

# **Patient and Public Engagement Workshop – Outcome Summary**

## **Purpose of the workshop**

To discuss and review the effectiveness of current arrangements for ensuring effective engagement and consultation, specifically the role of:

- The Engagement and Involvement Group
- Halton Peoples Health Forum Steering Group
- Halton Peoples Health Forum

## **Areas discussed:**

1. Effectiveness of current arrangements – what works well and where are the gaps?
2. Do the current arrangements meet our needs in terms of accountability and governance?
3. Are we making best use of the limited time and resources?

## **Key outcomes:**

### **Engagement and Involvement Group**

- TOR for the E&I Group to be refreshed. Membership discussed and agreed that these need extending to include third sector and provider public governors.
- Meetings to be monthly for initial 6 months – to be reviewed. Maria Austin to Chair for the first 3 months until a public chair has been appointed.

### **Halton People Health Forum Steering Group / Halton Peoples Health Forum**

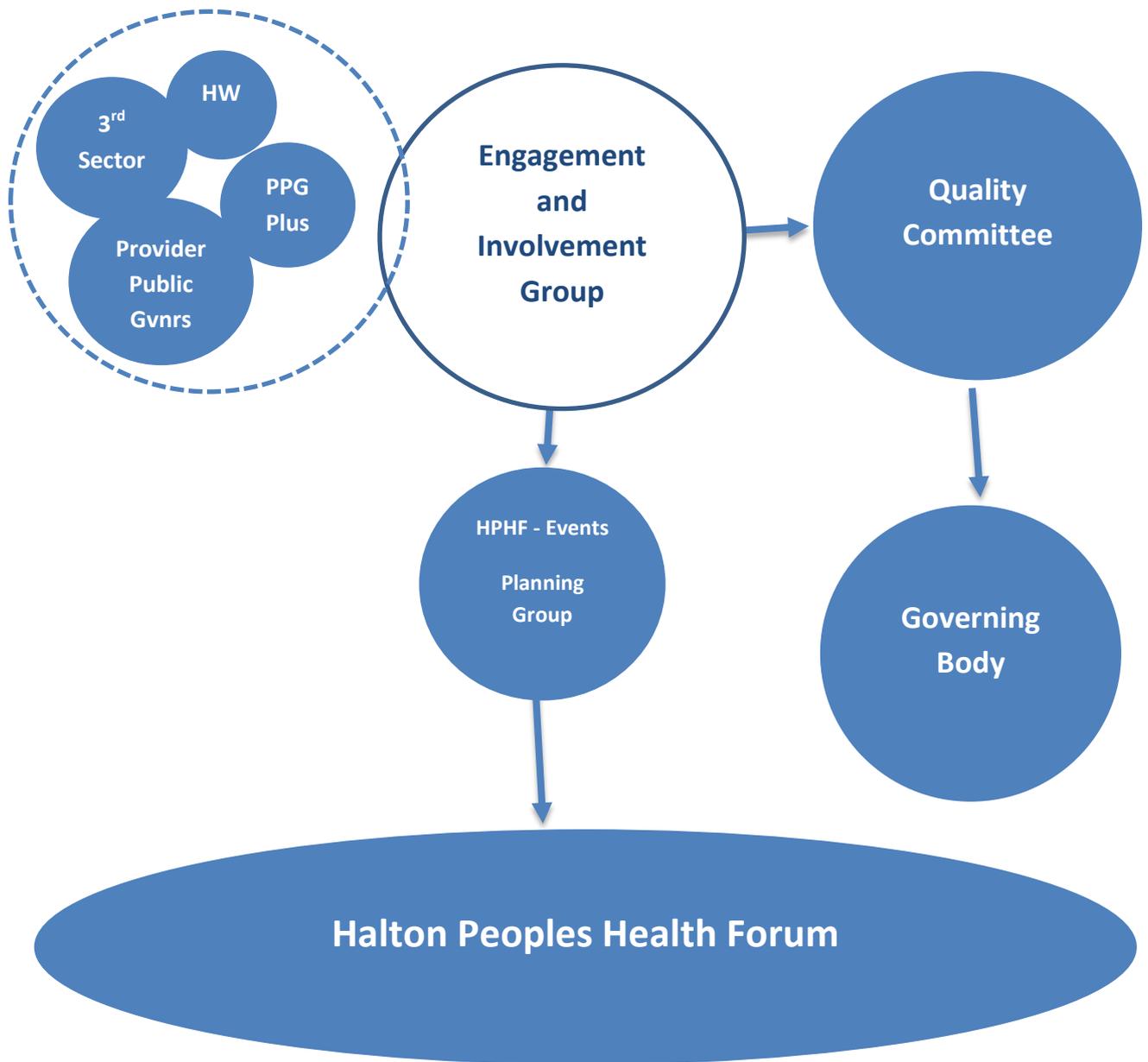
- Discussed – clarified the purpose as a planning group for the agenda setting for the public Health Forums.

- Agreed that the Chair of the PPG Plus would continue to lead this process, with the support of a small number of E&I Group members (task and finish approach to the planning of the HPHF).
- Agreed that the large public health forums are beneficial and should continue but that the agenda should be driven by a) key items from the E&I Group b) commissioners c) insight / requests from others for consideration.
- All arrangements will be taken forward via the HPHF Event Task and Finish Group. The HPHF Task and Finish group would meet before the event to:
  - Agree the agenda
  - Agree the dates and venue
  - Assign actions for those involved

Support will be provided by the CCG Communications Officer and Engagement Manager

## **Governance**

Discussed the line of reporting and line of sight group to Governing Body. New E&I Group membership and TOR will ensure that, as much as possible, the E&I Group is reflective of the wider population. It was agreed that additional activity in terms of engagement 'outreach' would be implemented to ensure that those groups that would not be represented by the E&I group membership were engaged.



## Engagement and Involvement Group – DRAFT TOR April 2019

### **Purpose**

Act as the main ‘Sounding Board’ of the CCG.

Gain patient and public feedback on CCG work areas and priorities – feeding this insight into commissioning programmes.

To ensure that there is an inclusive, integrated and consistent approach to engagement and involvement of the people of Halton in all CCG commissioning decision making.

Act in an advisory capacity to the CCG and make recommendations and feedback issues, concerns and best practice regarding healthcare services in Halton.

### **Duties**

Monitor and advise on patient engagement, ensuring statutory duties are met which will build on local good practice. This will allow the CCG assurance process requirements to be met.

### **Planning Engagement and Patient Experience**

Taking a proactive approach to planned commissioning processes (e.g. service changes, new service proposals, reviews) by developing a forward plan where information is available in advance. This would involve using the wider networks represented for consultation and engagement support to commissioners.

Discuss and share any issues or opportunities from E&I Group Members and their networks and if appropriate report to the CCG Quality Committee who can agree appropriate action and use data to inform commissioning decisions.

### **Co-ordination, Communication and Relationships**

Ensure engagement networks are well co-ordinated and are communicating with each other, minimising duplication

Identify effective ways to enhance relationships between health organisations, the public and the Third Sector

Further involvement opportunities – for example:

- Lay Readers
- Patient Representation on committees

## **Monitoring and Reporting**

Accountable to the Quality Committee.

Written update to the Quality Committee as part of the Engagement and Communication Update and feedback to the Group.

Additional requirements in terms of accountability and assurance – needs to keep an accurate account of all consultation and engagement discussions which will feed into any relevant outcome report and the CCG's Annual Reports.

## **Membership**

The membership needs to be as inclusive as possible and as representative as possible in terms of the protected characteristics covered in the Equality Act 2010.

Members:

- CCG Chief of Public Affairs and Engagement
- CCG Engagement and Involvement Manager
- CCG Governing Body Lay Member
- Third Sector
  - Halton Disability Partnership
  - Halton OPEN
  - Halton VCA
  - Nightstop Communities
  - Halton Carers Centre
- Healthwatch Halton
- Public Governors from main providers
  - Halton and Halton Hospitals NHS Foundation Trust
  - Bridgewater Community Healthcare NHS Foundation Trust
  - North West Boroughs NHS Foundation Trust
- PPG Plus Chair
- Public Health representative

## **Quoracy**

A minimum of five members, including one third sector representatives and one CCG representative.

## **Administration**

The CCG Engagement and Involvement Manager is responsible for the organisation, agenda setting and meeting arrangements.

The Agenda and papers will be issued no later than 5 working days before the meeting.

Principles:

All members must commit to work within the Nolan Principles of selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

The Group should not be used as a place to raise individual issues or concerns.

Conflict of interests need to be declared and members will not be party to discussions relating to any declared interest.

Use your wider networks and contacts to obtain feedback and pass on the key messages.

The role of the Chair is to:

- To ensure the Group runs effectively and to the agreed agenda
- To ensure there are clear outcomes of each of the Group meetings
- To ensure all participants views are heard and listened to
- To ensure that the Group is patient friendly, and all language is understandable
- To provide the Governing Body with an accurate and concise summary of the Group discussions – highlighting positives and issues
- Update the Group on the Governing Body discussions and actions

### **Frequency**

Main group – Monthly

Public Health Forum events – 4 per year (8 in total)