

Appendix 3: Stakeholder & citizen engagement

Stakeholder Engagement: Citizen Engagement

In order to include citizen views into the development of the strategic plan and the identification of the Surrey wide system priorities the following existing citizen engagement and surveys were reviewed:

- Surrey Residents Survey
- Citizens engagement for the Surrey County Council 2030 Vision
- Connected care Survey
- Mental Health Survey

The surveys and publicly available information relaying the existing headlines and outputs from citizen engagement were reviewed and fed into the hypothesis development process before going through the previously detailed hurdle criteria. This was to create consistency for how the viewpoints and opinions from across the system, whether it be from the public or organisational, were taken through the process. Examples of this input include:

You said

“It is important to me to get care from professionals who know about my history which is accurate and up-to-date” ¹

We did

Our focus on Digital & Technology will drive interconnectivity between organisations to support the public in ‘only needing to say it once’.

You said

“Giving to others through small acts of kindness to other people, or larger ones such as volunteering in my local community help to boost my mental health and wellbeing” (95% net agreement). ²

We did

We are highlighting the importance of Community Development and the further engagement with ‘natural communities’ to determine how places can take forward the priorities which will be the most impactful for them, and develop stronger communities (promoting mental health & wellbeing).

You said

22.37% of respondents to the Surrey Residents Survey were dissatisfied with council services for people with disabilities or mental health problems (including further feedback on satisfaction with services and neighbourhood ‘issues’).³

We did

We are prioritising the population cohort of children with SEND and adults with learning disabilities and/ or autism.

Stakeholder Engagement: Citizen Engagement cont'd

Furthermore the Surrey 2030 Engagement Report was reviewed to contribute to the long list of hypotheses in the development of the priority areas. As an example this report identified the below areas as 'areas of concern from the public' (please note this is not an exhaustive list of all the evidence utilised from this report):

- **Population** including:
 - The impact on public services of an ageing population and experiences with and access to services for the vulnerable cohort of the population
- **Transport** including:
 - Road congestion levels, and the quality, reliability and availability of public transport
- **Housing** including:
 - Housing supply and affordable housing
- **Inequality and deprivation** including;
 - Children with SEND and children (and their families) from deprived backgrounds
- **Public services** including;
 - Access and availability of services, including existing pressure on health services, mental health services, services for children with SEND and looked after children
- **Economy** including;
 - Current state of high streets
- **Community Safety** including;
 - Visibility of police services
- **Environment** including;
 - Pollution levels, waste collection & disposal, new development impacts on wildlife
- **Local democracy and partnership** including;
 - Council tax levels and transparency around spend

The available citizen engagement information related more often to the model of care, for example wanting services provided in a community setting that provided for a variety of needs. A further example is the use of digital and technology to both communicate with residents and to provide services and information. Those viewpoints have been fed into the development of the enablers.

Stakeholder engagement

Captured below is a list of those who have been engaged with to develop this plan through individual engagement sessions (continued overleaf).

Stakeholder	Role	Organisation(s) represented
Adam Doyle	Chief Officer	East Surrey CCG
Andy Brooks	Chief Officer	Surrey Heath CCG
Charlotte Canniff	Chair	North West Surrey CCG
Claire Fuller	SRO	Surrey Heartlands Health and Care Partnership
Daniel Elkeles	Chief Executive	Epsom & St Helier University Hospitals NHS Trust
Dave Hill	Executive Director for Children, Families and Learning	Surrey County Council
David Fluck	Medical Director	Ashford & St Peter's Hospitals NHS Foundation Trust
David Munro	Police	Police and Crime Commissioner
Douglas Spinks	Chief Executive	Woking Borough Council
Elango Vijaykumar	Chair	East Surrey CCG
Fiona Edwards	Chief Executive	Surrey and Borders Partnership NHS Foundation Trust
Geraldine Hoban	MD	Horsham and Mid Sussex CCG and Crawley CCG
Gavin Stephens	DCC	Surrey Police
Helen Atkinson	Executive Director of Public Health and Wider Determinants of Health	Surrey County Council
Helen Collins	Detective Chief Superintendent	Surrey Police
Helen Rostill	Director of Innovation and Development	Surrey and Borders Partnership NHS Foundation Trust
Jason Russell	Executive Director for Highways, Transport & Environment	Surrey County Council
Jason Gaskell	Chief Executive	Surrey Community Action
Joanna Killian	Chief Executive	Surrey County Council
Jonathan Warren	Chief Nursing Officer & Deputy Chief Executive	Surrey and Borders Partnership NHS Foundation Trust
John Jory	Chief Executive	Reigate and Banstead Borough Council
Justin Newman	Devolution Programme Director	Surrey Heartlands Health and Care Partnership
Justin Wilson	Chief Medical Officer	Surrey and Borders Partnership NHS Foundation Trust
Karen McDowell	Chief Finance Officer	Surrey Heartlands CCGs

Stakeholder engagement (cont.)

Stakeholder	Role	Organisation(s) represented
Katy Cox	Integrated Care System Development Lead	Surrey Heartlands Health and Care Partnership
Kathryn Beldon	Chief Executive	Epsom and Ewell Council
Karen Brimacombe	Chief Executive	Mole Valley District Council
Larisa Han	Chair	GP Steering Group
Leigh Whitehouse	Executive Director of Finance	Surrey County Council
Louise Stead	Chief Executive	Royal Surrey County Hospital NHS Foundation Trust
Mark Hamilton	Executive Clinical Director	Surrey Heartlands Health and Care Partnership
Matthew Tait	Joint Accountable Officer	Surrey Heartlands CCGs
Michael McLoughlin	Executive Director for Customer, Digital & Transformation	Surrey County Council
Michael Wilson	Chief Executive	Surrey and Sussex Healthcare NHS Trust
Nev Kemp	ACC	Surrey Police
Nicola Airey	Director of Planning	Surrey Heath CCG
Nicola Kilvington	Head of Strategy	Surrey County Council
Paul Spooner	Cllr	Guildford Borough
Peter Gordon	Chair	Healthwatch Surrey
Phil McNamara	Lead	Cancer Alliance
Rachel Crossley	Director of Strategic Commissioning	Surrey County Council
Richard Stockley	Head of Research and Engagement	Surrey County Council
Russell Hills	Chair	Surrey Downs CCG
Sarah Parker	Director of Transformation	Surrey Heartlands Health and Care Partnership
Sian Jones	Chair	Guildford & Waverley CCG
Simon White	Interim Executive Director of Adult Social Care;	Surrey County Council
Steve Flanagan	Chief Executive	CSH Surrey
Steve Owen Hughes	Fire	Surrey County Council
Suzanne Rankin	Chief Executive	Ashford & St Peter's Hospitals NHS Foundation Trust
Tom Horwood	Chief Executive	Waverley Borough Council
Tim Oliver	Chair of Health & Wellbeing Board and Joint Commissioning Committee	Surrey County Council
Tim Pashen	Chief Executive	Surrey Heath Borough Council
Tracie Evans	Executive Director for Economy, Growth & Commercial	Surrey County Council

Stakeholder engagement (cont.)

Captured below is a list of those forums/group meetings/boards attended as part of this work.

Surrey Heartlands Delivery Board
Executive Leadership Group
Health & Wellbeing Board
Joint Commissioning Committee
Surrey Chief Executive meeting (D&B)
Surrey Commissioning Collaborative
Surrey Heartlands Provider CEO meeting
Surrey Heartlands VCFS
Surrey Heartlands Transformation Board
Surrey Informal Cabinet
Surrey Heartlands CCG Clinical Cabinets / Executives (3)
Surrey County Council Central Leadership Team (CLT)
Governing Bodies in Common
ICP Development Programme

Stakeholder engagement (cont.)

System-wide workshops were held on the 7th November 2018 and 24th January 2019.

Representatives from a wide range of organisations attended the workshops – including representatives from county and district / borough councils; NHS clinical commissioning groups and providers of healthcare; the voluntary, community and faith sector; patient and service user representative groups; and the emergency service – police, fire and ambulance services.

More than 75 people attended the first workshop where attendees reviewed the evidence and rationale for a list of emerging areas of focus for the strategy, undertaking an exercise to help prioritise those areas for inclusion in the Strategy.

The second workshop was attended by c.100 people where attendees had the opportunity to review a draft of the Strategy and comment on the priorities, population groups and level of ambition.