

Item:8.5

Report to:	Primary Care Commissioning Committee
Date of Meeting:	Friday 24 th June 2022
Title of Report:	Translation Service Engagement Update
Presented by:	Susan Lee (Associate Director Communications and Engagement)
Author:	Colin Hurst (Head of Engagement)

STATUS OF THE REPORT:

To approve	<input type="checkbox"/>	To endorse	<input checked="" type="checkbox"/>
To ratify	<input type="checkbox"/>	To discuss	<input type="checkbox"/>
To consider	<input type="checkbox"/>	For information	<input type="checkbox"/>
To note	<input checked="" type="checkbox"/>		

PURPOSE OF REPORT:
The purpose of this report is to update the committee on the action taken with regard to the Translation Service Engagement that was reported to the committee on

RECOMMENDATIONS:

a The committee notes and endorses the actions outlined in the paper

REPORT EXEMPT FROM PUBLIC DISCLOSURE No Yes

If yes, detail grounds for exemption

CCG STRATEGIC OBJECTIVE *(See guidance notes on page 4)*

4. Successfully and effectively commissioning health services to meet the reasonable health needs of the people of Hull.
8. Delivery of Statutory Duties

Short summary as to how the report links to the CCG's strategic objectives

This work ensures NHS Hull CCG delivers its statutory duties relating to patient and public involvement; as well as support the organisations requirement to give due regard to groups with protected characteristics when commissioning and developing services. The findings may also be used to inform the work to reduce health inequalities.

IMPLICATIONS: *(summary of key implications, including risks, associated with the paper),*

Finance	None
HR	None
Quality	None
Safety	None

ENGAGEMENT: *(Explain what engagement has taken place e.g. Partners, patients and the public prior to presenting the paper and the outcome of this)*

This report describes the actions taken to ensure NHS Hull CCG, and the Hull and Care partnership realise the recommendations from a number of engagement activities

LEGAL ISSUES: *(Summarise key legal issues / legislation relevant to the report)*

None

EQUALITY AND DIVERSITY ISSUES: *(summary of impact, if any, of CCG's duty to promote equality and diversity based on Equality Impact Analysis (EIA). All reports relating to new services, changes to existing services or CCG strategies / policies must have a valid EIA and will not be received by the Committee if this is not appended to the report)*

	Tick relevant box
An Equality Impact Analysis/Assessment is not required for this report.	X
An Equality Impact Analysis/Assessment has been completed and approved by the lead Director for Equality and Diversity. As a result of performing the analysis/assessment there are no actions arising from the analysis/assessment.	
An Equality Impact Analysis/Assessment has been completed and there are actions arising from the analysis/assessment and these are included in section xx in the enclosed report.	

THE NHS CONSTITUTION: *(How the report supports the NHS Constitution)*

4. The patient will be at the heart of everything the NHS does

7. The NHS is accountable to the public, communities and patients that it serves

And the NHS Constitution values:

- Working together for patients.
- Commitment to quality of care.
- Improving lives

Translation and Interpretation Service Engagement Update Report

1. Introduction

The purpose of this report is to update the committee on the action taken with regard to the Translation and Interpretation Service Engagement that was reported to the committee in February 2022.

2. Background

NHS Hull CCG engaged with communities to determine views and experiences of translation and interpretation services, outside of the existing service provider's patient experience programme.

NHS Hull CCG received, and were asked to respond to, a report from Healthwatch Hull relating to difficulties experienced by the deaf and hard of hearing community accessing services.

On 1st July 2022 NHS Hull will transition into the Humber and North Yorkshire Integrated Care Board.

3. Update

The findings of the speculative engagement exercise were presented to the Primary Care Commissioning Committee in February 2022; following discussion of the findings it was felt that an action plan should be developed to ensure the recommendations of the report, which involve a number of CCG functions, could be fully realised. It was decided the action plan should return to the Primary Care Commissioning Committee to ensure the plan properly transitions into the new organisations and governance structures on 1st July.

As work began on pulling the meeting together NHS Hull CCG received Healthwatch Kingston Upon Hull's report "[Breaking Down the Barriers](#)" this report contained additional insight that complimented the translation and interpretation service work already undertaken.

During the formative conversations about the action plan, and the group that should take it forward, it was felt that the findings and recommendations from both reports should inform the action plan requested. During the initial drafting of the plan, synergies emerged with the existing Primary Care Equalities Workplan.

To maximise the impact of the findings from both reports, it is recommended that the findings of the translation services engagement, and the Healthwatch report Breaking Down the Barriers be consolidated into the established Primary Care Equalities Workplan; which has already seen some successes in improving understanding and experiences of communities living with protected characteristics.

It is also recommended that this revised plan would ultimately reside with the Hull Health and Care Partnership but be actioned through the partnership's primary care advisory group, health inequalities and population health group, and the Citizen engagement group. A meeting to discuss the detail and finalise the action plan is scheduled for 28th June 2022.

4. Recommendations

It is recommended that the committee:

- Note the content of the report
- Endorse the consolidation of the recommendations from the translation engagement, and Healthwatch's report relating the deaf community into the established Primary Care Equalities Action Plan.