

West Hampshire CCG Patient and Public Engagement Steering Group

TERMS OF REFERENCE

1. INTRODUCTION

West Hampshire CCG is committed to involving the people in our community in everything we do. It is important to us 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 Involvement Steering Group is responsible for monitoring NHS England standards and principles for patient and public engagement in West Hampshire by:

- overseeing all strategies and proposals for patient engagement
- 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 as appropriate
- 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 specific communities
- advising and supporting the CCG to ensure communications and engagement is inclusive and reaches diverse communities
- evaluating the effectiveness and outcomes of engagement activities
- adhering to the NHS England 10 principles of Patient and Public Involvement

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.

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

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 one week 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 two weeks before the date of the meeting.

The group will be informed if any information shared is of a confidential nature and not for onward sharing.

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
- 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
- One representative of younger people
- Other relevant members can be co-opted on the group as required

The Group is supported by the CCG's Engagement Manager, 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 team
- A minimum of four representative members

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.

6. REVIEW

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