

Paper: 12
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<b>Date</b>	Tuesday, 10 March 2015					
<b>Title of paper</b>	<b>Patient and Public Engagement, Communications and Equalities Update</b>					
<b>Presenter</b>	Trish Longdon, Lay member, Governing Body					
<b>Author</b>	Rachel Stanfield, Head of OD & Governance, HFCCG					
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<b>Clinical Lead</b>	Susan McGoldrick, GP & Vice Chair, HFCCG					
<b>Confidential</b>	<table border="1"> <tr> <td><b>Yes</b></td> <td><input type="checkbox"/></td> <td><b>No</b></td> <td><input checked="" type="checkbox"/></td> <td>Items are only confidential if it is in the public interest for them to be so</td> </tr> </table>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input checked="" type="checkbox"/>	Items are only confidential if it is in the public interest for them to be so
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**The Choose an item. is asked to:**

Note the content of the paper

**Summary of purpose and scope of report**

This paper provides the Governing Body with an update on the CCGs work on Patient and Public Engagement (PPE), Communications and Equalities. It sets out the developments in PPE and communications since the last Governing Body meeting, specifically describing how the CCG is:

- Developing clearer priorities for our engagement work
- Planning for patient/lay involvement in commissioning activities
- Raising the CCG profile at health awareness events in the community
- Making improvements to our communications with patients and the public

**Quality & Safety/ Patient Engagement/ Impact on patient services:**

By continuing to develop the CCG's PPE and communication work, it will ensure we maintain our statutory obligation to ensure both individual and collective participation. It will also ensure that as an organisation we are in line with the *Five Year Forward View*, putting an emphasis on preventing ill health, empowering patients and engaging with communities; leading to high quality patient services that meet the needs of Hammersmith and Fulham residents

<b>Finance, resources and QIPP</b>
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N/A
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<b>Equality / Human Rights / Privacy impact analysis</b>
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N/A
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<b>Risk</b>	<b>Mitigating actions</b>
<p>We need to maintain momentum with all of these initiatives in order to continue to develop our reputation and relationships; there is a risk that competing priorities may disrupt this and place a strain on resources.</p> <p>We need a high degree of close working and communication across teams and work programmes in the CCG, in order to maintain a co-ordinated approach to patients and the public; there is a risk that, given the fast changing nature of the environment in which we work, this may not always happen.</p>	<p>Focusing on the priorities outlined in 3.1. in this paper should mitigate this risk, but may need further discussion at the GB and/or sub-committees</p> <p>Close alignment across the senior management team via the Operations Meeting should help to mitigate this risk.</p>

<b>Supporting documents</b>
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| <ul style="list-style-type: none"> <li>• Appendix one – Patient engagement priorities</li> <li>• Appendix two – Developing engagement in commissioning activities</li> </ul> |
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<b>Governance and reporting</b>
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(list committees, groups, other bodies in your CCG or other CCGs that have discussed the paper)
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Committee name	Date discussed	Outcome
N/A		