



*East Staffordshire
Clinical Commissioning Group*



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Improving Lives.

**Public and Patient Engagement
From 2012 to March 2016**

Improving Lives: Public and Patient Engagement - From 2012 to 31st March 2016

- Since being in shadow form in 2012, East Staffordshire Clinical Commissioning Group (ESCCG) has been gathering the views of patients, carers and stakeholders on the main local health care issues. All of this work has helped the CCG to identify the care of those people with long term health issues and the care of the frail elderly as key priorities and to develop its vision for improving their lives.
- This programme of work was given the title of Improving Lives in August 2014 to make it easily identifiable and memorable.
- Since awarding the Improving Lives Contract to Virgin Care in March 2015, to come into effect in May 2016, Virgin Care have been working in partnership with the CCG to keep the public, patients, carers and local communities updated and involved.

When?	What?	What was the purpose?	Who was involved?	What was the resulting learning/outcome?	Documents
13 July 2012 and 10 Oct 2012	ESCCG Stakeholder Events in Burton and Uttoxeter	To discuss 'How are we going to work together to meet the challenges of a new NHS locally?'	Key stakeholders including patients, providers and voluntary sector representatives.	The priorities for ESCCG - including long term health conditions and more integrated care - were determined.	See pp 61-68 of Comms & Engagement Plan 2012
20 Aug 2012	Communications and Engagement Workshop	To shape the CCG's vision for engaging with patients and the public.	Representatives from Patient Participation Groups, CVS and LINKs	Identified key stakeholders /methods of communicating and engaging.	See pp 56-60 of Comms & Engagement Plan 2012
Feb 2013	West Midlands Quality Review of Long Term Conditions Pathways	The aim of the standards and the review programme is to help providers and commissioners of services to improve clinical outcomes and service users' and carers' experiences by improving the quality of services.	This visit was organised by WMQRS on behalf of the West Midlands Long-term Conditions Care Pathway Group. It involved insights from patients and the public.	The ESCCG was able to use the insights from patients and the public in developing its vision. The major concern was that pathways across primary, secondary and community care were not integrated.	Care-of-Adults-with-Long-Term-Conditions Care-of-Adults-with-Long-Term-Conditions-Appendix-2

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May/June 2013	Two Patient Engagement Meetings held as part of the Diabetes Review	Formed part of the Diabetes service review.	Diabetes UK group and patients living in Uttoxeter with Diabetes.	Helped development of the vision.	
21 Oct 2013	Report to and attendance at Staffordshire County Council Healthy Staffordshire Select Committee held in public	To explain the CCG's work on Intermediate Care/Frail Older People and Long Term Conditions.	Tony Bruce, Charles Pidsley	Members agreed unanimously that they were in support of the proposals put forward by the ESCCG and thanked the CCG for bringing them to the committee at an early stage. The CCG expressed intention to build further on the engagement already undertaken so that the decisions taken will have been influenced by and will command the confidence of patients. RESOLVED – that the recommendations contained in the report be supported by the Committee.	<u>Agenda and Minutes</u> (Agenda item 5; Section 39 of minutes)
7 Nov 2013	Patient Engagement Event	Event, held at Burton Library to listen to patients with long term conditions.	Patients with long term conditions.	This event provided key insights and the information was used to develop the strategy and vision.	<u>ESCCG Report of patient listening event 7 11 13</u>

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13 Nov 2013	Patient Listening Event	This event at Branston Golf Club, Burton, was focused on the quality agenda, following Burton Hospitals NHS Trust being identified as a 'Keogh' hospital.	Patients and members of the public.	Long Term Condition management and support was raised in some groups and the feedback used by the CCG.	
20 Nov 2013	Long Term Conditions Stakeholder Event	To gather views on the current provision of services for long term health issues. This event was to test the feasibility of the CCG's vision for patients with long term conditions for the future. It was part of the Prior Information Notice (PIN) process to establish the feasibility of the vision, outcome based contracting, draft outcomes framework and commissioning using the Prime Provider model.	This included patients, voluntary sector, NHS and private providers and commissioners.	The key learning was that the Prime Provider model was sound and achievable. It was endorsed by patients and carers. Commissioning to an outcome based framework would provide an opportunity to tailor services to patient need and allow and promotes innovation in the service delivery model. A number of organisations had experience of or expressed an interest in the prime contractor role. The prime contractor role provides an improved experience for patients by integrating pathways of care/support and can drive integration through moving organisations to a	Documented in <u>ESCCG Report to Governing Body June 2014</u>

				<p>shared vision and core value set.</p> <p>Voluntary Sector participants are keen to be an equal partner and an integral part of any future developments.</p> <p>A significant number of credible specific service providers engaged in the PIN processes and are keen to be a part of any future integrated service model.</p> <p>There is significant overlap between LTC/FE/IC provision, with multiple services supporting the same individual. A population based approach with a simple definition of what is in and out of scope would reduce complexity and would enable a single prime contractor contract, preventing arguments between prime contractors and proactively encourage the delivery of holistic provision to the individual.</p>	
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27 Nov 2013	Intermediate Care/Frail/Elderly Stakeholder Event	This was an Experience Led Commissioning (ELC) Positive Futures Planning Event which took place in Tamworth. Again, this was to test the feasibility of the vision for intermediate care, outcomes based commissioning, the Prime Provider model and included a draft outcomes framework.	The event involved a range of stakeholders, including people who use services, family carers, community groups, the voluntary sector; a range of NHS and private sector providers and commissioners	Conclusions were that the model and the approach were feasible. The community's recommendations were fed back to ESCCG's GP Steering Group and Governing Body and influenced its decision making when planning its main priorities for the coming years. The report of the event was shared with bidders to help inform the development of solutions.	Analysis-of-ELC-Programme-Data (1)
Dec 2013	The Commissioning Support Unit (CSU) Experience Led Commissioning (ELC) team spent four days working with people with experience of using intermediate care services and their family carers, whom they met in a number of care settings	To gather the experiences of patients and their carers on: <ul style="list-style-type: none"> • What current experience looks like • What their desired experience looks like • What matters most to patients and carers. 	People with experience of using intermediate care services and their family carers	The essence of the feedback was that the essence of good intermediate care is that patients and carers should feel 'confident', 'supported', and 'safe'. (The participants in the intermediate care group also live with long-term health issues, and so the raw data from this work has been re-analysed and combined with further	Results captured in the above report

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				insights into the lived experiences of those with long-term conditions gathered in July 2014.)	
3 Dec 2013	East Staffordshire Borough Council Scrutiny meeting held in public	Update on the transformational change for intermediate care, long term conditions and the frail elderly.	Councillors and CCG reps: Charles Pidsley, Tony Bruce, Nicola Harkness, Emily Davies.	The Committee resolved to support the CCG's vision for the transformation of local healthcare for intermediate care and care of frail older people and for people with one or more long term conditions, in order to address the impact of a growing elderly population on the provision of healthcare in East Staffordshire.	<u>Agenda and minutes</u>
3 March and 7 April 2014	Patient Board Meetings	Attendance by ESCCG staff to discuss the long term conditions and frail/elderly project and its aims.	Patient Board Members	Patient Board briefed and discussion around the work and future public events.	
11 June 2014	Email letter	To explain the CCG's vision for services for long term conditions, intermediate care and frail elderly and the procurement process.	Patient Board, District Patient Group, voluntary sector, Overview and Scrutiny, public membership etc		<u>Long-Term-Conditions-Intermediate-Care-and-Frail-Elderly-Services-Letter.pdf</u>

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11 June 2014	Media Release	To explain the CCG's vision and launch the Pipeline Notice to gain expressions of interest from organisations in the Prime Contractor model.	Local community		Press Release 11 June 2014
19 June 2014	Call to Action/ Join the Debate Event	This event for the general public was held at the Pirelli Stadium. As well as updating the public on the work of the CCG over its first year, the CCG launched its procurement to the public, who were asked to comment on the overall vision for improving lives in East Staffordshire. 71 people participated in this event.	Local public and patients	The feedback influenced how the CCG would involve communities in developing the outcomes for the contract the CCG intends to award in 2015 and how it expects the Prime Contractor to engage with the East Staffordshire community going forward.	Agenda Feedback Q&As
23 June 2014	District Patient Group	Opportunity for the Chair of the DPG and Lay Member of the Governing Body, Ann Tunley, to check that members understood the CCG's vision and ask for any questions.	District Patient Group members		
26 June 2014	Governing Body Meeting	Report summarising the work so far on long term conditions and frail elderly.	Meeting held in public		ESCCG Report to Governing Body June 2014
Late June / July 2014	The CSU ELC team spent five days interviewing people with experience of living with long term health issues	This further outreach work was undertaken to broaden the sample to include younger people living with long-term health issues who were notably	People with experience of living with long term health issues ; both those work do not work and those who still work.	Informed the Improving Lives plan/ outcomes for the contract and shared with the bidders to inform solutions.	Experience-led-insights-people-living-with-long-term-conditions-in-

		absent from earlier work.		Key insights can be found in the summary document.	East-Staffordshire
When	What?	What was the purpose?	Who was involved?	What was the resulting learning/outcome?	Documents
11 Aug 2014	Staffordshire County Council - Healthy Staffordshire Select Committee	Opportunity to brief the committee members and answer questions on Improving Lives	Committee members and members of the public.	The Committee noted the work and engagement undertaken to date. The CCG offered a workshop meeting to discuss further.	Report and minutes
14 Aug 2014	Improving Lives Workshop for Peer Support Group Organisers	This workshop gave the CCG the chance to hear from organisers of support groups about the role that peer support groups can play in supporting patients and their carers .	Around 30 representatives of support groups and health-related charities attended.	Feedback will be used to progress peer support networks. The CCG needs to be on the large amount of work already being undertaken by voluntary sector to support people to manage their conditions.	Improving-Lives-Support-Groups-Workshop-14-August-2014
14 Aug 2014	Newsletter Article	To update	Public Members		Summer-2014-Newsletter.pdf
Sep 2014	Lay Representatives appointed to Improving Lives Programme Board	To have patient and carer representation on the Improving Lives Programme Board to ensure that the CCG listen to and act upon patient/carer views and experiences.	The CCG enlisted the help of Healthwatch Staffordshire in making these appointments.	Rachael Proudlove and John Bentley appointed.	Patient-Care-Reps.pdf

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24 Sep 2014	East Staffordshire Borough Council – Healthier Communities and Older People Committee	To update and answer questions.	Committee members. Meeting held in public.	The Committee advised the CCG representatives that they had provided significant reassurance that they had engaged with the service users/providers and general public, in carrying out the consultations for this proposal so far. They were pleased at the positive nature of the presentation and requested that the CCG keep the Committee updated on future developments.	<u>Minutes of meeting</u>
25 Sep 2014	Annual General Meeting (Governing Body)	To update and answer questions.	Meeting held in public.	CCG keeps Improving Lives as a standing agenda item on all Governing Body meetings.	<u>Governing Body minutes Sept 2014</u>
2 Oct 2014	Diabetes UK event	To present and answer questions on Improving Lives.	Local patients with diabetes.		<u>Diabetes UK event 02 10 2014</u>
23 Oct 2014	An ELC event for working people with long term health issues.	To explore what needs to happen so that these people keep well and can live life to the full.	Working People with Long Term Health Issues.	The insights and emerging findings informed the Improving Lives plan and were shared with the shortlisted bidders to inform their solutions.	See 12 November for report

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29 Oct 2014	Briefing Note	To update on the Improving Lives procurement and announce the names of the shortlisted bidders.	Patient Board, District Patient Group, voluntary sector, Overview and Scrutiny, etc.		<u>Improving-Lives-Briefing-29-October-2014</u>
29 Oct 2014	Media Release	To update on the Improving Lives procurement and announce the names of the shortlisted bidders.	Public/ local community.		<u>PRESS-RELEASE-FOR-ISSUE-MIDDAY-WEDNESDAY-29-OCTOBER-2014(1).pdf</u>
12 Nov 2014	Interviews with working people with long term health issues	To speak to more working people to gather their views.	People with experience of living with long term health issues who work.		<u>FINAL INSIGHTS WORKING PEOPLE LTC East Staffs CCG</u>
17 Nov 2014	Meeting with Dr Charles Pidsley	To answer questions and update on Improving Lives.	Patient Board members.		
19 Nov 2014	ELC Challenge Event	To ensure that patients' views have been considered and are reflected	Improving Lives project team and lay representatives.		
20 Nov 2014	Community Leaders Event	To give community leaders the opportunity to hear from and meet with representatives from the two shortlisted bidders.	Community Leaders, Patient Board, DPG, Support Group organisers		<u>Invitation to Community Leaders Event</u>
21 Nov 2014	Newsletter Article	To update on the project.	Public Members		<u>Autumn-2014-Newsletter</u>

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27 Nov 2014	Comms & Engagement Group Meeting	To discuss stakeholders and the format of future public events.	Chair and Vice Chair of Patient Board plus the two lay representatives of the IL Programme Board.	Added to list of local stakeholders and support groups and developed outline plans for future events.	
2 Dec 2014	Email Invitation	To invite and publicise 15 January public event.	Patient Board, District Patient Group, voluntary sector, Overview and Scrutiny, public membership etc		ESCCG Invitation to Improving Lives Event 15 Jan 2015
3 Dec 2014	Patient Board meeting	To discuss Improving Lives and introduce the two lay representatives to Patient Board.	Patient Board members, Lay Patient and Carer Representatives.		
4 Dec 2014	Media Release	To publicise Improving Lives public update event on 15 January	Community and public.		Press Release 4 Dec 14
5 Dec 2014	Staffordshire County Council - Healthy Staffordshire Select Committee	Opportunity to brief the committee members and answer questions on Improving Lives	Committee members and members of the public.	Resolved that CCG would return to Committee in April 2015 and would meanwhile supply further information on outcomes framework, finances and engagement.	Agenda and Minutes (Agenda item 3; Minutes section 49)
11 Dec 2014	Comms & Engagement Group Meeting	To discuss the format and content of the January public event.	Chair and Vice Chair of Patient Board plus the 2 Lay Representatives of the IL Programme Board	Developed format for January event	

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13 Jan 2015	Comms & Engagement Group Meeting	To review the format and content of the January public event.	Chair and Vice Chair of Patient Board plus the 2 Lay Representatives of the IL Programme Board	Finalised arrangements for 15 January public event.	
14 Jan 2015	Staffordshire Healthwatch Board meeting	To update on Improving Lives and answer questions.	Nicky Harkness and Emily Davies .	Offered to attend future meetings and asked for suggestions on ways of extending engagement.	Healthwatch 14 01 2015 Healthwatch ELC
15 Jan 2015	Public Meeting at Burton Town Hall	To update and to give local people the opportunity to ask questions and express views. 85 members of the public attended.	Charles Pidsley, Tony Bruce, Governing Body members, Patient Board and Lay Representatives of IL Programme Board.	CCG gained a better understanding of patients' and local peoples' concerns and views.	Burton Town Hall Presentation Open Conversation Summary Additional Q&As Burton Mail coverage
29 Jan 2015	Alrewas Patient Participation Group Improving Lives Event	To update and to answer questions from local people, in particular, Patient Group members, and hear their views.	Dr Charles Pidsley, Dr Chris Gunstone, Tony Bruce and representatives from shortlisted bidders: Virgin Care and Optum.	Further learning gained from the views expressed and the questions posed.	Alrewas PPG Q&As Burton Mail coverage
2 Feb and 23 Feb 2015	Comms & Engagement Group Meeting	To review the January public event and plan March event and review brochure contents.	Chair and Vice Chair of Patient Board plus the 2 Lay Representatives of the IL Programme Board	Changes to format for March public meeting and amendments to brochure content.	

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16 February 2015	Article in CCG's Public Members' Newsletter	To update on Improving Lives progress.	CCG	CCG's Public Members kept updated.	Membership Newsletters
4 March	Public Meeting at Uttoxeter Racecourse	To update and to give local people the opportunity to ask questions and express views. Around 35 members of the public attended.	Charles Pidsley, Tony Bruce, Governing Body members, Patient Board and Lay Representatives of IL Programme Board.	CCG gained a better understanding of patients' and local peoples' concerns and views.	Uttoxeter Presentation Open Conversation Summary Additional Questions & Answers Uttoxeter Advertiser coverage
13 March	Publication of booklet Improving Lives – the story so far	To summarise the Improving Lives work and share the outcomes framework for the contract.	CCG and patient representatives.	Patients and public had the opportunity to see the outcomes framework for the contract.	Story So Far Booklet
25 March	Briefing for all Stakeholders/ Media / website	Email briefings/Press release Announcement of award of contract to Virgin Care	CCG	Public aware that Virgin Care had been awarded the contract.	Press release
7 April	Briefing for Stakeholders and onto website	Email briefing giving information on why the CCG was giving notice on some contracts.	CCG	A better understanding that the giving notice was part of the process towards Virgin Care's contract in 2016.	Briefing
29 April	Article in CCG's Public Members' Newsletter	To update on Improving Lives progress.	CCG	CCG's Public Members kept updated.	Membership Newsletters

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30 April	Governing Body meeting in public	To update on Improving Lives	CCG	Opportunity for public to hear update and ask questions.	Report on page 31
12 May	Briefing note for all stakeholders and website	To update all stakeholders on the programme.	CCG and Virgin Care	Update on progress.	Briefing
15 May	Stand at Uttoxeter 50s plus event	To meet public, answer questions and share information.	CCG and Virgin Care	Public had opportunity to meet Virgin and CCG and ask questions.	
19 May	Public Meeting in Burton at Pirelli Stadium	To update the public, introduce the Virgin Care team, answer questions and hear views.	CCG and Virgin Care	Over 100 members of public/patients had the opportunity to ask questions and meet Virgin Care and the CCG team and express concerns.	Slide Presentation Q&As
29 May	Briefing note for all stakeholders and onto website	To update all stakeholders on the programme.	CCG and Virgin Care	Update on progress.	Joint Update 29 May 2015
3 June	Stand at Diabetes UK event in Burton	To meet public, answer questions and share information.	CCG and Virgin Care	Public and patients had opportunity to ask questions and meet some of the team.	
11 June	Briefing note for all stakeholders and onto website	To update all stakeholders on the programme.	CCG and Virgin Care	Update on progress.	Joint Update 11 June
18 June	Stall at De Ferrers School event	To meet pupils and public, answer questions and share information.	Virgin Care	Pupils and public had opportunity to ask questions and meet some of the team.	

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20 June	Stand at Tutbury Health and Wellbeing Open Day	To meet public, answer questions and share information.	Virgin Care and CCG	Public had opportunity to meet Virgin and CCG and ask questions.	
25 June	AGM and Governing Body in public	To share information and give public opportunity to ask questions.	CCG	Opportunity for public to hear update, ask questions and give feedback.	Our Achievements 2014/15 Report on Page 33
30 June	Briefing note for all stakeholders and onto website	To update all stakeholders on the programme.	CCG and Virgin Care	Update on progress.	Joint Update 30 June
13 July	Briefing note for all stakeholders and onto website	To update all stakeholders on the programme.	CCG and Virgin Care	Update on progress.	Joint Update 13 July
13 July	Article in CCG's Public Members' Newsletter	To update on Improving Lives progress.	CCG	CCG's Public Members kept updated.	Membership Newsletters
20 July	Briefing note for all stakeholders and onto website	To update all stakeholders on the programme.	CCG and Virgin Care	Update on progress.	Joint Update 20 July
5 August	Staffordshire County Council: Healthy Staffordshire Select Committee	To update Councillors on Improving Lives and answer questions.	CCG and Virgin Care	Councillors had the opportunity to learn more about the CCG and Virgin Care's plans.	Papers and Draft Minutes
5 August	Briefing note for all stakeholders and onto website	To update all stakeholders on the programme.	CCG and Virgin Care	Update on progress.	Joint Update 5 August

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11 August	East Staffordshire Borough Council: Health Scrutiny Committee	To update Councillors on Improving Lives and answer questions.	CCG and Virgin Care	Councillors had the opportunity to learn more about the CCG and Virgin Care's plans.	Minutes
12 August	ESCCG Patient Board	To update and explain plans for Citizens' Panel	Virgin Care and CCG	To update and get feedback from Patient Board Members.	
3 September	District Patient Group	To update and explain plans for Citizens' Panel	Virgin Care and CCG	To update and get feedback from DPG members.	
8 September	Briefing note for all stakeholders and onto website	To update all stakeholders on the programme.	CCG and Virgin Care	Update on progress.	Joint Update 8 September
11 September	Stand at BME Event, Queens Street Community Centre, Burton	To meet public, answer questions and share information.	Virgin Care and CCG	Public had opportunity to meet Virgin and CCG and ask questions.	
6 October	Briefing note for all stakeholders and onto website	To update all stakeholders on the programme.	CCG and Virgin Care	Update on progress.	Joint Update 6 October
14 October	Over 50s Youth Club at Burton Albion	To talk about the Citizens' Panel and recruit members.	Virgin Care	Public learned about opportunities to get involved.	
4 November	Stand at Health and Wellness Event, Burton Albion Community Trust	To meet public, answer questions and share information.	Virgin Care and CCG	Public had opportunity to meet Virgin and CCG and ask questions.	
4 November	Public Meeting at Burton Town Hall	To update public, share information about Care Coordination and launch the Citizens' Panel, and answer questions.	Virgin Care and CCG	Public had opportunity to meet Virgin and CCG and ask questions.	Presentation Q&As from Burton & Uttoxeter Nov 15 Events

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11 November	Patient Board	Information about governance around data sharing, privacy impact assessments etc	Virgin Care and CCG	Patient Board members and IL Lay Patient & Carer representatives were able to raise issues and ask questions.	
11 November	Tutbury Patient Participation Group	To talk and answer questions about Improving Lives and plans for the Citizens' Panel	Virgin Care	Patients were able to ask questions and learn more about Improving Lives.	
20 October	Article in CCG's Public Members' Newsletter	To update on Improving Lives progress.	CCG	CCG's Public Members kept updated.	Membership Newsletters
24 November	Public Meeting at Uttoxeter Racecourse	To update public, share information about Care Coordination and launch the Citizens' Panel, and answer questions.	Virgin Care and CCG	Public had opportunity to meet Virgin and CCG and ask questions.	Presentation Q&As from Burton & Uttoxeter Nov 15 Events
26 November	Governing Body meeting in public	To update on Improving Lives.	CCG	Opportunity for public to hear update and ask questions.	Report on page 43 of Governing Body Papers
27 November	Stall at Uttoxeter Victorian Christmas Market	To explain about Citizens' Panel and encourage citizens to join.	Virgin Care	Chance for the public to learn about the Citizens' Panel and sign up.	
11 December	Briefing note for all stakeholders and onto website	To update all stakeholders on the programme.	CCG and Virgin Care	Update on progress.	Joint Update 11 December

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18 December 2015	Citizens' Panel newsletter	To keep Citizen Panel members informed and involved.	Virgin Care	Update on Improving Lives and explanation of Citizens' Panel.	Citizens' Panel Newsletter Issue 1
13 January 2016	Patient Board	To update on Improving Lives.	CCG	Patient Board members were able to raise issues and ask questions.	
18 January 2016	Third Sector Event	To share Virgin Care's Third Sector Strategy and seek views on how the Third Sector might support Virgin Care to achieve the Improving Lives outcomes.	Virgin Care	Informed organisations so that they could submit proposals on how they might be able to support Improving Lives.	
21 January	Briefing note for all stakeholders and onto website	To update all stakeholders on the programme.	CCG and Virgin Care	Update on progress.	Joint Update 21 Jan 2016
25 January	Meeting with IL Lay Representatives for Patients and Carers and Vice Chair of Patient Board	To review engagement and			
25 January 2016	Private meeting with individual member of Citizens' Panel	To discuss service experience and design.	Virgin Care (Nadine Miles)	Opportunity to hear from an individual patient and discuss Improving Lives.	
28 January	Governing Body meeting in public	To update on Improving Lives.	CCG	Opportunity for public to hear update and ask questions.	Report is Enclosure 5 of Governing Body Papers

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2 February 2016	Article in CCG's Public Members' Newsletter	To update on Improving Lives progress.	CCG	CCG's Public Members kept updated.	Membership Newsletters
3 February	Burton Diabetes Support Group	To update on Improving Lives and Citizens' Panel.	Virgin Care	Opportunity to hear about experiences of individual patients and update on Citizens' Panel.	
10 February	Patient Board	To update on Improving Lives including an update on Care Coordination and Sharing Patient Information.	CCG and Virgin Care	Patient Board members and Lay representatives were able to raise issues and ask questions.	
17 February to end March	Citizens' Panel survey	To seek members' views on what works well and what could improve in the services for individual long term conditions	Virgin Care	Results were shared with the Virgin Care team.	
20 February	Citizens' Panel newsletter	To keep Citizen Panel members informed and involved.	Virgin Care	Update on opportunities to be asked and involved.	Citizens' Panel Newsletter Issue 2
22 February	Briefing note for all stakeholders and onto website	To update all stakeholders on the programme.	CCG and Virgin Care	Update on progress.	Joint Update 22 Feb 16
25 February	Citizens' Panel Workshop	To explain Care Coordination and seek views and comments.	Virgin Care	Panel members understood how Care Coordination would work and input their views	Notes and Presentation
24 March	Briefing note for all stakeholders and onto website	To inform stakeholders of the delay to the start of the contract.	CCG and Virgin Care	Update on progress.	Joint Statement 24 March 2016
24 March 2016	Governing Body meeting in public	To update on Improving Lives.	CCG	Opportunity for public to hear update and ask questions.	Meeting Papers