

Engagement and Involvement Group

Terms of Reference

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/Voluntary 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. If members cannot attend they should try to send a representative or deputy on their behalf.

Members:

- CCG Chief of Public Affairs and Engagement
- CCG Engagement and Involvement Manager
- CCG Governing Body Lay Member
- Third/Voluntary Sector
 - Halton Disability Partnership
 - Halton OPEN
 - Halton VCA
 - Nightstop Communities
 - Halton Carers Centre
 - Halton LGBT
 - SHAP
- Healthwatch Halton
- Public Governors from main providers
 - Warrington 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 CCG Communications Officer will be responsible for taking action notes.

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 CCG Quality Committee with an accurate and concise summary of the Group discussions – highlighting positives and issues
- Update the Group on the Quality Committee and Governing Body discussions and actions

Frequency

Main group – Monthly

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