Cedar Court, Leatherhead	Healthwatch Surrey (x2)	2
PPG Chairs and Representatives meeting	Communications lead and communications manager	Meeting	Two-way overview and update of on-going projects and engagement work, including review	27/07/2015	Cedar Court, Leatherhead	PPG Chairs and representatives, Practice managers	15
Extraordinary PAG meeting	Project lead	Meeting	Discussion over the draft report and feedback on emerging options, evidence, readability, presentation, etc.	10/08/2015	Cedar Court, Leatherhead	Patient representatives who sit on service redesign group	2
Informal Well-being and Health Scrutiny Board update	Director of Commissioning and Strategy, Project lead, Communications manager	Meeting	Informal discussion to update on the development of the review and final emerging options, including role of the programme board and engagement activities. Discussion of information required for formal meeting on 16 September 2015.	11/08/2015	Cedar Court, Leatherhead	Well-being and Health Scrutiny Board members; Chair, Secretary and 2 x councillors	4
Extraordinary PAG meeting	Project lead, Communications manager	Meeting	Discussion over the draft report and feedback on emerging options, evidence, readability, presentation, etc.	17/08/2015	Cedar Court, Leatherhead	Patient representative who sits on service design group	1
Provider Staff Meetings (x4)	Project lead	4x staff sessions held within each community hospital site	Organised with CSH Surrey leading, however all other provider staff invited. Recommendations and emerging options from the draft paper (going live the next day) presented and a chance for questions and answers to employers and CCG.	19/8/2015	Community hospital sites: Molesey, Leatherhead, Dorking and NEECH	Staff on all sites, inc. CSH Surrey, ESHT, and Virgin Healthcare	Not counted
Leatherhead League of Friends	Director of Commissioning and Strategy, Project lead, Communications manager	Meeting	Discussion over the publication of the draft outcome report, inc. inpatient and outpatient services and the future acquisition of a new x-ray at Leatherhead, which the LoF have funds to procure.	21/08/2015	Leatherhead hospital	Chair and Secretary of Leatherhead Lofs, CSH Surrey staff members	4
Friends of Dorking Hospital	Project lead, Communications lead	Meeting	Discussion over the publication of the draft outcome report, inc. inpatient and outpatient services	24/08/2015	Dorking hospital	Members of the Friends of Dorking Hospital, CSH Surrey ward manager	4
Molesey League of Friends	Director of Commissioning and Strategy, Project lead, Communications manager	Meeting	Discussion over the publication of the draft outcome report, inc. inpatient and outpatient services.	26/08/2015	Molesey hospital	Members of Molesey Hospital League of Friends, CSH Surrey ward manager	6
Workshop 5 - Cobham	Project lead, Communications manager	Workshop	Draft outcome report feedback and next steps	01/08/2015	St Andrew's Church, Cobham	Patients, Members of the public and interested stakeholders	7

Event/Engagement activity	CCG Representative	Type	Subject	Date	Location	Stakeholders	
Workshop 5 - Leatherhead	Project lead, Communications lead, Communications manager	Workshop	Draft outcome report feedback and next steps	02/08/2015	Leatherhead Institute, Leatherhead	Patents, Members of the public and interested stakeholders	21
Workshop 5 – Dorking	Project lead, Communications lead	Workshop	Draft outcome report feedback and next steps	02/08/2015	United Reformed Church, Dorking	Patents, Members of the public and interested stakeholders	TBC
Workshop 5 – Epsom	Director of Commissioning and Strategy, Project lead, Communications manager, Engagement manager	Workshop	Draft outcome report feedback and next steps	03/08/2015	St Joseph's Church, Cobham	Patents, Members of the public and interested stakeholders	8
Staff Session – Dorking	TBC	Two-way session	FAQs with staff	07/09/2015	Staff room, Dorking hospital	Provider staff at all sites, organised by CSH Surrey	TBC
Staff Session – Molesey	TBC	Two-way session	FAQs with staff	08/09/2015	Meeting room, Molesey hospital	Provider staff at all sites, organised by CSH Surrey	TBC
Staff Session – Leatherhead	TBC	Two-way session	FAQs with staff	10/09/2015	Day room, Leatherhead hospital	Provider staff at all sites, organised by CSH Surrey	TBC
Staff Session – NEECH	TBC	Two-way session	FAQs with staff	11/09/2015	Seminar room, NEECH	Provider staff at all sites, organised by CSH Surrey	TBC
Staff walk around	TBC	Site visit	Organised visit for staff who wish to visit Cobham hospital	TBC	Cobham Hospital	CSH Surrey staff	TBC
Formal Well-being and Health Scrutiny Board	CCG Clinical Chair, Director of Commissioning and Strategy, and Communications lead	Public Board meeting	Presentation of review process and draft outcome report. Discussion and scrutiny over process, inc. engagement	16/09/2015	Surrey County Council offices, Kingston	Well-being and Health Scrutiny Board and public attendees	TBC
CCG Governing Body	CCG Governing Body and appropriate representatives of the review, including communications team	Public Governing Body meeting	Presentation of final outcome report, inc. scrutiny and engagement. Next steps	25/09/2015	TBC	CCG Governing Body and public/stakeholder attendees	TBC

In addition, the following regular items:

- Bi-weekly Programme Board – GP Chair, CCG Programme Leads, Communications, Estates, Providers and Health and Scrutiny Committee Representation
- Monthly Service Design Groups – Programme Lead, Communications, Providers and 3 x Expert Patient Representatives
- Regular provider meetings – Programme Lead and relevant representatives, with others invited as required
- Team brief – bi-weekly meeting and email, providing updates as required – CCG/CSU staff based at Cedar Court
- Start the week – Weekly GP update as required