



Working with Londoners to make our city the healthiest and happiest in the world...

Introduction

Healthy London Partnership brings together the NHS in London and our partners to deliver better health and care for all Londoners. We are funded by and deliver for all 32 London CCGs and NHS England (London Region). Our partners include the Mayor of London, Greater London Authority, Public Health England, London Councils and Health Education England.

We think that collectively we can make London the healthiest global city in the world by uniting all of London to deliver the ambitions set out in [Better Health for London: Next Steps](#) and the national [Five Year Forward View](#).

We collaborate, innovate and deliver on changes that make sense to do once for London to improve health and care for everyone.

We constantly have our eye on the future, looking at the latest developments and policy but also with our staff on the ground supporting people to implement change in their areas across London.

None of this would happen without the feedback and insight we get from Londoners.

Every day our teams are engaging people out in communities, online and at events with Londoners from all walks of life, of all ages and cultures and across the wide variety of boroughs.

We engaged a lot of Londoners.

And when we say a lot we mean thousands.

Case study 1: Great weight debate

Aim: To engage 100,000 Londoners in a conversation on childhood obesity, create solutions to the problem and drive London boroughs plans as well as London policy on prevention.

Audience: 9 million Londoners, Directors of Public Health and London Councils, politicians and the GLA

Tactics: Online discussion forum, focus group, engagement events, survey, pledges, roadshows, media, social media and a stakeholder engagement strategy.

Outcome:

- Reached over half a million Londoners on social media.
- 3,900 people filled in our survey.
- Nearly 2,000 people attended roadshows, plus 120 adults and 60 teenagers at two separate hackathons.
- Creating a strategy for change in the London boroughs and influencing the London prevention agenda (for example fast food exclusion zones).

Case study 2: Mental health crisis care

Aim: Extensive engagement across staff and the public to develop the London Health Based Place of Safety specification and section 136 care pathway.

Audience: Service users, carers and groups that represent them, staff in acute and mental health trusts, London Ambulance Service, all three of London's police forces, local authorities and voluntary sector organisations.

Tactics: workshops, meetings, one to one discussions and surveys

Outcome:

- Input from over 250 service users, which resulted in the development of 'I' statements outlining service user and carer expectations.
- The 'I' statements have directly informed the specification and pathway and will continue to form the basis of mental health crisis care service development.
- Partnered with *Mind and YoungMINDs* to help engage service users, including children and young people. Both organisations have shared their expertise to support the development of the work programme.
- London's crisis care summit was held in February and 20% of delegates were service users from across London with experience of London's crisis care services. Service users were also involved in the event through presentations and co-facilitating workshops with clinical staff and key partners.
- Workshops are now being held in each of the five urgent and emergency care networks to further engage service users and carers.

Communications channels to support engagement in 2016/17

We are attempting to engage with 9 million Londoners, including over 200,000 members of staff, supporting the 13 programmes in the partnership to engage people in their work.

In our second year as an organisation, we have worked on developing a wide range of communications channels for the programmes to use to target Londoners and support their engagement work.

Below is a summary of how some of these channels and activities have developed this year.



Next steps

We can always do more:

1. Whilst there is a huge amount of engagement work happening with Londoners within the programmes, we are not joining up the networks of lay people across the portfolio or consistently linking these people up with others working across programmes within the STPs or CCGs.
2. There is also the opportunity to use the vast amount of patient and public feedback, data and research (for example, national patient survey, friends and family test, GP survey) already available within the system to inform our work within Healthy London Partnership and also the work of the STPs and CCGs.

We recommend that the next steps should be to scope this additional work alongside engagement experts both within the partnership's programmes and within health and care in London.

Please email us at england.healthylondon@nhs.net for further information on any of our work or to find out more about working with us.

Children and Young People Programme

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
3/05/16	Young people's steering group	Steering group meeting to discuss social prescribing, crisis care and NHS Go	Members of the group	Existing members	NHS Go and mental health	Members were plugged into the NHS Go work and they had an opportunity to discuss their thoughts on mental health - agreed to feedback on our work at the next meeting	Shared minutes and feedback at the next meeting
16/07/16	Young people's steering group	Steering group meeting - to discuss social prescribing, crisis care and NHS Go	Members of the group		Social prescribing explained and discussed; Crisis Care document discussed and key points of consideration identified; NHS Go places for promotion suggested	Adapted crisis care guidance in accordance with feedback. Feedback on social prescribing incorporated into chapter for proactive care team and used promotional suggestions for NHS GO.	We fed back on how we had taken forward their feedback at the next steering group.
26/07/16	Health Based Place of Safety event	Supported event with Young Minds and urgent and emergency care team to engage with young people on the section 136 event	Two young people aged 17-19	Young Minds charity	What a health based place of safety should look like and their experiences of the 136 pathway as young people	Informed section 136 'I statements' and guidance	Urgent and emergency team fed back to the young people

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
29/07/16	Recruitment of young people and people with learning disabilities to the patient advisory board for pharmacy, dental and opticians at NHS England	Supporting the NHS England London team to diversify their patient board	Recruitment of two young people to the board	Through our existing networks with young people	Dental, pharmacy and opticians	Resulted in a more diverse patient advisory board, ensuring young vulnerable voices from London were involved in key strategic decisions	Feedback received from young people on how the board is going
03/08/16	Post to young people's steering group private Facebook group	Young people's steering group	Members of the group	Existing members	Shared the new NHS go Facebook page	Opportunity for the young people to share the page with their networks	Young people shared the page with their networks
05/08/16	Poll with steering group via their private Facebook group	Young people's steering group	Members of the group	Existing members	What topics the NHS Go app and websites' landing page should focus on	Informed our landing page plan for the year for the NHS Go app	Through the Facebook group
12/08/16	Facebook post to young people in steering group	Young people's steering group	Members of the group	Existing members	Request for help with NHS Go case study and photo	One young person helped with the development of the case study	Shared in annual report and with young person
01/09/16	Survey	Young people's steering group and wider	Members of the group	Existing members	Share survey to inform chapter on social prescribing and children and young people in social prescribing report .There were 19 responses to the	Responses informed development of proactive care team's social prescribing report	Shared report through social media and those that wished to be contacted

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
					survey		
01/09/16	Survey	Parent carer group and wider groups	We received 70 responses to the survey	Wider networks, including children's centres and Mumsnet	Share survey to inform the social prescribing report - 70 responses	Responses informed development of proactive care team's social prescribing report	Shared report through social media and those that wished to be contacted
29/09/16	Parent carer group social prescribing event	Parent carer group and wider groups	National Network of Parent Carer Forums	Existing members and wider group	Focus on social prescribing and contacts for families	Responses informed development of proactive care team's social prescribing report	Ext steering group and paper shared on facebook group
04/10/16	Young people's steering group	Young people's steering group	Members of the group	Existing members	Focus on social prescribing and contacts for young people	Responses informed development of proactive care team's social prescribing report	Ext steering group and paper shared on facebook group
10/10/16	GLA Youth summit	Young People's steering group and wider young people	Presenting NHS Go app and connecting with new young people	Wider London networks	Focus on mental health and start discussion	Raising awareness and recruiting young people to be involved	Fed back to steering group
17/10/16	Facebook post to young people's steering group members	Sharing opportunity for engagement training for children and young people	Members of the group	Existing members	Sharing NHS England training for patient participants to gain more experience and to help them to develop their voice	Supporting young people to develop	Feedback from young people to group

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
18/10/16	Facebook post to young people's steering group members	Sharing the Great Weight Debate work	Members of the group	Existing members	Sharing the Great Weight Debate work due to its alignment with programme	Sharing opportunities to get involved in Great Weight Debate with young people	Feedback from young people to group
02/11/16	Meeting with Fiona Spargo Mabbs founder of the Daniel Spargo Mabbs Foundation	Ensuring parent and foundation is linked into the child death programme	Parent of Daniel Spargo Mabbs	Through previous connections	Ensuring parents are engaged in the child death programme	Helping to ensure the voice of parents is heard in the child death programme	FSM now involved in multiple meetings to do with Child Death
07/11/16	NOMAD book launch	Recruiting more young people to our steering group and ensuring diversity	Recruited by NOMAD and a member of our steering group	Through a member of steering group	Thinking about ensuring diversity in participation and developing a network of young people from diverse backgrounds to engage with	Developing diversity in the group	More young people recruited to regular steering group meetings
15/11/16	Facebook post to young people's steering group	Sharing details about the Great Weight Debate hackathon	Members of the group	Existing members	Sharing the Great Weight Debate hackathon for our young people to get involved and influence	Sharing opportunities with young people	Feedback from young people to group
25/11/16	Learning difficulties protocol event	Network event for professionals	Young people, children and service users	Through established networks	Need to ensure the experience for children and	Involving Mary Busk - parent carer to deliver the training	Regular catch ups and mail outs to network

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
		with representation from service users and parents	with learning difficulties, advocacy services and parents		families with learning difficulties who are having surgery suits their individual needs. Need to involve parents throughout the process		
26/11/16	NHS England national engagement event	Sharing NHS Go work and engaging with young people on how best to engage	National event with 50-100 young people aged 14-17	Through NHS England	Sharing and promoting NHS Go and getting young people's views on the NHS Go app and how we should promote it	Opportunity for young people to feedback on NHS GO	Through liaison with the national team
02/12/16	Facebook post to young people's steering group	Asking for help identifying Youtubers who they like and are popular to promote NHS Go	Members of the group	existing members	Promoting NHS Go	Opportunity for YP to influence direction of NHS Go promotion	Through feedback on facebook
07/12/16	Young people's steering group	Group focusing on NHS Go taxi tour and how it should be run	Members of the group	Existing members	Sharing the idea of the taxi tour and helping to firm it up with the group	Getting ideas to promote NHS Go	Through sharing with the young people's forum
23/12/16	Facebook post	Sharing the national consultation on fizzy drinks with young	Members of the group	Existing members	Sharing national consultation with group to ensure young people have a say in wider	Sharing opportunities with young people	Feedback from young people to group

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
		people			health policy		
28/12/16	Survey	Sharing the GP 'I' statements survey with the group	Members of the group	Existing members	Working out whether the draft 'I' statements suit the needs of the young population	Feeding into our primary care strategy	Feedback to the Facebook group
09/01/17	Facebook post to young people's steering group	Sharing opportunity from the Anna Freud centre	Members of the group	Existing members	Sharing the Anna Freud centre event so young people have a chance to influence input	Sharing opportunities with young people	Feedback from young people to group
02/02/17	Facebook post to young people's steering group	Sharing online training for patient participants run by NHS England	Members of the group	Existing members	Sharing wider training with young people to ensure they get equal opportunities	Sharing opportunities with young people	Feedback from young people to group
21/02/17	Training delivered by parent	Learning difficulties training delivered at Barts Health NHS Trust by parent	Parent identified at event in Nov and rep from National Network of Parent Carer Forums (NNPCF)	Parent identified at event in Nov and rep from NNPCF	Co-delivered training at Trust to help people understand experiences of care	Helping Trust to develop an action plan	The trust have the toolkit training to implement the toolkit locally. The parent continues to work with the programme on its learning disability projects
07/02/17	I statements event with NOMAD	Exploring primary care for young people with young people from the	Young people aged 14-25	Representatives identified by NOMAD	Identified the needs of young migrant populations in primary care and the current challenges they	Informing the development of the young people's I statements	Feedback to the group

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
		NOMAD charity -whilst making jewellery and running a dance workshop			face and what we need to include in I statements for primary care		
08/02/17	Facebook post to young people's steering group	Sharing Child House engagement event with group	Members of the group	Existing members	Sharing event on child sexual exploitation to ensure that young people are part of the service redesign	Sharing opportunities with young people	Feedback from young people to group
14/02/17	Young person story recording	Recording of a young person's experience of care to help Islington develop their integrated care teams	One young person	Through GP lead	Creation of resource to help support integrated care for children and young people	Helping clinicians to understand the need for change	Share recording with young people
20/02/17	Facebook post to young people's steering group	Sharing Whittington hospital's engagement events	Members of the group	Existing members	Sharing event on Whittington health to ensure young people spread their representation across the city	Sharing opportunities with young people	Feedback from young people to group
13/02/17	Filming for NHS GO	Filming a Youtube video with Youtuber at Queen Mary	Young people from QMUL	On street	Involving young people across London in the promotion of the	Continuing with co-production of the app	Sharing the output with the group

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
		University of London (QMUL) on sleep			app		
21/02/17	Filming for NHS GO	Filming a Youtube video with Youtuber at London Fire Brigade (LFB) on healthy eating	Young people from the LFB	Identified by LFB	Involving young people across London in the promotion of the app	Continuing with co-production of the app	Sharing the output with the group
01/03/17	Facebook post and event to young people's steering group	Sharing our north east London asthma event with young people's steering group	Members of the group	Existing members	Sharing a wider participation event we were running with the young people's steering group	Supporting north east London with their engagement events	Supporting north east London with their engagement to talk to the young population about asthma
03/03/17	Learning difficulties training delivered at King's College Hospital NHS Foundation Trust by parent	Parent identified at event in Nov and rep from National Network of Parent Carer Forums (NNPCF)	parent identified at event in Nov and rep from NNPCF	Co-delivered training in trust to help people understand experiences of care	Helping trust to develop an action plan	regular catch ups and feedback from Kings	The trust have the toolkit training to implement the toolkit locally. The parent continues to work with the programme on its learning disability projects.
03/03/17	NHS GO post written by young person	Sharing young person's article on self-help tips for eating disorders	Member of the steering group	Existing members	Sharing work that young people have done on health	Promoting young people's health work	

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
07/03/17	I statements event with Islington Youth Council	Working with Islington Youth Council to establish I statements from Primary care	Islington Youth Council	Through Islington CCG	Identified the needs of young migrant populations in primary care and the current challenges they face and what we need to include in I statements for primary care	Informing the development of the young people's I statements	Feedback to the group
16/03/17	Health event with the National Network of Parent Carer Forums (NNPCF)	An event to support the London regional parent forums to engage in health and share our work	NNPCF	Through NNPCF	Identified the problems that parents face with regards to health across London	Response given after the event from HLP and an agreement to support them to engage in their local area	Feedback to the requests
18/03/17	Emotional wellbeing event at Hillview Community Centre in Southwark	Promotion of NHS Go and giving a young people the opportunity to get involved in NHS GO	40 members of the community	Through Hillview	Sharing NHS GO and recruiting young people to help with the app	Talking to young people about health and understanding their opinions on how to promote the app	The programme linked up with Southwark Young Carers after the event to work with them on NHS Go
18/03/17	National Citizen Service event	Promotion of NHS Go and giving a young people the opportunity to get involved in NHS GO	100 young people from London	Through NCS	Sharing NHS GO and recruiting young people to help with the app	Talking to young people about health and understanding their opinions on how to promote the app	Email to those interested in being involved.

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
20/03/17	NHS GO post written by young person	Sharing young person's article on self-help tips for eating disorders	Member of the steering group	Existing members	Sharing work that young people have done on health	Promoting young people's health work	
24/03/17	Learning difficulties training delivered by parent at Royal Free	Parent identified at event in Nov and rep from NNPCF	Parent identified at event in November and rep from NNPCF	Co-delivered training in Royal Free to help people understand experiences of care	Helping RF to develop an action plan	Regular catch ups and feedback from Royal Free	
31/03/17	Learning difficulties training delivered by parent at UCL	Parent identified at event in November and rep from NNPCF	Parent identified at event in Nov and rep from NNPCF	Co-delivered training at UCL to help people understand experiences of care	Helping UCL to develop an action plan	Regular catch ups and feedback from UCL	
25/03/17	NHS GO post written by young person	Sharing young person's article on self-help tips for eating disorders	Member of the Steering group	Existing members	Sharing work that young people have done on health	Promoting young people's health work	
07/04/17	Facebook post and event to young people's steering group	Advertising the Thrive GLA event on Black Lives matter	Members of the group	Existing members	Sharing the work that Thrive were doing and encouraging members of our group to go and have their say on	Sharing opportunities with young people	Supporting Thrive and GLA to engage young people and to consider health points of view

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
					the black lives matter event at the GLA		
07/04/17	Facebook post and event to young people's steering group	Advertising the Thrive event on the branding and communications for the Thrive campaign	Members of the group	Existing members	Encouraging our young people to attend the Thrive project event to have their say and get involved in the campaign	Sharing opportunities with young people	Supporting Thrive and GLA to engage young people and to consider health points of view
27/04/17	Facebook post and virtual design opportunity to young people's steering group	Sharing an opportunity to co-write a poster/paper for the Royal College of Paediatrics and Child Health (RCPCH) conference on participation and NHS go	Members of the group	Existing members	Giving the young people an opportunity to get published and share their work with a wider audience	Co-producing a document with young people	Young people produced the poster for NHS GO for the RCPCH conference
17/05/17	Sharing clinical content on eating disorders developed by a young person	Share the information leaflet produced by a young person	Young person	Approached us to work with us	Sharing work that young people have done on health	Promoting young people's health work	
22/05/17	Facebook post and opportunity	Asking young people to	members of the group	Existing members	Opportunity for the young people to	National representation of young people	Young people to feedback to the group

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
	for representation on the board to young people's steering group	attend a national event to represent London and young people in London			share their views and represent Healthy London Partnership at a national level		
31/05/2017	Asthma app event	Asking young people and parents to input into the new design of an app	Wider event inviting the London population to have a say on a new app	Advertised across London	Opportunity for young people to design a health app	Co-produced app	Feedback to group
02/06/17	Creation of online content for NHS Go	Asking young people to help us to create online content for NHS GO	Members of the group	Existing members and wider group	Getting young people to create content for the NHS Go Facebook page	Co-produced content for promoting NHS GO	Sharing with our networks and ensuring our brand of produced by young people for young people continues

London digital programme

The London Digital programme is developing a London-wide information exchange that will support better patient care by giving NHS clinicians secure access to real-time patient records and information. The intention is that each patient will have access to an online account where they can view their information and decide which organisations can see and share it. Work so far has focused on building the technical elements of the exchange but public and patient engagement is expected to increase in the coming months, including work around the online account.

Date of activity	Type of activity	Description	Who was involved	How we found participants	Key themes identified	Impact	Follow up
Monthly	Governance meeting	London Health and Care Information Exchange Board	Programme Board Members, which includes a lay person	They are a lay member for Central London CCG	Health and Social Care Information Exchange – NHS system interoperability	Ensure patient opinion was represented in Board meetings	The lay member attends all Board meetings

London homeless health programme

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
Meetings held 10 times a year	Meetings	London Homeless Health Programme Board meetings	The Board has two members with lived experience of homelessness	Recruited as peer researchers for the More than a Statistic report and invited to join the Board	The need to ensure the voices of people who are homeless are heard as part of any work to improve services	Ensures the voice of people with lived experience of homeless are represented in the governance of the programme to inform our strategic priorities	The two experts by experience remain Board members and their role is being expanded in 2017/18 to take on co-chairing responsibilities.
Summer 2016	13 focus groups and two one to one interviews	Homeless charity Groundswell commissioned to carry out a consultation project to enable people with experience of homelessness to contribute to the work of the programme	91 participants from 24 London boroughs The consultation project was led by two researchers with lived experience of homelessness.	Sourced by homeless charity Groundswell.	Many themes identified which were reported in Groundswell's final report, More than a Statistic .	The consultation work informed the content of the Commissioning Guidance which was published in December 2016	The More than a Statistic report was shared widely through HLP, Groundswell and stakeholder channels.
Summer of 2016	10 workshops	10 themed events with key stakeholders to inform the	Attended by people with lived experience of homelessness as well as	Contacted directly by the programme	The discussions and outputs from the workshops directly informed the content of the	Ensured that the views and experience of stakeholder, including people with lived experience of	The programme will continue to use this workshop approach in its

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
		content of the Commissioning Guide	representatives from the programme Board and statutory organisations, third sector organisations		Commissioning Guide.	homelessness, directly informed the content of the Commissioning Guide	17/18 work programme. The method is one that enables the Programme to exercise accountability to key stakeholders.
Quarterly	Events	Stakeholder events	Attended by people with lived experience of homelessness as well as representatives from the programme Board and statutory organisations, third sector organisations	Contacted directly by the programme	These activities have fed directly into the work programme for 16/17 and in particular the content of the Commissioning Guidance and the e-learning module for GP receptionists and practice managers	Ensures the views and experience of stakeholders feed into the programme's on-going work and are considered by the Board. The method is one that enables the programme to exercise accountability to key stakeholders.	Regular stakeholder meetings will continue during 17/18

Mental health programme

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
Bi Monthly	Meetings	A representative of MIND is a member of the Board and represents the voice of service users.	MIND	MIND	Ongoing work of the Mental Health Transformation Programme	User voice represented on the board to inform and help guide all work of the programme.	Board minutes sent to all participants
Clinical Leadership Group							
Bi-monthly	Meetings	National Survivor Users Network - service user group representing patient voice on Clinical Reference Group. Review papers and make comments throughout the	Members of the group	National Survivor Users Network (NSUN)	Terms of reference section on service user engagement added: - Ensure the content and process of the work of the network is congruent with the principle of co-production: 'nothing about us without us', by embedding	Terms of reference part on patient and public involvement updated. All work endorsed by service users. Clearer understanding of patient view in work.	Minutes, feedback of actions. Meetings once a year with the network to review service user involvement.

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
		meeting to champion co-production with people who have used services.			coproduction within the design and delivery of the programme, through the involvement of those with lived experience of mental ill health and the organisations that represent them - Consider the use of the framework of Principles, Purpose, Presence, Process and Impact developed by the NSUN		
Sep-16	Meetings	Recruitment of BME patient/public representative. Attended March meeting as first meeting. Represents group of people, rather	Members of the group	Call out was made to NSUN and MIND for them to send to members for expression of interest. An interview process was	All follow the same themes as above.	Active participation. Terms of reference part on patient and public involvement updated. All work endorsed by service users. Clearer understanding of patient view in work.	Meeting minutes, actions. Discussions post-meeting.

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
		than organisation as above.		undertaken. Mental Health Clinical Director and our PPV lead for the Clinical Networks were on this panel.			
Perinatal mental health							
Apr-16	Working group	A service user is deputy chair of the perinatal mental health commissioning project and part of the working group to develop the perinatal mental health commissioning guide. Working group also included service user	Working group members	Recommended by Pan-London Perinatal Network	Ensure any outputs are co-produced, including an animation film. Working with voluntary sector partners to engage with patients and the public to obtain meaningful engagement, involvement and consultation.	Working in partnership and meaningful products produced	Meetings are held regularly outside of the perinatal task and finish group

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
		cohort.					
April to August 2016	Emailing of draft perinatal guide to service users for comment	Consultation for the guide included service users reviewing the guide, which the working group then reviewed and finalised.	Working group members	Recommended by Pan-London Perinatal Network	A variety of stakeholders across perinatal mental health and maternity were included in the consultation.	Consultation on the guide involved service users.	Service users were emailed the final commissioning guide.
Jan-17	Presenter at Conference/Launch	Service user co-presented with the chair at the Annual London Perinatal Mental Health Conference, where the commissioning guide was launched.	Service users, members of the working group, London Perinatal Network, Maternity Network, providers, community teams, midwives and health visitors.	The service user was a member of the existing working group.	Discussions around how the product was developed with service user involvement and the benefits for women and health professionals.	Raised awareness about service users working in partnership and benefits of sharing experiences. A blog from the service user was also shared on the HLP website.	None

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
Jan-17	Launch and dissemination of perinatal mental health commissioning guide	Guide sent to charities to send to members including Cocoon Family Support, Gray's PANDAS Team and Healthwatch.	Charities and members of the working group	Part of the wider stakeholder group	Dissemination only	Dissemination of perinatal mental health information to charity members	None – charities invited to get in touch with any queries or if they wanted to get involved in ongoing work.
Stolen Years							
May-16	Steering group	Service users who are members of the steering group were involved in research project and represented service user voice. Over 100 service users were involved to gauge what they wanted out of the	Members of the group	National Survivor User Network	Produced 'Healthy Lives' report and the issues raised were all considered when developing the Stolen Years Toolkit	Enriched the final product which ensured it was much more user focused, and not just system focused	Follow up meetings, service users agreed to be involved in further events, feedback on toolkit implementation

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
		system to reduce the mortality gap					
Jan-17	Stolen Years Launch Implementation Group	Two charities, Rethink and Mind, represented the voice of service users on the group	Members of the group	Rethink and Mind approached to be involved		Ensured our work was user focused and that we kept the end user perspective in mind when developing the toolkit.	Meetings and participating in events/meetings related to the project
Early Intervention in Psychosis (EIP)							
Meetings every other month	EIP Clinical Reference Group	A service user was recruited when the Clinical Reference Group was formed in July 2015.	Members of the group	The service user was known by members of the clinical reference group who suggested her.	Ensures the voice of service users is represented at all meetings.	As a result of being involved in the group, the service user has become involved in a number of other things - she is the subject of a service user's story on the MyHealthLondon website. She also has a creative input into the My Story, Our Future project (oral histories of people with psychosis).	Continuing meetings

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
Thrive LDN							
03/6/16	Public workshop	Transforming Mental Health Research - London Health Board. This event was organised by the Thrive Mental Health Programme. It was for all Londoners.	People with lived experience	Public call outs - Thrive team worked with the McPIN foundation to actively source members of the public.	Identifying priorities for improving London's mental health. General discussion and voting to prioritise recommendations.	Development of mental health road map in consultation with members of the London public, on what the priorities for London are. Attendees had the opportunity to be filmed to give their thoughts on what a mentally healthy London would look like.	Insights and feedback informed Thrive LDN report and discussions at the London Health Board in June on creating a road map for London.
13-16th March 2017	Focus groups	Focus groups were set up to test Thrive LDN's visual identity	Two focus groups with members from the McPin Foundation, and Two focus groups made up of members of the general public	McPin Foundation and 2cv marketing agency	Ensuring that Thrive LDN's visual identity appealed to both people with mental health lived experience and people with very little knowledge of mental health	Helped us select an appealing visual identity so that when Thrive LDN is launched it will have maximum impact	People were added to our contact list so that they could keep up to date on Thrive LDN developments
18/03/17	Survey	Surveys were given out at a young people's event to gather their feedback on Thrive	Young people who attended a National Citizen's Event	Thrive LDN attended an event	Ensuring that Thrive LDN's visual identity appealed to young people	It helped us select an appealing visual identity so that when Thrive LDN is launched it will have maximum impact	People were added to our contact list so that they could keep up to date on Thrive LDN developments

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
		LDN's visual identity					
17/06/17	Workshop	A workshop for children and young people	Children and young people (primarily 16-25 years old)	Eventbrite page, social media and children and young people organisations	Engage young people in relation to Thrive LDN and explore how they can involved in the programme going forward	Increase engagement with children and young people	Add attendees to contact list so that they are kept up to date on Thrive LDN developments

Prevention programme

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
2016-17	Ethnographic research for Healthy Communities project	Over 100 children and parents participated in diagnostic tools, either completing food and activity diaries or taking part in a short or in-depth survey interview.	Children and Parents	Local networks	Identified barriers and opportunities for healthier lifestyles in Tower Hamlets, Hackney and Haringey	Informed the development of three neighbourhood initiatives to tackle childhood obesity	Follow up carried out through the set-up of the initiatives
2016-17	Great Weight Debate survey and roadshow	A survey on childhood obesity was completed by 2,765 Londoners while 10 roadshows reached over 2,500 people	General public	Promoted through HLP and partner channels, including social media. Survey also promoted via Facebook advertising.	Themes around what would help people to live healthier lives, what the barriers and opportunities are.	Findings have fed into a report which will be published to ensure the public voice is heard	General communications and PR

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
18 April – 17 May 2016	<p>Online community running for members of the public from 18 to 29 April 2016</p> <p>Great Weight Debate citizens panel for members of the public and professionals on 17 May 2017</p>	Over 110 members of the public and 27 professionals were brought together to discuss childhood obesity and how to tackle the pan London issue	General public and professionals	Britian Thinks	<p>Three levels identified - Borough, London-wide and national. The most common suggestion that should be made a priority was changing the way fast food outlets operate. Important to engage Londoners directly through gamification, healthy living events, petitions and involving the private sector. Using TfL advertising space for public health messaging and Tfl signage to encourage walking, also to make green spaces safer.</p>	Raising awareness of childhood obesity and understanding it is not just related to parenting but there are a number of environmental issues and challenges that need to be addressed.	General communications and PR

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
28/1/16	Youth Hackathon (GWD)	Approximately 60 young people between 14-18 gathered at City Hall to brainstorm ideas and produce a short video on how to make London a healthier city to live in with particular interest in childhood obesity	Young people predominantly from London	Social media, existing contacts	How can healthy food be more accessible and popular? What would help young people be more active? What could help families with young children to eat well and be active to build good habits for life? How can teenagers encourage others to be more active and healthy?	Informing/educating young people to think about healthy eating/living and share their knowledge with peers and their community	This has inspired a similar event in Barking and could be used as the blueprint for others to follow.
26-30 Sept 2016	Healthy Living Week-combined event series	45 NHS organisations offered more than 250 workplace health and wellbeing events with and for staff and digital media feed	NHS staff	Hospital charities, provider networks, CCG networks, social media	Social movement for health and wellbeing, staff engagement	Activity for health and wellbeing, develop leadership, raise profile	Repeat activity in 2017/18
2016-17	Breakfast series-workplace health	co-produced events series (x4) with GLA and organisations	Public sector staff, some corporate	Provider and CCG networks, LAs	Best practice and challenges for WH	Increased charter sign up	Subsequent engagement programmes

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
2016-17	North east London workplace health event	STP event for workplace health prevention workstream	Senior exec from north east London STP, wellbeing experts	North east London, community partnerships	Call to action, GP engagement, evaluation, STP ambitions	Increased buy-in/support for STP activity	Establish community of practice
2016-17	Focus group- health and wellbeing ambassadorship	Co-production event for ambassadorship programme	CCG, provider, HEE staff	HLP networks, NWL networks, NHS Employers networks	Ambassadorship, evaluation	Informed content/quality of programme, increased sign up for programme	Further development of programme
2016-17	Royal Free Vanguard social movement evaluation meetings	Support for NHS England social movement programme- WH with facilities staff	Royal Free, New Economics Foundation, NHS England	Oversight of programme	Social movement theory of change	Improved wellbeing of 300 staff	Next follow up meeting
2016-17	Professional group - occupational health	Presented at London OH forum	Occupational health leads for London	Professional network	Occupational health role in workplace health	Awareness of best practice	Informal via HLP contacts
2016-17	Away day/workshop	Joint away day with GLA-HLP to develop integrated working	Facilitated discussions	Partnership work	Evidence/evaluation, priorities, model for working	Improved efficiencies and impact by integrated working	Ongoing team development
2016-17	Breakfast workshop for Making Every Contact Count (MECC)	Workshop to co-design and support scoping of the HLP MECC	Included patients as well as STP leads and representatives	Via the HEE person centred care group	Importance of the patient journey, messaging, physical environments and	Support with defining an approach which can feed into the wider London wide work on MECC	Outcomes circulated and ongoing comms and involvement with most attendees

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
		programme for 17-18	from trusts, local authorities ADPH and SLaM		workforce		

Primary care programme

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	What impact did it/will it have?	How will you follow up with people?
21/09/16	Meeting - Partnership Forum	The Transforming Primary Care Partnership Forum provides a forum where key stakeholders and experts across London can discuss the approach to primary care improvements.	A patient representative for each STP area and Healthwatch representatives are members of the group	Existing members		The patient and Healthwatch representatives help ensure pan-London work is connected to local work including CCG patient groups and local Healthwatch organisations. Share patient experience data across the system	Feedback to group following completion of actions
1/09/16-8/12/16	Meeting - Patient Partnership Group	The Patient Partnership Subgroup advises on strategic direction, providing patient and public leadership, voice, insight and challenge to primary care transformation.	Members of the group which include a patient representative for each STP area and Healthwatch representatives	Existing members plus new member for SWL recommended by Healthwatch	Ensure pan-London work is connected to local work including CCG patient groups and local Healthwatch organisations. Oversight groups/boards should have lay reps. Share patient experience data across the system.	Oversight/board structure changed to reflect need for lay representation.	Feedback to group following completion of actions

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	What impact did it/will it have?	How will you follow up with people?
23/08/16 - 15/09/16	Event - General Practice Forward View (GPFV) launch and implementation. Held in collaboration with NHS England.	Half day events for GPs, CCGs, LMCs and STP leaders to meet with national and regional primary care leaders to discuss the General Practice Forward View (GPFV) and its implications for local plans.	Patient representatives attended.	Members of the programme's Patient Partnership subgroup.	Outlining what the GPFV means for London and how this translates into tangible benefits which will be seen by patients.	Ensuring patient representatives are engaged with GPFV plans and commitments	Post-event evaluation sent out to gather opinion from all attendees
13/12/16	Event: Proactive care	A forum to discuss opportunities for proactive care across London and to share best practice.	Attended by patient representatives as well as GPs, CCGs, LMCs, STP leaders and others working in general practice.	Existing members of the programme's Patient Partnership subgroup.	Outlining what proactive care means for London and how this translates into tangible benefits which will be seen by patients.	Ensuring patient representatives are engaged with proactive care plans and commitments	Post-event evaluation sent out to gather opinion from all attendees

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	What impact did it/will it have?	How will you follow up with people?
13/10/16	Event: 21st Century Primary Care	Event focused on ways to better utilise digital technology, the highly skilled workforce, and quality improvement methodologies	Patient representatives attended as well as GPs, CCGs, LMCs, STP leaders and others working in general practice.	Existing members of the programme's Patient Partnership subgroup.	Outlining what 21 st century primary care means for London and how this translates into tangible benefits which will be seen by patients.	Ensuring patient representatives are engaged with plans and commitments	Post-event evaluation sent out to gather opinion from all attendees
18/11/16	Event: Delivering patient online	An event to explore the benefits and challenges of delivering online services and providing practical hints and tips.	Patient representatives attended as well as GPs, CCGs, LMCs, STP leaders and others working in general practice.	Existing members of the programme's Patient Partnership subgroup.	Outlining what online services can do for London and how this will translate into tangible benefits for patients.	Ensuring patient representatives are engaged with plans and commitments	Post-event evaluation sent out to gather opinion from all attendees
2/03/17	Event: Working at scale	An event to explore how we make the vision of a world class modern primary care system a reality through working at scale.	Patient representatives attended as well as GPs, CCGs, LMCs, STP leaders and others working in general practice.	Existing members of the programme's Patient Partnership subgroup.	Outlining what the GPFV means for London and how this translates into tangible benefits which will be seen by patients.	Ensuring patient representatives are engaged with plans and commitments	Post-event evaluation sent out to gather opinion from all attendees

Proactive care programme

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
May-16	Recruitment of three patient champions	Since their recruitment in 2016/17, the patient champions have influenced the direction and priorities of the proactive care programme	Three patient champions	Via advertising in the Metro and Evening Standard in April/May 2016	Please see individual champions areas of work and key themes identified below	<p>The patient champions have contributed to the co-design of programme deliverables and products and had an active role as patient champions for a number of project workstreams.</p> <p>Their involvement ensures that the views of patients and the public is at the heart of the work of the programme and ensures maximum benefits are realised.</p>	Follow-up with the patient champions takes place formally at programme meetings and informally on an ad-hoc basis depending on the work and information that is being shared/updated

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
	Patient champion – Social prescribing and mobilising community asset workstream lead	Attendance at delivery group meetings, speaking at events and providing training on personalisation, choice and community brokerage	Andrew Carpenter - Patient Champion	Via advertising in the Metro and Evening Standard in April/May 2016	Support in identifying and on-boarding local voluntary sector organisations and in particular learning difficulties, autism and mental health experts by experience	A range of user and community reps inputted into the design of the social prescribing commissioning guidance, wiki and programme planning and Fire as a Health Asset workstream	Follow-up with the patient champions takes place formally at programme meetings and informally on an ad-hoc basis depending on the work and information that is being shared/updated
	Patient champion – Digital participation lead	Attendance at delivery group meetings, personalised care plan steering group meetings and engagement events	Ray Sadler - Patient Champion	Via advertising in the Metro and Evening Standard in April/May 2016.	Advised on procurement of market research company in understanding the public's demand, behaviours and motivations from digital health services. Supported project lead to interpret requirements of 60 members of the public with learning difficulties, autism or two or more long term conditions to develop use cases and user stories for	Assisting in developing an evidence base to help inform STPs on high level digital requirements	Follow-up with the patient champions takes place formally at programme meetings and informally on an ad-hoc basis depending on the work and information that is being shared/updated

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
					digital care plans to inform the systematic rollout of personal health budgets.		
	Patient champion – Digital activation and personal health budget lead.	Attendance at delivery group meetings, conferences, met with suppliers and provided subject matter expertise on technical requirements to support personal health budgets rollout and other digital self-service tools – possibly accessed through an online passport or account	Ian Black - Patient Champion	Via advertising in the Metro and Evening Standard in April/May 2016	Attended personal health budget steering group meetings and influenced the programme to focus more on digital care plans as a means of supporting the rollout of personal health budgets rather than a stand alone app	Positively influenced the programme in the direction of integrated care plans as opposed to stand alone apps. Aligning with the work of the London Digital Programme	Follow-up with the patient champions takes place formally at programme meetings and informally on an ad-hoc basis depending on the work and information that is being shared/updated

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
28/04/16	Personal health budget app follow-up Workshop	Personal health budget app follow-up workshop to review the work undertaken since the initial meeting on what information patients, carers and members of the public would want to be included in an online app and how this should be presented. Including review of updated screen shots to show potential look and feel.	This was a smaller selection of patients, carers and members of the public who attended the previous workshop on 26/02/2016	From attendance at the previous workshop	To review the designs for the app that had taken place since the previous workshop, agree if the app so far was taking into account all the user's needs and requirements, as discussed at the previous workshop. To highlight areas to change and improve and designs that need to be amended.	Discussions with the group highlighted the wide ranging information that would be required to create a valuable product. This meant that the development of a stand-alone app was halted and the team began to look at the integrated care plan. The information gathered from the workshops was used as a starting point for what an integrated care plan should include.	
22/09/16	Event - Social prescribing for London	An event with the Social Prescribing Network and University of East London to inform London stakeholders about the	The patient champion for Social prescribing and mobilising community asset workstream lead presented.	Sourced through a variety of networks including NHS England PPV teams, Healthwatch,	To look at the appetite, potential and drive for social prescribing in London. As well as to raise the profile of social prescribing in London	Increase awareness and drive the appetite for and momentum of social prescribing in London. As well as creating greater networks of expertise within the	Individuals attending completed commitment cards that were followed up after the event. Contacts made have been involved in future work including the social prescribing resource and roundtable.

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
		potential of social prescribing and how to support its local implementation and success.	Present at the event were members of the public, 120 clinicians, academics, commissioners and voluntary sector leaders.	Talk London, HLP facebook groups		field that the programme can draw on in the future.	
Sept 2016 - Feb 2017	Creation of resource for social prescribing	The programme created a resource for commissioners on how to implement and support social prescribing. The resource was created in partnership with patients and members of the public	The programmes recruited patient champions and attendees who had been at the Social Prescribing event in London on 22/09/2016	Already existing programme patient champions and from previous meetings	The document highlights the importance of social prescribing, why it is valuable to patients and members of the public and how commissioners can support its implementation	This resource has been turned into an open source/wiki format that can be updated and added to by a variety of sources working in social prescribing. This will create a hub/community where learning and knowledge on social prescribing can be shared.	Patients were involved in the numerous stages of the creation of the document and will be informed once the wiki is live and given varying levels of access to the system (including moderation) depending on their preference

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
08/03/17	Social Prescribing roundtable	A strategic roundtable discussion to influence future action on social prescribing across London. This session was an important part of Healthy London Partnership's current and future programmes, and builds on the continuing work to learn from evidence and experience to support effective implementation.	This meeting was predominantly attended by voluntary sector leaders and experts by experience, 35 people attended in total	Existing programme patient champions and through existing networks and previous meetings	The purpose of the meeting was to consider and agree how Healthy London Partnership, in collaboration with key partners, can support effective and sustainable local collaboration between NHS, local authorities and their voluntary, community and social enterprise (VCSE) colleagues.	This has informed draft funding prospectus for London and HLP are working with the GLA to embed social prescribing across London which is a key commitment in the Mayor of London's health inequality strategy.	A number of actions from the meeting are being followed-up by the programme.
Mar-17	Five personalised care plan workshops with charities	Personalised care plan workshops	50 attendees from five charities across London focussed on learning disabilities, autism and long-	Charities were invited to bid via an open tender to arrange a workshop with at least five members	To build on the initial work undertaken in the personal health budget app workshops and look at an integrated care	Use cases have been created to inform development of the integrated care plan moving forward	Share the use cases and contact for follow-up workshops

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
			term conditions. One of our patient champions presented.	of the public attending. Five charities were chosen.	plan, what information is important to individuals to be included in their care plan and how this should be presented to meet a variety of different needs and abilities		

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	Impact	Follow up
Mar-17	Market Research into peoples motivations, behaviours and demands with regards to using digital tools and services	A market research company were procured to run a survey between 31 March and 11 May 2017. The survey platform will remain open for a further six months to enable the team to see how views and attitudes alter in this time.	863 members of the public completed the survey. These were completed via a mix of face-to-face interviews and online.	The survey was marketed widely via numerous HLP and stakeholder channels, including social media.	A number of key themes have been identified from the collected responses and these have been drawn into a report by the market research team.	The survey provides macro-level analysis to inform STP work on digital support options	The publication of the report will be promoted via the same channels as the survey

Transforming Cancer Services Team (TCST)

All working groups in the team have service users as members.

Date of activity	Type of activity	Description	Who was involved	How we found participants	Key themes identified	Impact	Follow up
03/05/16	Meeting	Partnership meeting	Cancer service users	By recruitment process	Ongoing TCST work	Improving cancer services	Continuing members
12/05/16	Training	Cross group training session to provide background and information about cancer commissioning	12 service users from the Patient Advisory Group as well as STP lay Board members	Existing Patient Advisory Group members and through STP boards	Training needs	Ensured members had an understanding of cancer commissioning issues so they can fully participate in partnership and other meetings going forward. Also provided an opportunity for patient advisory group and STP lay members to network.	Positive feedback received from attendees about the training.
25/05/16	Meeting	Partnership meeting	Cancer service users	By recruitment process	Ongoing TCST work	Improving cancer services	Continuing members
19/07/16	Meeting	Partnership meeting	Cancer service users	By recruitment process	Ongoing TCST work	Improving cancer services	Continuing members

Date of activity	Type of activity	Description	Who was involved	How we found participants	Key themes identified	Impact	Follow up
25/07/16	Meeting	Charity Partners	Representatives of cancer specific charities	Approach to Charities	Patient experience	Improving patient experience. Collaborative working	Continuing members
23/08/16	Meeting	Transport sub-group	Members of the TCST CCB Patient Advisory Group	By recruitment process	Transport issues	Improving patient experience.	Continuing members
26/09/16	Meeting	Charity Partners	Representatives of cancer specific charities	Approach to Charities	Patient experience	Improving patient experience. Collaborative working	Continuing members
27/09/16	Meeting	Partnership meeting	Cancer service users	By recruitment process	Ongoing TCST work	Improving cancer services	Continuing members
11/10/16	Meeting	Transport sub-group	Members of the TCST CCB Patient Advisory Group	By recruitment process	Transport issues	Improving patient experience	Continuing members
11/10/16	Focus group	Prostate cancer decision tool	Prostate cancer patients	User database	To discuss the issues around making an informed decision regarding treatment	Improving cancer services	Continuing members

Date of activity	Type of activity	Description	Who was involved	How we found participants	Key themes identified	Impact	Follow up
01/11/16	Meeting	Charity Partners	Representatives of cancer specific charities	Approach to Charities	Patient experience	Improving patient experience. Collaborative working	Continuing members
02/11/16	Focus group	NHSE patient survey re Cancer nurse specialists	People affected by cancer	User database	CNS work processes relating to cancer patients	Improving cancer services	Continuing members
16/11/16	Meeting	Transport sub group	Members of the TCST CCB Patient Advisory Group	By recruitment process	Transport issues	Improving patient experience	Continuing members
22/11/16	Meeting	Partnership meeting	Cancer service users	By recruitment process	Ongoing TCST work	Improving cancer services	Continuing members
19/01/17	Meeting	Charity Partners	Representatives of cancer specific charities	Approach to Charities	Patient experience	Improving patient experience. Collaborative working	Continuing members
31/01/17	Meeting	Partnership meeting	Cancer service users	By recruitment process	Ongoing TCST work	Improving cancer services	Continuing members
23/02/16	Meeting	Partnership meeting	Cancer service users	By recruitment	Ongoing TCST work	Improving cancer services	Continuing members

Date of activity	Type of activity	Description	Who was involved	How we found participants	Key themes identified	Impact	Follow up
				process			
06/02/16	Meeting	Charity Partners	Representatives of cancer specific charities	Approach to Charities	Patient experience	Improving patient experience. Collaborative working	Continuing members

Urgent and emergency care programme

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	What impact did it/will it have?	How will you follow up with people?
29/04/16	Meeting	Urgent and Emergency Care (UEC) patient and public network	Up to nine members from each of the five UEC Networks	Members nominated by the UEC Network leads	Set terms of reference and scope of patient engagement moving forward	Impact/feedback on pan-London projects for UEC	Feedback to group following completion of actions and on-going engagement
15/06/16	Meeting	UEC patient and public network	Up to nine members from each of the five UEC Networks	Members nominated by the UEC Network leads	Link patients in more with their local UEC networks and provide them with the necessary learning tools	Impact/feedback on local projects for UEC	Feedback to group following completion of actions and on-going engagement
27/07/16	Meeting	Urgent and Emergency Care patient and public network	Up to nine members from each of the five UEC Networks	Members nominated by the UEC Network leads	Queried whether there should be more centralised funding for UEC projects	Impact/feedback on pan-London projects for UEC	Feedback to group following completion of actions and on-going engagement
10/11/16	Meeting	UEC patient and public network	Up to nine members from each of the five UEC Networks	Members nominated by the UEC Network leads	Keep abreast of the London UEC Network different focusses	Impact/feedback on pan-London projects for UEC	Feedback to group following completion of actions and on-going engagement
26/01/17	Meeting	UEC patient and public network	Up to nine members from each of the five UEC Networks	Members nominated by the UEC Network	Ambulatory Care can be confusing - clarification was requested	Impact/feedback on pan-London projects for UEC	Feedback to group following completion of actions and on-going engagement

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	What impact did it/will it have?	How will you follow up with people?
				leads			
09/03/17	Meeting	UEC patient and public network	Up to nine members from each of the five UEC Networks	Members nominated by the UEC Network leads	More representation on Care Home Forums	Impact/feedback on pan-London projects for UEC	Feedback to group following completion of actions and on-going engagement
17/05/17	Meeting	UEC patient and public network	Up to nine members from each of the five UEC Networks	Members nominated by the UEC Network leads	Have a more consistent approach to integrating social care in UEC	Feedback on streaming and redirection model for London as well as scope of Improvement Collaborative and will continue to act as a sounding board as the programme continues	Feedback to group following completion of actions and on-going engagement
Held every other month	Meetings	UEC pan-London Board meeting	Two patient representatives	Representatives nominated by the UEC patient and public network	Provided patient perspective on Board agenda	Impact/feedback on pan-London projects for UEC	Minutes circulated to all members of the group
23/05/17	Meeting	UEC Transformation and Delivery	One patient representative	Representatives nominated by the UEC	Provided patient perspective on Board agenda	Impact/feedback on pan-London projects for UEC	Minutes circulated to all members of the group

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	What impact did it/will it have?	How will you follow up with people?
		Board meeting		patient and public network			
21/04/16	Workshop	South east London UEC network Section 136 Pathway workshop. Hosted by SLaM.	Six service users and carers from South east London	Promoted through trust/local networks	Influencing London's Section 136 pathway to ensure an improved quality of care with a specific focus on staffing, environment and follow-up care.	Informed London's Section 136 pathway and Health Based Place of Safety specification	A summary report outlining the feedback we had received from all of the six London workshops and how that informed London section 136 pathway and health based place of safety specification.
23/05/17	Workshop	North east London UEC network Section 136 Pathway workshop. Hosted by ELFT.	Seven service users and carers from north east London.	Promoted through trust/local networks	Influencing London's Section 136 pathway to ensure an improved quality of care with a specific focus on staffing, environment and follow-up care.	Informed London's Section 136 pathway and Health Based Place of Safety specification	A summary report outlining the feedback we had received from all of the six London workshops and how that informed London section 136 pathway and health based place of safety specification.
04/05/17	Workshop	South east London UEC network Section 136 Pathway workshop. Hosted by SWLSG.	Eight service users and carers from south west London	Promoted through trust/local networks	Influencing London's Section 136 pathway to ensure an improved quality of care with a specific focus on staffing, environment and follow-up care.	Informed London's Section 136 pathway and Health Based Place of Safety specification	A summary report outlining the feedback we had received from all of the six London workshops and how that informed London section 136 pathway and health based place of safety specification.

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	What impact did it/will it have?	How will you follow up with people?
12/07/17	Workshop	North central London UEC network Section 136 Pathway workshop. Hosted by C&I.	Three service users and carers from north central London.	Promoted through trust/local networks	Influencing London's Section 136 pathway to ensure an improved quality of care with a specific focus on staffing, environment and follow-up care.	Informed London's Section 136 pathway and Health Based Place of Safety specification	A summary report outlining the feedback we had received from all of the six London workshops and how that informed London section 136 pathway and health based place of safety specification.
13/07/17	Workshop	North west London UEC network Section 136 Pathway workshop. Hosted by WLMHT.	Twenty service users and carers from north west London.	Promoted through trust/local networks	Influencing London's Section 136 pathway to ensure an improved quality of care with a specific focus on staffing, environment and follow-up care.	Informed London's Section 136 pathway and Health Based Place of Safety specification	A summary report outlining the feedback we had received from all of the six London workshops and how that informed London section 136 pathway and health based place of safety specification.
14/05/17	Workshop	Section 136 Pathway workshop specifically focused on the needs of the black and minority ethnic population. Hosted by Mind in Harrow.	17 black and minority ethnic service users and carers from Local Mind Harrow group	Promoted through trust/local networks	Influencing London's Section 136 pathway to ensure an improved quality of care with a specific focus on staffing, environment and follow-up care.	Informed London's Section 136 pathway and Health Based Place of Safety specification	A summary report outlining the feedback we had received from all of the six London workshops and how that informed London section 136 pathway and health based place of safety specification.

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	What impact did it/will it have?	How will you follow up with people?
26/06/16	Workshop	Children and young people's workshop - Section 136 Pathway	Two children and young people	Through Young Minds	Influencing London's Section 136 pathway to ensure an improved quality of care with a specific focus on staffing, environment and follow-up care.	Informed London's Section 136 pathway and Health Based Place of Safety specification	A summary report outlining the feedback we had received from all of the six London workshops and how that informed London section 136 pathway and health based place of safety specification.
31/09/16	Meeting	Crisis Care Technical implementation Steering Group	Two service users are members of the group	Recruited to become a member of the group (existing members)	Ensuring the implementation of London's Section 136 Pathway and Health Based Place of Safety specification improves patient and carer experience.	Informed the implementation of London's Section 136 pathway and Health Based Place of Safety sites to ensure they improve patient and carer experience.	Minutes circulated to all members of the group
01/12/17	Meeting	Crisis Care Implementation Steering Group	Two service users are members of the group	Recruited to become a member of the group (existing members)	Ensuring the implementation of London's Section 136 Pathway and Health Based Place of Safety specification improves patient and carer experience.	Informed the implementation of London's Section 136 pathway and Health Based Place of Safety sites to ensure they improve patient and carer experience.	Minutes circulated to all members of the group

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	What impact did it/will it have?	How will you follow up with people?
07/03/17	Meeting	Crisis Care Technical implementation Steering Group	Two service users are members of the group	Existing members	Ensuring the implementation of London's Section 136 Pathway and Health Based Place of Safety specification improves patient and carer experience. This involved influencing the options approval exercise to reconfigure health based place of safety sites across London.	Informed the implementation of London's Section 136 pathway and Health Based Place of Safety sites to ensure they improve patient and carer experience.	Minutes circulated to all members of the group
21/03/17	Meeting	Crisis Care Implementation Steering Group	Two service users are members of the group	Existing members	Ensuring the implementation of London's Section 136 Pathway and Health Based Place of Safety specification improves patient and carer experience. This involved influencing the options approval exercise to reconfigure health based place of safety sites across London.	Informed the implementation of London's Section 136 pathway and Health Based Place of Safety sites to ensure they improve patient and carer experience.	Minutes circulated to all members of the group

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	What impact did it/will it have?	How will you follow up with people?
10/04/17	Meeting	Crisis Care Technical implementation Steering Group	Two service users are members of the group	Existing members	Ensuring the implementation of London's Section 136 Pathway and Health Based Place of Safety specification improves patient and carer experience. This involved influencing the options approval exercise to reconfigure health based place of safety sites across London.	Informed the implementation of London's Section 136 pathway and Health Based Place of Safety sites to ensure they improve patient and carer experience.	Minutes circulated to all members of the group
28/04/17	Meeting	Crisis Care Implementation Steering Group	Two service users are members of the group	Existing members	Ensuring the implementation of London's Section 136 Pathway and Health Based Place of Safety specification improves patient and carer experience. This involved influencing the options approval exercise to reconfigure health based place of safety sites across London.	Informed the implementation of London's Section 136 pathway and Health Based Place of Safety sites to ensure they improve patient and carer experience.	Minutes circulated to all members of the group

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	What impact did it/will it have?	How will you follow up with people?
11/05/17	Meeting	Crisis Care Technical implementation Steering Group	Two service users are members of the group	Existing members	Ensuring the implementation of London's Section 136 Pathway and Health Based Place of Safety specification improves patient and carer experience. This involved influencing the options approval exercise to reconfigure health based place of safety sites across London.	Informed the implementation of London's Section 136 pathway and Health Based Place of Safety sites to ensure they improve patient and carer experience.	Minutes circulated to all members of the group
09/06/17	Meeting	Crisis Care Implementation Steering Group	Two service users are members of the group	Existing members	Ensuring the implementation of London's Section 136 Pathway and Health Based Place of Safety specification improves patient and carer experience. This involved influencing the options approval exercise to reconfigure health based place of safety sites across London.	Informed the implementation of London's Section 136 pathway and Health Based Place of Safety sites to ensure they improve patient and carer experience.	Minutes circulated to all members of the group

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	What impact did it/will it have?	How will you follow up with people?
15/06/17	Meeting	Crisis Care Technical implementation Steering Group	Two service users (members of the group)	Existing members	Ensuring the implementation of London's Section 136 Pathway and Health Based Place of Safety specification improves patient and carer experience. This involved influencing the options approval exercise to reconfigure health based place of safety sites across London.	Informed the implementation of London's Section 136 pathway and Health Based Place of Safety sites to ensure they improve patient and carer experience.	Minutes circulated to all members of the group
08/03/17	Meeting	Crisis care service user and carer advisory group (adults)	Up to 13 members with representation from each of London's nine MH Trusts.	Recruited to become a member of the group (existing members)	Influencing health based place of safety options appraisal criteria for service user and carer experience	Informed the 'options appraisal' of London's Health Based Place of Safety sites.	Summary of meeting circulated to members of the group
06/04/17	Meeting	Crisis care service user and carer advisory group (adults)	Up to 13 members with representation from each of London's nine MH Trusts.	Existing members	Influencing London's health based place of safety options appraisal criteria for service user and carer experience and outcomes	Informed the 'options appraisal' of London's Health Based Place of Safety sites.	Summary of meeting circulated to members of the group

Date of activity	Type of activity	Description	Who was involved	How were they sourced	Key themes identified	What impact did it/will it have?	How will you follow up with people?
06/04/17	Meeting	Crisis care service user and carer advisory group (Children and young people)	Up to 25 members aged between 16 and 25 from London's Mayor's Office Peer Outreach Workers team.	Through the Mayor's Peer Outreach network	Influencing London's health based place of safety options appraisal criteria for service user and carer experience and outcomes	Informed the 'options appraisal' of London's Health Based Place of Safety sites.	Summary of meeting presented at following meeting and report to be circulated following all engagement.
04/05/17	Meeting	Crisis care service user and carer advisory group (adults)	Up to 13 members with representation from each of London's nine MH Trusts.	Existing members	Influencing London's health based place of safety options appraisal criteria for service user and carer experience and outcomes	Informed the 'options appraisal' of London's Health Based Place of Safety sites.	Summary of meeting circulated to members of the group
12/05/17	Meeting	Crisis care service user and carer advisory group (Children and young people)	Up to 25 members aged 16- 25 from London's Mayor's Office Peer Outreach Workers team.	Through the Mayor's Peer Outreach network	Influencing London's health based place of safety options appraisal criteria for service user and carer experience and outcomes	Informed the 'options appraisal' of London's Health Based Place of Safety sites.	Summary report to be circulated following all engagement.
17/05/17	Workshop	Health Based Place of Safety options appraisal workshop (multi-agency)	Two service users (adult and children and young people)	Existing members of groups	Assessing and capturing the impact of Health Based Place of Safety sites configurations across London	Informed the preferred configuration of London's health based place of safety	Summary of workshop

Supported by and delivering for:



Healthy London Partnership

www.healthy london.org

england.healthy london@nhs.net

Follow us on Twitter: [@healthyLDN](https://twitter.com/healthyLDN)

SUPPORTED BY
MAYOR OF LONDON