

## **Terms of Reference**

### **Patient Engagement and Experience Group**

#### **1. Purpose**

The Patient Engagement and Experience Group will provide assurance that the patient voice is heard, that patients, carers and the public's views and experiences influence the development, design and commissioning of services and that this is clearly evidenced within commissioning plans/outcomes.

Additionally, the Group will help North Kirklees Clinical Commissioning Group (CCG) to ensure that patients' experiences influence the performance and contract management of the services it commissions.

Specifically the group will:

- Provide assurance that CCG strategies in respect of public/patient engagement and patient experience are being implemented.
- Provide assurance that the CCG is compliant with its statutory duties in respect of patient/public engagement and patient experience.
- Provide feedback on draft engagement plans.
- Advise the CCG on how to improve engagement with the public and patients.
- Act as a means of engaging key stakeholders e.g. Healthwatch.
- Support opportunities for collaborative working between partner organisations.
- Share appropriate information about patient views and experiences.
- Receive regular reports on patient experience.
- Ensure that information from Equality Impact Assessments is reviewed as appropriate

#### **2. Approach**

The group will take a 'critical friend' approach. Critical friends are trusted, encouraging, supportive and informed. They provide honest feedback and are not afraid to constructively challenge and offer a second opinion.

The group will work in accordance with Nolan's seven principles of public life, namely selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

All members must adhere to the group's code of conduct.

#### **3. Membership**

- ✓ CCG Governing Body lay member for patient involvement
- ✓ CCG quality lead
- ✓ CCG engagement lead
- ✓ CCG planning manager lead

- ✓ Healthwatch Kirklees representative
- ✓ Local authority lead
- ✓ Representatives of community and voluntary sector
- ✓ Representatives from PRGs or wider public

(See appendix 1 for further details)

#### **4. Appointments**

New members will be appointed on the resignation of current members or if the group determines there is a gap in knowledge/expertise/representation. The CCG, Healthwatch and Kirklees Council will be responsible for identifying who represents their organisations on this group.

Vacancies for representatives of patient reference groups/wider general public and CVS will be advertised widely through existing networks and the CCGs website. An application and approval mechanism will be agreed by the group membership as necessary/appropriate.

#### **5. Quoracy**

A minimum of 6 members are needed for decision making. This must include the Chair and at least one external member (i.e. non-CCG employee).

#### **6. Frequency of meetings**

Meetings will be held every quarter. Subject to project timescales, members may be contacted on an ad hoc basis for their feedback/views. Those who are unwilling to be contacted to give a view outside of formal meetings should make this clear to the group administrator.

#### **7. Accountability**

The patient engagement and experience group is an advisory body and as such does not have formal decision making powers.

Decisions/recommendations from the group will be referred in the first instance to the appropriate CCG officer. If matters are not able to be resolved satisfactorily in this way, the matter will be referred to the CCG's Senior Management Team for decision.

The minutes of this meeting will be forwarded to the Quality, Performance and Finance Committee on a quarterly basis. The outputs and recommendations of this group will be reported in the CCG's Annual Engagement Report.

#### **8. Conflicts of interest**

All those attending a meeting, as a member or in attendance, must declare any potential conflicts of interest in accordance with the CCG's Conflicts of Interest Policy. It will be for the Chair to decide how potential conflicts of interest are managed, which may include asking the individual to withdraw from the meeting in cases where issues are discussed or decisions taken.

#### **9. Review of Terms of Reference**

These terms of reference will be reviewed on an annual basis. Date of last review: March 2017

## Appendix 1

### Additional information about membership of PEEG

Member	Reason for Membership
CCG Governing Body member and Lay person for public and patient involvement	To chair the meeting and ensure that the Governing Body can be assured in relation to the CCG's statutory duties.
CCG Quality lead	<p>To ensure patient experiences influence performance and quality monitoring of services.</p> <p>To ensure learning from Complaints and PALS is taken into consideration in relation to service change/service improvement.</p> <p>To identify performance/safety issues raised by patients [in relation to services commissioned by the CCG] and ensure they are addressed appropriately in the context of this group.</p>
CCG Equality lead (in attendance )	<p>To ensure equality and diversity issues are addressed and that engagement reflects the demographic profile of North Kirklees</p> <p>Ensure that Equality Impact Assessments are integrated and implemented within the commissioning cycle.</p>
CCG Engagement lead	<p>To ensure the patient and public voice influences strategic planning, procurement and delivery of local health services.</p> <p>To assign responsibility for any actions resulting from the group are assigned to the appropriate CCG officers.</p> <p>To ensure that the CCG's strategic objectives in relation to engagement are being met.</p>
Healthwatch representative	<p>To ensure the patient and public voice influences strategic planning, procurement and delivery of local health services.</p> <p>To share information about patient views and experiences, relating to services commissioned by the CCG, that might have an impact on the work of the group.</p> <p>To look for opportunities for collaborative working.</p>
Local Authority representative	<p>To share information about patient views and experiences, relating to services commissioned by the CCG, that might have an impact on the work of the group.</p> <p>To look for opportunities for collaborative working.</p>
Representatives drawn from community/voluntary sector organisations	<p>To ensure that patient and public representative groups are involved in decision making and can influence patient and public engagement activity.</p> <p>To share information about patient views and experiences, relating to</p>

Member	Reason for Membership
	<p>services commissioned by the CCG, that might have an impact on the work of the group.</p> <p>To look for opportunities for collaborative working.</p>
<p>Representatives drawn from patient reference groups/or wider general public</p>	<p>To ensure that patient and public representative groups are involved in decision making and can influence patient and public engagement activity.</p> <p>To share information about patient views and experiences, relating to services commissioned by the CCG, that might have an impact on the work of the group.</p>
<p>CCG Planning Manager/Commissioning Lead</p>	<p>To present commissioning plans prior to approval, evidencing and assuring that patient and public engagement activity has been effectively undertaken to support those commissioning plans.</p> <p>To ensure patient experience data is used to monitor performance and quality of commissioned services.</p> <p>Ensure that Equality Impact Assessments are integrated and implemented within the commissioning cycle.</p>

Patient representatives must:

- be registered with a GP in the NHS North Kirklees CCG area
- be objective and have a balanced approach
- draw on and use their perspective as a member of the public and service user to contribute to group debates and decisions
- be committed to working collaboratively with the CCG
- be prepared to voice their view and contribute to debates about a wide range of healthcare services
- have relevant experience of the NHS or a particular interest in NHS matters
- seek opportunities to develop their own skills and knowledge so that they can carry out the role effectively.

#### **Terms of appointment and accountability**

Appointment to the group will be for a period of one year. He or she must attend meetings regularly, at least 50% of scheduled meetings.

#### **Expenses**

The patient representative will be able to claim for legitimate expenses incurred in the role as detailed in the CCG's involvement expenses guidance. Expenses should be claimed using an official form and receipts will be required.

**Reviewed: May 2018**