

CCG Board

Date of meeting		30 January 2020	
Agenda Item	9	Paper No	WHCCG20/008

Patient and Public Engagement Steering Group

Key issues	<p>The Patient and Public Engagement (PPE) Steering Group was set up as the Involvement Steering Group nearly five years ago, with the first meeting in March 2014. The membership has changed over time but remains a wide range of representatives from the voluntary sector, local authority, Healthwatch Hampshire and Patient Participation Groups from across west Hampshire.</p> <p>The PPE Steering Group is chaired by the Board's lay member for patient and public involvement (Judith Gillow) with support from the engagement manager; details of membership are in the terms of reference, which have been recently revised.</p> <p>This paper is the latest bi-annual report into the activity of the group to the Board for information and review. This is to provide the Board with assurance around the range of engagement activities undertaken by the CCG in support of service improvement and redesign.</p>
Actions requested / Recommendation	The West Hampshire Clinical Commissioning Group Board is asked to receive and review the report from the CCG's Patient and Public Engagement Steering Group.
Principal risk(s) relating to this paper	There is a risk engagement with the local population will not be sufficiently robust to enable the CCG to carry out its functions and responsibilities and that this will have a negative impact on the reputation of the CCG.
Other committees / groups where evidence supporting this paper has been considered.	Patient and Public Engagement Steering Group
Financial and resource implications / impact	There are no financial or resource implications arising from this paper.
Legal implications / impact	There are no legal implications arising from this paper.

Public involvement – activity taken or planned	Bi-monthly meetings of the Patient and Public Engagement Steering Group involves representation from patient groups, the voluntary sector, Healthwatch and the local authority.
Equality and Diversity – implications / impact	There are no equality and diversity implications arising from this paper.
Report Author	Jane Gordon, Engagement Manager
Sponsoring Director	Ellen McNicholas, Director of Quality & Nursing (Board Nurse)
Date of paper	23 January 2020

Patient and Public Engagement Steering Group
Six monthly report – May – October 2019

The Public and Patient Engagement Steering Group (PPESG) was set up as the Involvement Steering Group nearly five years ago, with the first meeting in March 2014. The membership has changed over time but remains a wide range of representatives from the voluntary sector, local authority, Healthwatch Hampshire and PPGs from across west Hampshire.

The Steering Group is chaired by the Board's lay member for patient and public involvement with support from the engagement manager; details of membership are in the terms of reference attached, which have been revised recently.

PPESG bi-monthly meetings

May 2019

The agenda included:

- CCG update – Highlights from the annual report

Primary Care Network (PCN) Communications and Engagement guide

The group gave feedback on the guide:

- It was suggested TV screens should appear in every practice to share messages. It was agreed an audit of TV screens would take place.
- The group expressed concerns about the ability and time PCNs would have to do efficient and effective Communications and Engagement

Outcome: An audit of GP practice screens will take place and the PCNs will be supported to implement the recommendations in the guide

Direction of travel for Communications and Engagement in the CCG

The CCG Communications and Engagement Team are being supported to:

- develop their strategy
- develop an action plan
- review structures
- review processes

Some of the work has already taken place:

- Freedom of Information requests which involve journalist are now being seen by the team

- Media and social media monitoring system has now been implemented
Consultation advice – enabling commissioners to understand the legal differences between engagement and consultation
- Developing a user friendly website, intranet and GP portal
- Developing closer relations with external organisations such as Healthwatch, Barton Peveril
- Taking the AGMs around the county to engage with more people

Outcome: The group welcomed this support. The group to review the new Communications and Engagement plan

Working together to make patient engagement a ‘win-win’ for everyone – how can we engage in a way that works best for you

Sara Price from NHS England facilitated a workshop with the group posing the following questions:

- How can the CCG engage better?
(Methods? Online? Face-to-face? Language? Frequency? Timings?)
- Where can the CCG share messages and promote public events, surveys and good news?
(places/groups/newsletters/noticeboards that are well used? People who are well linked in the community?)
- Are we not reaching any groups in the community? And if so, how might we engage with them?

Outcome: A discussion was held and the notes were written up into a report

July 2019

Update on Long Term Plan and Operating Plan

Pippa Brown updated the group on the Long Term plan and the Operating plan. She will take comments on board and ensure we are inclusive of all groups. The group would like an update from the STP on what has been achieved so far.

The group expressed concern that they had not been invited to participate in the ‘Hampshire and Isle of Wight Voices’ panel recruitment with the STP as promised. They were reassured that the Voices panel was a consultative body in addition to the Involvement Steering Group and that their views are valued and feedback can be included in the development of plans. I fed back that there is little information about the achievements of the STP against their original plan – I was told that this would be rectified when the website is established with each work stream having their own area including programme details and achievements.

Outcome: There will be an update on the STP Long Term plan at the next meeting and concerns about public engagement will be shared with the STP

Fit for Surgery and NHS evidence based interventions

Rachael Burden presented the items.

RB asked for feedback on how they can promote to patients and public. Do we need to cascade to all patients or just when they present with an issue?

JG asked if patients can request a copy of information leaflets from their GP. RB stated GPs can issue but all documentation is on the NHS England website.

Outcome: GPs will be encouraged to issue the guidance in leaflets provided by the CCG. The Fit for Surgery banners will be circulated round GP practices

September 2019

Hampshire Together

Hampshire County Council and the NHS are working together to provide joined up health and social care across the whole of Hampshire.

HCC, the CCG and Southern Health NHS FT will integrate services between those provided by general practice and hospitals by providing recovery, reablement and rehabilitation, enabling people to stay at home or return home more quickly from a hospital admission.

AM asked about GDPR implications – data sharing systems are being worked through.

Technology and telehealth will be part of the service.

Hampshire Together is being trialled by forerunners in Winchester, North Hants and South West Hampshire.

Outcome: Contact details of SE Hants ambulance service system will be shared with commissioning managers. Voluntary sector support will be an important part of the service.

Appointments+

The group was updated on the progress of Appointments+ which went live on 1 July.

There have been some teething issues with referrals and IT services but initial feedback has been positive.

There has been increased demand at the Urgent Treatment Centre in Lymington

Outcome: More robust communications will be produced to stop patients with potentially life threatening heart conditions attending the UTC when they should be calling 999 or going to A&E.

Our advice is to call NHS111 for advice and signposting whatever the condition will be promoted.

We will get more communications into GP practices.

MSK app

The MSK app is being trialled in some GP practices and the pilot is open to all practices. The app gives you tailored exercise plans access through your smart phone.

Some GPs are resistant as they feel there are already systems in place.

Outcome: Patient reps will encourage practices to sign up to the pilot

Primary Care Networks (PCNs) update

The group were given an update on progress in this establishing year for PCNs. All GP practices in west Hampshire are now members of a PCN. They are testing new ways of working and recruiting additional staff to offer more services.

From April 2020 PCNs will need to deliver more, there are five specifications including improved service to care homes, supporting the frail and elderly and people with complex long term conditions. Social prescribing will increase and more holistic treatment for patients. Medicines management will benefit for pharmacists in PCNs.

Outcome: The group will support PCNs in the future. PCN meetings that are scheduled at the same time as Test Valley community meetings will be moved

Development of group going forward

- Workshop in December will review membership and ratify Terms of Reference

West Hampshire CCG Patient and Public Engagement Steering Group

TERMS OF REFERENCE

1. INTRODUCTION

West Hampshire Clinical Commissioning Group (CCG) is committed to involving the people in our community in everything we do. It is important that people have the chance to hear about our work and to have their say in any services we are developing or redesigning. Only by doing this can we be sure that the services we provide really meet the needs of our population.

The Health and Social Care Act 2012 made it a legal duty for CCGs to promote the involvement of patients and carers in decisions which relate to their care or treatment.

The PPE Steering Group reports to the Board and will have oversight of any patient and public involvement activity, advise on who and how we should be engaging with our population and monitor its effectiveness.

2. AIMS AND OBJECTIVES

The West Hampshire CCG's Patient and Public Engagement Steering Group is responsible for monitoring NHS England standards and principles for patient and public engagement in West Hampshire by:

- adhering to the values of the CCG; compassionate, honest, ambitious, fair and inclusive
- having oversight of all strategies and proposals for patient and community engagement
- advising and supporting co-production in all commissioning projects
- reviewing and monitoring the engagement elements of all proposed projects and programmes
- encouraging and supporting active participation in engagement with the CCG amongst their own organisations and communities
- ensuring that feedback is given to the public through reports to focus groups and our 'You said – we did' page of our website in the most appropriate format
- working in partnership with key stakeholders and other CCGs across the system
- ensuring relevant information in whatever form is clear and concise and in a language and presentation that is appropriate for all communities
- advising and overseeing the CCG to ensure communications and engagement is inspiring and inclusive and reaches diverse communities
- scrutinising the effectiveness and outcomes of engagement activities
- adhering to the NHS England 10 principles of Patient and Public Involvement
- identifying barriers and proposing solutions
- making recommendations to Board

The group will also ensure that engagement takes place in an environment where there is sufficient clear and straight forward information for individuals and groups to be able to understand the issues and all aspects of impact of any decision.

3. FREQUENCY

The Group will meet every two months and dates will be set for a year at a time to make sure all members have the opportunity to attend.

The agenda for each meeting will be circulated at least two weeks in advance of the date. Every member of the group can suggest items for the agenda. These must be provided to the Engagement Manager at least three weeks before the date of the meeting.

The group will be informed if any information is of a confidential nature. A summary will be circulated with the minutes of the meeting which can be shared with wider groups.

4. MEMBERSHIP

The Involvement Steering Group is chaired by the Board's Lay Member for Patient and Public Engagement. If required, a nominated member of the Group may chair a meeting in the absence of the Chair.

While the group cannot represent all interests and geographical areas within West Hampshire, the following membership should ensure involvement, reach and engagement in each locality area:

- West Hampshire CCG Board Lay Representative
- At least one member of the WHCCG communications team
- One Patient Participation Group representative from each of the six localities in West Hampshire (Andover, Winchester, Eastleigh North and Test Valley South, Totton and Waterside, West New Forest and Eastleigh Southern Parishes)
- One representative for community hospital patient stakeholders
- One representative nominated by CVS (Council for Voluntary Services)
- Two or more local specialist interest reps linked to strategic plan intentions, such as Carers Together and Andover Mencap
- One representative of Healthwatch Hampshire
- One representative from Hampshire County Council Adult Services
- Other relevant members can be co-opted as required for relevant content and expertise

The Group is supported by the CCG's Engagement Managers, who is responsible for organising meetings and ensuring that the group members have all the information and documentation needed to carry out their role effectively.

The meeting requires the following to attend to be quorate:

- Lay member or agreed deputy
- A member of the Communications, E&D and OD team
- A minimum of four representative members

The term of service for group members will be three years at which time there will be a review to ensure we remain representative.

5. REPORTING ARRANGEMENTS

The activities of the Group will be reported to the CCG Board every six months by the Lay member for Patient and Public Engagement as part of the standard Communications and Engagement report.

OUTSIDE THE SCOPE OF THE GROUP

The following issues are outside the scope of this group's responsibilities but will be covered in other CCG fora/groups:

- Formal complaints about the NHS
- Direct influence on day to day or operational activities, which will be carried out by CCG staff working to the overall standards and principles set by the group.
- Designing services or commenting on clinical issues

REVIEW

These Terms of Reference will be reviewed by the group on an annual basis or earlier if there is a system or organisational change that impacts the group.

GLOSSARY OF TERMS

Clinical Commissioning Group - Clinical Commissioning Groups (CCGs) were created following the Health and Social Care Act in 2012, and replaced Primary Care Trusts on 1 April 2013. They are clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area.

Health and Social Care Act 2012 - The [Health and Social Care Act 2012](#) introduced the first legal duties about health inequalities. It included specific duties for health bodies including the Department of Health, Public Health England, Clinical Commissioning Groups, and NHS England which require the bodies to have due regard to reducing health inequalities between the people of England. The Act also brought in changes for local authorities on public health functions.

West Hampshire - West Hampshire CCG is responsible for a large area covering a population of over 550,000 people, a geographical area of 2,242.4 square kms (865.8 square miles). There are 48 GP practices within the area, each being a core member of the commissioning group. It extends from Andover and Whitchurch in the north to Medstead in the east, down to Wickham and Bursledon and across to the New Forest. It encompasses Winchester, Eastleigh, Romsey and Totton.

Board – The CCG Board meets in public every two months. It is made up of directors from commissioning, finance and quality, GP and secondary care clinicians and lay members (similar to non-executive directors). It is led by a clinical chairman.

Co-production - Co-production is a practice in the delivery of public services in which citizens are involved in the creation of public policies and services. In contrast with traditional public involvement, citizens are not only consulted, but are part of the design, steering and procurement of services.

NHS England - NHS England is an executive non-departmental public body of the Department of Health and Social Care. NHS England oversees the budget, planning, delivery and day-to-day operation of the commissioning side of the NHS in England as set out in the Health and Social Care Act 2012.

Stakeholder - Stakeholders can be defined as any person or group of people who have a significant interest in services provided, or will be affected by, any planned changes in an organisation or local health community. This could include patients and the public as well as local authority, partner organisations and the voluntary sector.

NHS 10 Principles of Participation - NHS England has developed 10 principles of participation based on a review of research, best practice reports and the views of stakeholders. They can be found on our website [here](#).

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