








Somerset CCG Patient Public and Carers Engagement (PPCE) Work Plan 2014-15
Key to initials




AA	Ann Anderson, Director of Clinical and Collaborative Commissioning Development	MG*	Margaret Grizzell, Patient, Public and Carer Involvement Manager
RB	Dr Rosie Benneyworth, GP, Taunton and Area Federation	MK	Marianne King, Human Resource Manager
MD	Dr Matthew Dolman, GP North Sedgemoor Federation	SP	Dr Sarah Pearce GP Lead for Patient, Public and Carer Engagement (GP in Chard Ilminster and Crewkerne Federation)
PC	Paul Courtney, Local Communications Manager	LW	Lucy Watson, Director of Quality, Safety and Governance
EF	Dr Ed Ford, GP, West Somerset Federation	HW	Helen Weldon, Equality and Diversity Lead
AH	Alison Henlsey, Chief Finance officer and Director of Performance	GP	General Practitioners
DR	Deborah Rigby, Deputy Director of Quality and Patient Safety	COG	Clinical Operations Group
		TA	Tim Archer, Associate Director of Strategic Development

Objective 1: Continuously seek patient and carer feedback and experiences and provide information on how this has impacted on policy
Objective 2: To enshrine patient and public role in commissioning and procurement cycles (see Appendix 2- Figure 1)
Objective 3: Those with key involvement in the commissioning process should be enabled to fully contribute to the tasks
Objective 4: Publicly accountable PPE processes and Action Plan
Objective 5: Clear accountability and governance structure for public engagement
Objective 6: Monitoring the patient experience

*Details to be updated once new Patient, Public and Carer Involvement Manager is in post.

Action	Lead	Target Date	Evidence	Progress	RAG Score	
1.3	CCG involvement of community representatives in the commissioning process to ensure public, patients and carers views are prioritised					
(a)	Promotion of public engagement and involvement of local commissioning via: <ul style="list-style-type: none"> • Health Forums • health focussed events • groups - single interest, such as Stroke Association and youth groups • PPG Chairs Network • Somerset CCG Engagement Advisory Group • Healthwatch + Young Healthwatch – maintained by Somerset Rural Youth Project • League of Friends of Community Hospitals 	DR/MG/AA/HW/TA Federation delegates	On-going review	Attendance at health/public events Meet single interest groups on specific commissioning issues for example Stroke Review. Minutes of meetings Health Forums PPG Chairs, Somerset Engagement Advisory Group.	Clarity on the governance arrangements to support the engagement process for commissioning.	A 
					Health Forums each have a dedicated CCG Director.	A 
					Other options of involvement including: <ul style="list-style-type: none"> • Twitter, Linked-In, Facebook • holding bi-annual congress or Forums 	A 
3.1	Training and role profiles					
(a)	Develop standardised training for all participants in the commissioning process NHS Health and Social Care Act 2012 Public Involvement and Consultation Duty for CCGs Section 14Z2	DR/MG/SP/HW	On-going	Training in the induction processes and other specific sessions. Ref 1.1 E&D Action Plan	To be included in local induction sessions	A 
1.1	Creation of a system-wide approach to identifying need					
(a)	Develop the health and social care system for engagement and involvement.	SP/MD/DR/MG/HW	March 2015	Developed relationships established with local health providers and Equality and Diversity focused voluntary organisations.	Exploration of relationships for engagement with Somerset County Council (SCC) required	A 

Action	Lead	Target Date	Evidence	Progress	RAG Score
(b) Develop relationships with key partners in statutory and voluntary organisations across health and social care.	DR/MD/SP/MG/HW TA	March 2015	Somerset CCG Engagement Advisory Group attendance and Minutes. Somerset Equality Officers Group attendance and minutes BNNSSG PPE Meetings Membership on Carers Partnership Board Membership of Migrants Workers Forum and the Gypsy and Traveller Forum for South Somerset.	Identification of other key partners - other CCGs on Somerset borders. Meetings with North Dorset PPE Lead	G 
1.4 Actively seek engagement with a diversity of groups at Federation and county levels including those who may not directly associate their concerns with health ensuring polices reflect these concerns which can then be fed back to contributors					
(a) Work jointly with other agencies, such as: <ul style="list-style-type: none"> • Stoneham • Yarlinton • Citizens Advice Bureaux • Taunton Association for Homeless & Gypsy and Traveller groups • Stonewall • Lions • Rotary • Women's Institutes • Somerset CCG Engagement and Advisory Group attendees from the third sector • Voluntary Sector Partnership • Confederation Heads Young People's Services • Carers 	SP/DR/HW/MG	On-going (minimum of 1 event per year)	Evidence of commissioning decision process incorporating hard to reach input. Ref 2.3 E&D Action Plan	Somerset CCG Engagement and Advisory Group progressing	G 

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	<ul style="list-style-type: none"> Somerset Equality Officers Group 					
(b)	Use 'focus groups' for specific commissioning proposals, to clarify the impact on protected groups and wider communities.	DR/MD/AA/EF GP, Directors and COG members	As required	Stroke Panel notes and business case for Stroke review Shepton Mallet Community Meeting May 18 2014	Key projects are using this method of engagement	G 
2.2	Increased awareness by patients and the public of processes the CCG adopts during commissioning services.					
	<p>Members of the public / representatives to report into / be engaged with: Public Participation Group Chairs, Health Forums and virtual 'members':</p> <ul style="list-style-type: none"> maintain CCG relationship with Healthwatch and Health and Well Being Board agree balance of representation between professional and volunteers <p>CCG communications strategy to include engagement</p>	DR/MG/PC/SP/HW	Ongoing	Website Emails Minutes Twitter Groups	See 1.3	G 
2.3	Provision of feedback to groups which contribute to the commissioning process					
	<p>To review the use of existing meetings:</p> <ul style="list-style-type: none"> website letters to maintain communications Feedback to groups for example Somerset CCG Engagement and Advisory Group <p>Ref 3.1&3.2 E&D Action Plan</p>	DR/MG/SP/HW	On-going	Stroke Panel Letter PPI and PenCLAHRC research ongoing communications re feedback to contributors.	Somerset CCG Engagement and Advisory Group now established	G 

Action	Lead	Target Date	Evidence	Progress	RAG Score
3.1 Training and role profiles					
(b) Everyone involved in commissioning should have a role profile outlining their responsibilities and accountability.	MG/DR/SP/MK		Ref 5.1 E&D Action Plan	To be included in all job descriptions	G <input checked="" type="checkbox"/>
5.2 Review of Action Plan to include Health and Well Being Board.					
(a) Bring together Board members with engagement portfolio and delegates from a variety of patient and public sources. Including District Council Health and Wellbeing Boards	DR/SP		Invited and attend Health Forums- minutes	Attendance at Health Forums	G <input checked="" type="checkbox"/>
5.3 Report to the NHS England Healthwatch and Health and Wellbeing Board.					
(b) Demonstrate 'value added'.	DR/RB/AH		Levels of satisfaction	PPI and PenCLAHRC pilot Project	G <input checked="" type="checkbox"/>
1.2 Use local engagement structures and other channels at Federation and county levels to shape priorities locally					
(a) CCG presence at local engagement structures and other channels at Federation and county levels.	Federation delegates	On-going	Minutes from meetings.	Some Federations have lay members on their Executive Groups others do not. Some Federations have a Federation PPG which gives feedback to the Federation. PPG representatives have seats at the Governing Body and COG. CCG Lay members on Federations. Health Forums.	B <input type="checkbox"/>
(b) Involve public / voluntary sector groups through Federations and Health Forums.	Federation delegates	On-going	Feedback/evaluation forms. Minutes of Health Forum meetings Patient Participation Group (PPG) Chair on Governing Body and COG Ref 2.5&2.6 E&D Action Plan		B <input type="checkbox"/>

Action	Lead	Target Date	Evidence	Progress	RAG Score	
(c)	Determine other methods, during PPE events whether at locality or county level.	Project leads PC/DR/MG/HW	On-going	PPG Chair at Clinical Operations Group (COG). Use of twitter. Press releases, Newsletters, Websites	Using Social media for events- Twitter in use at meetings and events for example the Collet Fair in Shepton Mallet	B <input type="checkbox"/>
1.4	Actively seek engagement with a diversity of groups at Federation and county levels including those who may not directly associate their concerns with health ensuring polices reflect these concerns which can then be fed back to contributors					
(a)	Work jointly with other agencies, such as: <ul style="list-style-type: none"> • Stoneham • Yarlington • Citizens Advice Bureaux • Taunton Association for Homeless & Gypsy and Traveller groups • Stonewall • Lions • Rotary • Women's Institutes • Somerset CCG Engagement and Advisory Group attendees from the third sector • Voluntary Sector Partnership • Confederation Heads Young Peoples Services • Carers • Somerset Equality Officers Group 	SP/DR/HW/MG	On-going (minimum of 1 event per year)	Feedback from engagement activities or events.		B <input type="checkbox"/>
(c)	Work with community leaders / representatives to develop processes for effective engagement of hard to reach groups.	SP/DR/MG/HW	On-going	Ref 2.2 E&D Action Plan	Contacts identified in Gypsy Traveller community. Contacts identified in other BME community groups. Working with Somerset Equal Officers Group (SEOG) to engage fully with BME groups	B <input type="checkbox"/>

Action	Lead	Target Date	Evidence	Progress	RAG Score	
				following the demise of SREC – mini conference Autumn 2013.		
2.1	Public representation at every level of the commissioning process.					
Members of the public / representatives to report into / be engaged with: Public Participation Group Chairs, Health Forums Somerset CCG Engagement and Advisory Group and virtual 'members':	All CG Commissioners GP Leads Engagement Tam Quality, Safety and Governance Directorate	Complete	Representation at Governing Body and COG. E&D, HR and Patient Engagement Strategy correspond to Communications Strategy.	Health Forums fully established PPG Chairs Network	B <input type="checkbox"/>	
<ul style="list-style-type: none"> maintain CCG relationship with Healthwatch and Health and Well Being Board agree balance of representation between professional and volunteers Carers CCG communications strategy to include engagement					B <input type="checkbox"/>	
2.4	The CCG has clear objectives for measuring the patient experience beyond a 'customer satisfaction survey' to determine whether a service has genuinely delivered user-defined outputs, outcomes and driven commissioning decisions					
Ensure PPE reports, standards for patient satisfaction and performance indicators clearly describe levels of patient satisfaction using a range of measures such as PALS, complaints, survey data, Patient Reported Outcome Measures (PROMS) and feedback from public involvement activities.	AA/AH/LW/SP	Target met On-going	Contracts with provider organisations contain Key Performance Indicators and key patient satisfaction and performance standards. All PPE activities reported quarterly and shared with relevant groups. Ref 4.3 E&D Action Plan	Quarterly Quality meetings as well as Contractual Meetings	B <input type="checkbox"/>	
4.1	E&D HR & PE Strategy and principles reflected in the five year Strategic Plan.					
(a)	Ensure that the views of patients and the public are taken into account in the development of the	DR/AA/PG/SP/TA/HW	March 2014	Reference to the E&D HR & PE Strategy and Action Plan in the 5 year Strategic Plan.	Achieved	B <input type="checkbox"/>

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five year Strategic Plan.						
5.1 Regular reviews of activities with patient and public representatives to ensure maximum opportunities for involvement.						
(a)	PPE activity report to be considered by COG and at Federation meetings.	DR/MG/ Federation leads / SP	On-going	Minutes of meetings Ref 5.2 E&D Action Plan Monthly Activity report to Chair of Governing Body for reference	PPG and Somerset Healthwatch roles on Governing Body and COG to provide challenge and advice.	B <input type="checkbox"/>
5.3 Report to the NHS England Healthwatch and Health and Wellbeing Board.						
(a)	Report on locally agreed measures from the Joint Strategic Needs Assessment and how patient engagement has influenced commissioning services.	DR/SP/RB/MD	On-going	Reports Meetings with external bodies Patient and public feedback Health Forum Minutes Ref 6.3 E&D Action Plan	CCG leading into yearly JSNA updates from all information gathered	B <input type="checkbox"/>
6.1 Commissioning managers and planners make use of early warning data and use it to inform the development of plans and decision-making processes in a systematic way.						
	Set up a reporting process to inform commissioners and providers about the findings of: <ul style="list-style-type: none"> • PALS (comments and complaints) • GP patient surveys • national surveys conducted by CQC Commission • community engagement feedback • Healthwatch feedback Feedback from Health Forums on specific topics for example Francis Report and Out of Hours Review.	AA/LW	On-going	Reports to commissioners and providers.	Presentations on Community Services review PPG Chairs Network throughout Spring/Summer 2014.	B <input type="checkbox"/>