

Public Engagement Committee (PEC)
Locality Lay Member Person Specification

There is an opportunity for members of the public to become involved in the work of the CCG and to provide assurance that commissioning processes are engaging with the public effectively and appropriately.

We are looking for individuals who can contribute to this assurance process and who live within the communities of the Coastal West Sussex area.

The role of the Public Engagement Committee

The role of the Public Engagement Committee is to provide assurance, scrutiny and ensure best practice of patient and public engagement in the Clinical Commissioning Group. This will require the Public Engagement Committee to:

- Promote best practice in patient and public engagement and ensure this is embedded throughout the Clinical Commissioning Group at each stage of the commissioning cycle.
- Ensure that the recommendations of the Review of Patient and Public Engagement (April 2013), agreed by the Clinical Commissioning Executive, are implemented (**See Appendix A**).
- Ensure that the culture, structure and mechanisms required for meaningful and effective patient and public engagement are developed in the Clinical Commissioning Group (**See Appendix B**)

The role of the PEC Lay Member

- To provide an external neutral perspective on the Public Engagement processes as carried out within the CCG.
- To promote transparency and openness of the CCG in its decision making
- To understand best practise in patient and public engagement and to scrutinise CCG processes accordingly.
- To provide representation from one of the six locality areas within the coastal patch.

Background

NHS Coastal West Sussex Clinical Commissioning Group (the CCG) has expressed a commitment to putting patients and the public at the heart of all it does and to working with the public as partners. The public have an important role to play in the commissioning of local health services and we will continue to develop innovative methods to incorporate their views.

This commitment is reflected in the recommendations of the 'Review of Patient and Public Engagement' (April 2013) and the key values of the CCG, with 'Patient Centred' being top of the list of 5 values.

'Working together for patients. Patients come first in everything we do. We fully involve patients, staff, families, carers, communities, and professionals inside and outside the NHS. We put the needs of patients and communities before organisational boundaries. We speak up when things go wrong.'

NHS Constitution

The Public Engagement Committee (PEC) is established in accordance with the CCGs Constitution, Standing Orders and Scheme of Delegation. The PEC is a committee of the Clinical Commissioning Executive that also reports directly to the Governing Body.

Public Engagement Committee Lay Member Desired Competencies

The following competencies are identified to help you assess your abilities to function as a member of the Public Engagement Committee. It is not essential that you meet all these competencies; rather they are given so you can decide whether this lay member role is right for you.

- An active interest in community related health matters.
- An understanding of health and social inequalities in the local area and a strong desire to advocate for members of the community, including those whom are seldom engaged.
- An awareness of communication channels in the community that will reach local people.
- A willingness to develop an understanding of the NHS commissioning process – training will be given where necessary.
- The ability to understand the difficult choices that a commissioner has to face in light of limited funds.
- The ability to understand potential implications of the decisions taken by the NHS Coastal West Sussex Clinical Commissioning Group.
- The cognition levels required for processing detailed information.
- Self-confidence and belief in your own views and a willingness to express them.
- The ability to communicate and respond accurately and concisely.
- The ability to treat information in a confidential manner – you will be asked to sign a confidentiality agreement.
- Be prepared to work to the Public Engagement Committee Code of Conduct.
- The ability to give the appropriate time commitment – see below.
- A residential address within the Coastal West Sussex area.

Time commitment

Induction: If selected, you will be expected to attend a one-off induction training meeting, lasting for approximately one hour and a half. On-going support and, where required, further training will be provided.

Meetings: Currently, The Public Engagement Committee meets on the third Tuesday of each month from 1pm – 3pm at The Causeway, Goring by Sea.

There would be an additional commitment to read any papers circulated prior to these meetings. Likewise, there will be an on-going commitment to participate in the regular 'best practise' training sessions and by familiarising oneself with any materials circulated.

Term of office

The term of office for all PEC lay members will be three years from the date of appointment. All PEC lay members will be subject to a probationary period as set out in the Code of Conduct.

Expenses

To reflect the time commitment and responsibility associated with this role, you will be paid an annual honorarium of £250.

You will also be reimbursed for reasonable travel expenses and other associated expenses, e.g. telephone, computer printer ink cartridges in line with the NHS Coastal West Sussex Clinical Commissioning Group Lay Member Reimbursement Policy.

Closing Date for applications:

Process of application:

You will be required to complete a brief application form to explain your reasons for wanting to join the PEC and to show how you meet the Lay Member Desired Competencies. Following this, if you are shortlisted you will be invited to attend an interview with the Public Engagement Manager and the Chair of the Public Engagement Committee, at a date to be confirmed.

If you are interested in becoming a lay member on the Public Engagement Committee, please complete the enclosed application form and send it either by post or email, to:

Vicky Smart
Public Engagement Support Officer
NHS Coastal West Sussex Clinical Commissioning Group
1 The Causeway
Goring by Sea, BN12 6BT
Email: vickysmart1@nhs.net

Recommendations of the Review of Patient and Public Engagement (April 2013)

1. Governing Body and Public Meetings

It is recommended that the CCG:

- Learn lessons from the first (Shadow) Governing Body meeting to improve public meetings in future
- Hold a Market Place style event immediately preceding the Governing Body meetings to enable members of the public to meet and ask questions of the Governing Body, while also promoting key health messages
- Host information events at a locality level such as that successfully held in Arun by Dr Stewart Wright on the changes to the NHS from 1 April 2013

2. Patient Representatives on Locality Boards

It is recommended that the CCG :

- Develop an ongoing process of support and training in patient and public engagement for all Governing Body Members.
- Develop and resource a Patient Leader training programme to support PPG and Locality representatives.

3. Public Reference Panel

It is recommended that the CCG:

- Re-constitute the Public Reference Panel as a formal committee of the Governing Body to provide assurance, scrutiny and ensure best practice of patient and public engagement in the CCG.

4. Membership Scheme

It is recommended that the CCG:

- Develop the Membership Scheme to become a Patient E-Panel
- Considers (subject to appropriate confidentiality and data protection) using patient registration through GP practices to invite all patients to opt in/out of the Patient E-Panel to secure the widest possible patient engagement

5. Patient Participation Groups

It is recommended that the CCG

- Retain PPGs as one of a number of ways to engage patients and the public
- Support Member practices and PPGs to find ways to capture the views of all registered patients and not just those who join a PPG
- Consider whether the DES/LES payments to Localities, is delivering meaningful public engagement at GP level and whether the criteria for the DES/LES could be revised
- Considers creating a dedicated post to support the development of PPGs

6. Surveys and consultations

It is recommended that the CCG

- Purchase a Consultation Database and software to improve engagement
- Establish a Public Engagement Network (CCG, NHS Provider organisations and partners) to better coordinate and promote best practice in patient and public engagement
- Develop a quality process to ensure the standard of all public surveys and consultations across the CCG including feedback to the public
- Provide support to Practices to develop surveys to enable comparison of results across the CCG

7. Readers Group

It is recommended that the CCG

- Retain and promote the Readers Group
- Joins the Plain English Campaign

8. Patient Advice and Liaison Service (PALS)

It is recommended that the CCG:

- Include a PALS service as part of the contract of NHS Provider Trusts
- Develop the skills of all staff in the CCG to respond to enquiries from patients and the public
- As an interim measure, utilise the skills of the Public Engagement Officer (previous PALS and Engagement Support Officer) to provide advice to CCG staff on how to respond or direct public enquiries

9. Petitions

It is recommended that the CCG

- Develop and publicise procedures for making and responding to petitions as a valued part of engagement

10. Freedom of Information (FOI) and Complaints

It is recommended that the CCG:

- Agree mechanisms to aggregate information on FOI requests and Complaints as a key component of patient and public engagement

11. LINKs and Healthwatch

It is recommended that the CCG:

- Welcome the establishment of the new Healthwatch and work in partnership with them
- Work in partnership with West Sussex County Council to influence the development of Healthwatch locally to secure widespread patient and public engagement, innovation and value for money.

12. Task and Finish Groups and service redesign

It is recommended that the CCG

- Significantly broaden representation of patients and the public in service redesign and Task and Finish Groups
- Make greater use of the Voluntary Sector to reach community groups and organisations
- Invest in software development to enable commissioners to contact patients through Practice Managers.

13. Public engagement posts

It is recommended that the CCG:

- Ensure clarity of roles of the Patient and Public Engagement and Communications teams to best deliver the agenda
- Redefine the Head of External Affairs vacancy to become Head of Public Engagement and Communications
- Re-grade and recruit to the Public Engagement Manager vacancy
- Re-grade the Public Engagement Officer (rather than 'Support Officer') role
- Communicate the change of roles and support commissioners to develop expertise in patient and public engagement

14. Communication and Engagement Strategy

It is recommended that the CCG:

- Update and implement a Public Engagement and Communications strategy
- Plan a BIG Health Conversation in the 5 GP localities either between April- July or September – November (avoiding school holidays) and ongoing, with advice from the Public Engagement team
- Ensure capacity to address the issues raised by the public at these events

15. Working with the Voluntary Sector

It is recommended that the CCG:

- Develops its relationship with the voluntary sector as a key partner
- Resource this involvement through a Voluntary Sector Strategic Partner programme
- Consider the opportunities to join The Patient Association

16. Working with Partners

It is recommended that the CCG:

- Work closely with NHS Provider Trusts to engage patients and the public
- Build excellence in Patient and Public Engagement into all contracts
- Form a Network of Patient and Public Engagement Leads to coordinate work on engagement

17. Develop a culture of patient and public engagement

It is recommended that the CCG:

- Establish patient and public engagement as a key competency in all job descriptions and annual appraisal
- Provide briefings and training in patient and public engagement to all staff and members of the Governing Body
- Adopt the 'The Waitrose Principle' whereby all members of the CCG give priority to helping the public find a satisfactory resolution to any issue raised
- ACT on what patients and the public tell us!
- Include a section on patient and public engagement in all reports to the Clinical Commissioning Executive and Governing Body.
- Develop Patient and Public Engagement Awards to promote and disseminate best practice
- Develop effective measure of patient and public engagement and report on these annually

18. Embed patient and public engagement in the Commissioning Cycle

It is recommended that the CCG:

- Embed Patient and Public engagement at every stage of the planning and commissioning cycle
- Include a budget for patient and public engagement in all projects
- Support commissioners and project managers to develop skills in public engagement and the capacity within their workload to undertake meaningful patient and public engagement.

19. Increase the number of people involved from different sections of the population

It is recommended that the CCG:

- Significantly increase the number of people involved from different sections of the population

20. A 'Menu of Options' and a variety of ways to get involved

It is recommended that the CCG

- Adopt a 'Menu of Options', a variety of ways for patients and the public to be involved
- Develop greater use of IT and social media in patient and public engagement as a priority to generate new interest and a wider demographic

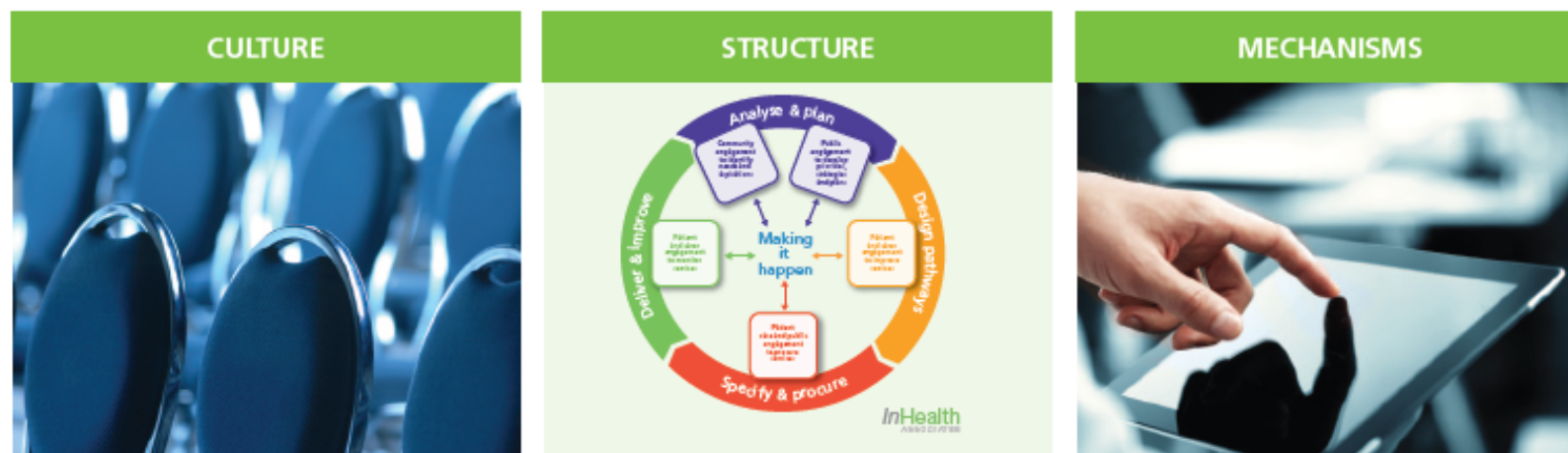
Appendix B

Model of Patient and Public Engagement

Coastal West Sussex Clinical Commissioning Group (CCG) – Model of Patient and Public Engagement (P&Pe)

Our Values

Patients and the public are at the heart of everything we do and we will understand and act on what really matters to local people. They will be active partners in both decisions about their own care and how we can improve care and their local NHS.



5 key elements of the new approach

Develop the culture of engagement	Embed engagement in the commissioning cycle	Reconstitute the Public Reference Panel as a formal committee of the Governing Body to provide assurance, scrutiny and ensure best practice of patient and public engagement in the CCG	Increase the number of people involved from different sections of the population	Create a 'Menu of Options', a variety of ways for engagement which builds on existing structures and mechanisms and develops innovative ways for people to get involved, including greater use of IT and social media
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