

Patient and Public Engagement and Experience Why?

Engagement, Experience &
Communications Team



- Why we should engage and involve?
- Legal obligation
- Consequences of NOT
- How
- Example



Patients at the Heart of the NHS

“We must put citizen and patient voice absolutely at the heart of every decision we take in purchasing, commissioning and providing services.”

Tim Kelsey

National Director of Patients and Information

NHS England



Excellence for
Warrington

NHS Standard for Patient and Public Voice in Commissioning



Is there a legal obligation to consult/engage with the public?

Yes!

NHS organisations that have a responsibility for commissioning or providing health services must make arrangements to involve users under the Health and Social Care Act 2012.

Legal duties in the Health and Social Care Act 2012

- Individual and Collective Involvement
- Collective Involvement

Planning of commissioning arrangements e.g. local commissioning intentions, which will need to include consideration of allocation of resources, review on current needs assessment and involvement to inform service specifications.

Proposed changes to services e.g. major service reconfigurations, service redesign, pathway remodelling, local level service changes



Things to Consider

Substantial Variation?

- Are there proposed changes in the accessibility of services?
- What is the impact on the wider community and other services?
- How many patients are affected by the proposed change? *(If it affects a small group of patients it may still be 'substantial' especially if patients need to continue to access that service for many years)*
- What are the methods of service delivery? Is a particular service moving from an acute hospital setting into a community setting?

Equality

Section 149 of the Equalities Act 2010 says
“Public bodies etc. must have “due regard” to a range of Equalities”

Under equality legislation how many protected characteristics are there and what are they?

9 - Sex, Age, Sexual Orientation, Disability, Gender Reassignment, Race, Religion/Belief, Marriage & Civil Partnership, Pregnancy & Maternity



**If you don't consult
and engage...**



Most importantly there is the potential to have services that don't meet the needs of the community.



Judicial Reviews

Decisions by government bodies (including local NHS bodies) can be challenged in the courts through a Judicial Review.

The Judicial Review process is not that interested in what the actual decision was, but in how that decision was made

An important aspect is - does someone/a group have a “legitimate expectation they should have been consulted”?



How do we engage?

- Continuous process of engagement using networks and groups i.e. support groups, Trust membership schemes etc
- Working with Healthwatch and Patient Participation Groups within GP Practices
- Use of Family and Friends Test information, patient survey results, engagement events, focus groups
- Staff engagement
- Political engagement – MPs, Cllrs, Scrutiny Committees



Examples of Consultation

Self Care Consultation

- Proposal to stop the prescribing of certain over the counter medications
- Due to the substantial changes and impact to patients a public consultation was undertaken

Outcomes

- Overwhelming support from staff, public, stakeholders and media
- Implementation from January 2016 with very few issues or complaints

