

Item 12i

Date	Tuesday, 10 November 2015
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Title of paper	A way forward for engagement and participation
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Confidential	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Items are only confidential if it is in the public interest for them to be so

The Governing Body is asked to:
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The Governing Body is asked to note and approve the paper based on a recommendation from the Engagement and OD Committee
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Summary of purpose and scope of report

The CCG is committed to ensuring patient and public engagement (PPE) and participation is embedded through all the activities the organisation undertakes. This paper sets how the CCG wishes to move forwards, building on the engagement and participation work that has gone before. To transform and build on the CCG's current strategy the CCG will:

- Ensure that patients and public know more about what we do. The CCG will be out in the public interacting with residents, patients, service users, carers and the community and voluntary sector
- Work together with patients, service users, carers, the local authority, community and voluntary sector so the CCG has an understanding of the key issues in Hammersmith and Fulham that informs how and what services we commission
- Work with community and voluntary sector organisations to engage patients in seldom heard groups, so that we can widen our conversations within the community
- Develop Patient Participation Groups at GP practices so that we can ensure there is two way communication between the CCG and what happens in primary care, in addition to improving representation of patients at the CCG Patient Reference Group
- Work together with local partners to ensure the CCG is 'getting serious about prevention'

Feedback from both the Patient Reference Group and Engagement and OD committee has been incorporated into the final version of this paper. The paper sets out further detail with

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particular focus on how the CCG will achieve the five key points above. Additionally, this is complimented by the engagement action plan 2015/16. The action covers PPE as well as the actions that were identified following the 360 stakeholder survey. Furthermore, the action plan aligns itself with the CCGs priorities for 2016/17.

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

This will directly impact on patient and public engagement throughout the organisation

Finance, resources and QIPP

The CCG will commit to:

- Exploring the practicalities of developing a community development grants programme
- supporting patients and public to be involved in engagement and participation activities

Equality / Human Rights / Privacy impact analysis

N/A

Risk

Competing priorities and our available resources may affect our ability to deliver on the engagement plans.

The CCG fails to engage with certain community groups

Mitigating actions

The development of a phased action plan encapsulating the CCG's engagement work

The CCG is aware that certain groups will require an individualised approach. This can be carried out in collaboration with partners such as Healthwatch, community champions etc.

Supporting documents

A way forward for engagement and participation
H&F Engagement action plan 2015/16

Governance and reporting

(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
Ops group	11/08/2015	Agreed the CCGs direction for engagement and participation. Requested that a targeted action plan was developed
Patient Reference Group	10/09/15	The paper was approved subject to some recommendations made by the group
EOD committee	15/09/15	The paper was endorsed and the committee recommend that the GB approve the paper