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Date	Tuesday, 08 November 2016					
Title of paper	PPE and Communications					
Presenter	Trish Longdon, Lay Member representative, HFCCG					
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Responsible Director	Janet Cree, Managing Director, HFCCG					
Clinical Lead	Tim Spicer, Chair, HFCCG					
Confidential	<table border="1"> <tr> <td>Yes</td> <td><input type="checkbox"/></td> <td>No</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>	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
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The Governing Body is asked to:

Note the activity and progress which has taken place with regard to patient and public engagement and communications

Summary of purpose and scope of report

To provide the Governing Body with assurance that the CCG's engagement objectives are being progressed and to update on any specific areas that may be of interest. In particular the report covers how we:

- have begun to engage the local community in the Sustainability and Transformation Plan (STP) discussions
- have continued to work with the voluntary sector organisations that were awarded community grants
- are supporting patients to get involved
- have engaged with the Patient Reference Group (PRG)
- have reviewed and refreshed the engagement and 360 action plans
- have prepared and submitted our annual statutory engagement report

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

This report outlines how the CCG has engaged and sought feedback from patients and the public, the patient reference group and the Engagement and OD committee.

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Finance, resources and QIPP

N/A

Equality / Human Rights / Privacy impact analysis

N/A

Risk	Mitigating actions
If the CCG does not understand the key health and care issues for Hammersmith and Fulham, it could lead to commissioning services that do not meet the need of the local population	The controls in place are: JSNA, engagement events & PRG, patient experience data, GP feedback and data, patient representatives for commissioning activities and their evaluation.
If residents are not aware of the services that are available and how they are able to access them, it could lead to increased pressures across the whole health and care system	Controls in place: Communication & engagement plan including community events H&F services booklet delivered to all residents in the borough.
If the CCG does not engage with 'seldom-heard' communities representative of Hammersmith and Fulham's demographics, it could result in the neglect of the needs of the communities and widening of health inequalities	Controls in place: Collaborative work with community and voluntary sector groups New equalities objectives to address the needs of key groups within Hammersmith and Fulham from April 2016. Equality Impact Assessments to be business as usual throughout the CCG.
If the CCG does not work with key local partners on public health matters, it might result in a non-integrated approach to health promotion, improvement and protection	Controls in place: Working closely with local partners including the Health and Wellbeing board and policy and accountability committees
If PPGs are not developed, maintained or sustained within GP practices, it could lead to a lack of patient representation in primary care and less effective two way communications	Controls in place: PPG officer employed by Healthwatch. Collaborative working relationship CCG and PPG officer PRG links with PPGs

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Supporting documents

Update paper on patient and public engagement and communications

Governance and reporting

(list committees, groups, other bodies in your CCG or other CCGs that have discussed the paper)

Committee name	Date discussed	Outcome