

PATIENT EXPERIENCE AND INVOLVEMENT GROUP

TERMS OF REFERENCE

The Patient Experience and Involvement Group is a working group of the CCG Quality & Performance Committee. The Group will support and advise upon borough wide engagement initiatives as relevant to the delivery of the CCG Commissioning Strategy and St Helens Health & Wellbeing Strategy.

1. PURPOSE

To ensure local people's voices are heard and that patient experience shapes CCG priorities including any integrated commissioning priorities relating to health and wellbeing.

To ensure that effective channels of communication are in place to enable engagement with local people on the CCG key priorities, and listen to intelligence from local groups and communities.

2. MEMBERSHIP

The membership of the group will consist of:

- CCG Lay Member (Chair)
- CCG Associate Director, Corporate Governance (Deputy Chair)
- CCG Patient Engagement and Involvement Manager
- CCG Deputy Chief Nurse or Quality, Safety & Primary Care Quality Manager
- CCG Practice Manager Representative
- Local Authority Public Health representative
- Local Authority Peoples Directorate representative
- Healthwatch Representative
- PPG Health Forum representative
- Voluntary & Community Sector representative

Representatives must send a suitable deputy if unable to attend

Attendance as required

- Equality and Diversity Manager
- Provider Patient Experience Manager from main providers

When appropriate, other officers of the CCG, local authority or other bodies, or healthcare professionals, may be invited to contribute expertise.

3. REMIT AND RESPONSIBILITIES

The group will:

- Lead and gain assurance of patient engagement strategy and implementation.
- Act in an advisory capacity to the CCG, co-ordinate key pieces of work, making recommendations to the Quality & Performance Committee, assuring them that there is an inclusive, integrated and consistent approach to engagement and involvement of St Helens population.
- Keep abreast of national priorities and guidance /good practice in relation to patient and public involvement.
- Support pro-active public and patient engagement in strategic planning and commissioning processes (e.g. service changes, new service proposals, commissioning intentions, reviews).
- Identify and design effective ways to enhance relationships between key partner organisations from the statutory, voluntary sector and community groups involved in patient and community engagement.
- Support the development of Healthwatch and Patient Participation Groups in St Helens.
- Support the Quality & Performance Committee in implementing the Quality Strategy with particular emphasis on patient experience, including projects relating to patient experience data reviews, identifying themes and agreeing areas of action.
- Any service changes or design requiring consultation to be reviewed at the Patient Experience and Involvement Group. The Group will advise upon engagement and involvement strategy.
- Support the CCG in the development and sustainability of its public membership scheme.
- Receive reports from patient groups requiring review and action not already managed via specific governance routes, for example Healthwatch, PPGs, patient forums
- Develop an annual work plan to be agreed by the Quality & Performance Committee.

4. FREQUENCY OF MEETINGS

The group will meet on a monthly basis. The Chair reserves the right to call an extraordinary meeting in order to ensure the functions of the group are met in a timely manner. Agendas and papers will be distributed to members 5 days in advance of the meeting date.

5. REPORTING

The Working Group will report to the CCG's Quality & Performance Committee.

The Chair will provide a Chair's Key Issue Report following each meeting and submit to the Quality & Performance Committee. The notes of the meeting, once agreed, will be made available to Quality Committee.

6. ADMINISTRATION

The Working Group will be supported by the CCG's Engagement & Involvement Manager who will take lead responsibility for the Group's work plan. There will also be administrative support to will take notes and produce action plans as required. Each Group member will provide a written update of activity to be included with the agenda. Papers will be circulated one week in advance of the meeting.

7. CONDUCT

All members are required to make open and honest declarations of any actual, potential or perceived conflicts of interest at the start of each meeting or to notify the chair in advance of the meeting. All members are required to uphold the Nolan Principles and all other relevant NHS Codes of Conduct.

8. APPROVAL

These Terms of Reference were amended by the Group on 14th December, 2016, and agreed by the Quality & Performance Committee on 8th February 2017.

Version: 4

December 2016

Review date: December 2018