

Communication and Engagement Role of the Engagement Steering Group

Governing Body 11th October 2018



Guiding Principles

‘The NHS belongs to the people’ - the guiding principal that the CCG uses to commission health services.

We recognise the importance of meaningful engagement with patients and the public to inform service review, change and decommissioning.

We are committed to having a good understanding of what really matters to the people who use local services and seek to involve them in commissioning healthcare services and gain feedback from them about the services we buy on their behalf.

Our Duties

- To ***ensure that public involvement*** in the planning, development and consideration of proposals for change by the CCG is effective
- To promote, develop and strengthen Patient Participation Groups in GP Practices

Ensuring effective public involvement

- Provide assurance to the Executive Committee that project plans include 'fit for purpose' communication and engagement plans which take into account any matters arising from the associated equality impact assessment
- Ensure patient and/or carer involvement in the full cycle of commissioning, including service evaluation
- Provide a link to neighbourhood networks and insights on commissioning topics as required, including support to recruit patients and/or carers to Expert Reference Groups
- Provide input into plans for formal public consultations

Patient Participation Groups (PPG)

- Develop PPG Networks
 - Twice yearly PPG network meeting
 - Commission Healthwatch – development role
 - Provide consultancy to GP Practices
- Strengthening the voice of the PPG

Statutory Guidance

In 2017 NHS England introduced new statutory guidance for CCGs called '*Patient and public participation in commissioning health and care*'. It consists of 10 key actions:

1 Involve the public in governance



2 Explain public involvement in commissioning plans/business plan



3 Demonstrate public involvement in annual reports



4 Promote and publicise public involvement



5 Assess, plan and take action to involve



6 Feed back and evaluate



7 Implement assurance and improvement systems



8 Advance equality and reduce health inequalities



9 Provide support for effective involvement



10 Hold providers to account



How people can get involved

- Join your GP **Patient Participation Group**
- Come along to **public workshops and listening events**
- Get involved in consultations using **Let's Talk Health Bucks**
- Tell us about views and experiences on the '**contact us**' section of our website
- **Invite the CCG to visit your group**
- Tell **Healthwatch Bucks** about your experience of local services
- Get involved with local community and voluntary organisations concerned with health care
- Support the work of a Programme Board
- Consult on commissioning plans
- Attend Governing Body and Primary Care Commissioning Committee meetings which are held in public