

Lancashire and South Cumbria Clinical Commissioning Groups Commissioning Policy Reviews

Cosmetic Procedures Public Engagement Outcomes			
When the public engagement took place	Start date	End date	Duration
	29 September 2017	22 December 2017	12 weeks
Number of survey respondents – electronic or on paper	Total	By gender	By disability
	108	Female: 66% Male:32% Prefer not to say: 2%	No disability: 74% Disability: 23% Prefer not to say: 3%
	By sexual orientation	By ethnicity	
	Heterosexual: 85% Gay/Lesbian: 6% Bisexual: 5% Prefer not to say: 4%	White British: 91% Asian ethnicity: 1% Other: 3%	Mixed ethnicity: 3% Black ethnicity: 0% Prefer not to say: 2%
Number of people seen face-to-face	At dedicated focus group sessions and existing meetings and events		
	61		
Survey question response rates from patients and members of the public	Over 73% of respondents read the new cosmetics services policy before completing the survey	80% of those who completed the survey agreed that CCGs should no longer fund purely cosmetic procedures	81% felt the policy was a sensible approach, made it easier for GPs and clearer for members of the public.
	79% agreed with the policy overall, although 15-20% of these people had reservations around mental health, transgender issues and not enough account taken for personal issues and needs.		
Key issues/themes raised by patients and members of the public	General agreement with the policy and support of the direction of travel the policy indicated		
	Concern about the lack of consideration for mental health/psychological issues within the policy, which have a significant impact upon people's health and wellbeing		
	Concern that children were treated in the same way as adults and were less able to cope with the psychological stress and bullying that some physical appearances generate		
	The policy did not cater for the transgender community when restricting access to various procedures		

Responses to key issues/themes raised during public engagement	The exceptionality policy states that requests for a treatment to be funded simply because of the psychological impact of having a condition will not normally be considered a basis for exceptionality
	Any variation in the treatment of children compared to the approach for adults would result in age discrimination
	Legal advice was sought and confirmed there was no discrimination within the policy; it was agreed to insert clarifications and statements to illustrate this position
Key changes to the policy following public engagement (if applicable)	A passage from the exceptionality policy on the approach to the psychological impact of a condition was added to the cosmetics policy
	Various definitions made clearer or more explicit; wording was added around equality (in relation to transgender issues raised) and a glossary of terms was also added to the policy.
	The policy was amended to make it clear that guidance on medicines is outside the scope of the policy.
Policy ratified by Joint Committee of Clinical Commissioning Groups on 8 March 2018	