

NHS FYLDE AND WYRE CLINICAL COMMISSIONING GROUP
PATIENT AND PUBLIC ENGAGEMENT GROUP
TERMS OF REFERENCE

1. PURPOSE

- a. The Patient and Public Engagement Group (PPE) is established to act as an advisory body and has no decision making powers.
- b. Its purpose is to support NHS Fylde and Wyre Clinical Commissioning Group (CCG) and its Governing Body and committees on Patient and Public Engagement (PPE) and participation, ensuring that the voice of the CCG's patients, their carers, and the public, including the seldom heard groups is embedded in the business of the CCG, embracing the "no decision about me without me" promise. The group will actively promote the principles and values of the NHS Constitution.

2. ACCOUNTABILITY

The group is accountable to the Quality Improvement, Governance and Engagement Committee (QIGEC)

3. DUTIES

3.1 Engagement

- a. To encourage and enable patient and public participation from all sectors of the Fylde and Wyre population, including seldom heard groups in the work of the CCG
- b. To suggest or develop creative means of engaging local people and investigate novel public consultation methodologies
- c. To monitor the performance of engagement, patient experience and the quality of services
- d. To ensure effective two-way dialogue between patient groups and the CCG
- e. To ensure that patient feedback is integral to the commissioning of services
- f. To ensure that commissioners provide updates on the impact of patient feedback on the development of services.

3.2 Involvement

- a. To provide patient and public input to CCG awareness campaigns and actively promote public awareness of health and social care issues
- b. To consider and provide input to responses to local, regional and Governmental, Department of Health and NHS consultation exercises
- c. To act as a repository for patient and public feedback or local intelligence, including results from surveys, questionnaires, citizen panels, focus groups, patient opinion postings, PALS and complaints
- d. To ensure that these are received by the CCG and actioned in an appropriate manner.
- e. To receive local intelligence and feedback from Healthwatch and provide a draft response for discussion at the QIGEC.
- f. To monitor the annual work plan for the group
- g. To act as champions disseminating information and good practice as appropriate

3.3 Influence

- a. To act as a mechanism for local information and public expression to influence effectively all aspects of CCG policy and practice, including any changes in vision, values and objectives and ensuring equality and inclusion are properly accommodated
- b. To provide patient and public feedback on all aspects of service provision
- c. To ensure that quality improvements based on patient experience data are implemented effectively.
- d. To represent patient and public views on commissioning prioritisation and the methodologies developed to achieve it
- e. To formulate and recommend areas for service change and to have input into all disinvestment proposals
- f. To consult with the Delivery Committee on proposals to alter any service provision
- g. To consider decisions from the Quality Improvement Committee and Governing Body and advise on wider engagement

4. MEMBERSHIP

The committee of the Patient and Public Engagement Group will be made up as follows:

- Governing Body lay member (leading on PPE) - Chair
- Healthwatch Lancashire representative
- Patient representatives
- Chief Officer/CCG Manager
- Patient Engagement Officer

- CAB representative
- Older People's representation
- Practice Manager representative
- GP lead for Communications and Engagement
- Children and Young People representative
- Blackpool, Fylde and Wyre Council Volunteer Service representative
- Other personnel with relevant skills, experience or expertise

5. QUORUM

The minimum attendance required is the Chair (or nominated deputy) plus two other members. It will be the discretion of the Chair to determine whether any particular agenda item should be deferred due to insufficient representation.

6. FREQUENCY OF MEETINGS

The committee will meet monthly on the second Thursday of each month.

7. CONDUCT OF BUSINESS

- An agenda and supporting papers will be distributed as least 5 days before meetings
- The agenda will be agreed with the Chair prior to the meeting. The Patient engagement officer will ensure appropriate administrative support is provided to the group
- The group will formally record minutes of the meetings and submit these to the Quality Improvement, Governance and Engagement Committee
- Conflicts of interest must be managed in accordance with the CCG's policies and procedures
- Declaration of interests will be invited at each meeting in accordance with the CCG's policies and procedures.
- The group will bring to the attention of the Quality Improvement Governance and Engagement Committee and Governing body in a separate report, any specific items of concern which require corporate approval to act
- To provide exception reports to the Quality Improvement Governance and Engagement Committee highlighting any key developments / achievements or potential risks/issues
- Members are expected to attend 75% of meetings, having read all papers beforehand
- Members will identify any agenda items to the secretary ten working days before the meeting

8. EQUALITY AND DIVERSITY

The CCG are committed to ensuring that they treat patients, carers, and the public and employees fairly, equitably and reasonably and that there is no discrimination against individuals or groups on the basis of ethnic origin, physical or mental abilities, gender, age, religious beliefs or sexual orientation.

9. CONFIDENTIALITY

Members will be required to sign a confidentiality agreement where the potential for access to information of a sensitive nature exists.

10. REVIEW DATE

These terms of reference will normally be reviewed annually.

11. Last review date 08 September 2016