Patient and Public Engagement in Commissioning

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April 14th 2015
Welcome

- Housekeeping
- Introductions
- Ground Rules
- Programme
Programme

10.00   Welcome and purpose of the session
10.05   Ice breaker – participatory mapping
10.15   Commissioning services with patients and the public
10.30   Designing services – case study and group work
11.00   Patient and public engagement in procurement and contracting
11.10   Quiz – Knowing Newham!
11.30   How was it for you? Measuring and monitoring services
11.45   Working with patients and the public – top tips and a checklist to take away
Building a picture of health and social care from the patient and public perspective.
“WALK IN THE SHOES OF THE PEOPLE WE SERVE. THINK LIKE A PATIENT, ACT LIKE A TAX PAYER”
KEY DRIVERS FOR CHANGE IN HEALTH AND SOCIAL CARE

- Demand
- Politics
- Crisis

£
Commissioning services with patients and the public.
Co-producing Service Improvement

- Plan Together
- Design Together
- Agree/Buy Together
- Check Together

Commissioning
The Parable of the Blobs and the Squares

http://vimeo.com/42332617
Designing Services Together
Case study and group work
Patient Engagement – why is it important?

*Angela Coulter in Healthy Democracy: The future of involvement in health and social care 2006*

<table>
<thead>
<tr>
<th>Patients</th>
<th>Citizens</th>
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<tbody>
<tr>
<td>To ensure appropriate treatment and care</td>
<td>To improve service design</td>
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<td>To improve health outcomes</td>
<td>To determine priorities for commissioning</td>
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<td>To reduce risk factors and prevent ill health</td>
<td>To manage demand</td>
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<td>To improve safety</td>
<td>To meet expectations</td>
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<td>To reduce complaints and litigation</td>
<td>To strengthen accountability</td>
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Case Study - East Sussex Maternity and Paediatric Services

- Groups of 4
- Read the sources of information provided
- You are a multi-disciplinary leadership team trying to find the right way forward: using the stakeholder influence axis, map the main stakeholders and agree as a group what would be the key features of a patient and public engagement plan moving forward?
- The questions on the following slide might help inform your discussions
Design Together – involving people in developing the shape of the service

- What are we trying to find out?
- Who does this service re-design effect?
- What are the populations that are most effected?
- Where do we find the right people to talk to?
- What do we know already?
- Who else do we need to talk to that is not represented?
- What specific communities and groups need extra time and attention to have their voices heard?
- Can we work with existing community leaders/champions to ensure people can be engaged?
- What methodologies should we use? Focus groups? Surveying? Participatory Budgeting?
Clinical Commissioning Groups - Involving patients and the public

It is a legal requirement for health service commissioners and providers to involve patients and the public in how services are organised and run.
The CCG must report to NHS England on the following:

- **Meeting the Collective Duty – Engagement and Participation Activity** (what has been the outcome/impact?)
- **Meeting the Individual Participation Duty** (provide information on the arrangements in place for promoting the individual duty to support patients being in control through commissioning activities, and what assurance arrangements you have in place).
Agree/Buy Together –procuring and contracting

- Will focus groups or discussions help with the specification?
- How will a patient, service user and public perspectives influence any weightings and assessment criteria?
- Will having a patient or member of the public involved on the procurement panel be appropriate, or would it be better to ask bidders to present to a group of patients/public?
- What will the KPIs include? Will there be KPIs that specifically include how the service meets the needs of service users and how it learns through patient experience to improve its service?
- How is patient feedback included in the contract?
Quiz
How was it for you?
Check Together - Measuring and Monitoring Feedback

- What sources of information will demonstrate patient feedback?
- What can you find out from Friends and Family or National Surveys and what do you need to undertake in addition, such as, local surveys, story telling, interviewing, focus groups?
- What does the complaints data tell you, what about social media?
- Does the services provider actively pursue patient feedback and what happens to the intelligence gathered?
- How do you use this information to understand whether the service is meeting the intended need?
- What does it tell you about service quality?
- What do you do about what you find out?
Supporting Patients to Participate Effectively in Meetings

The cow mooed, the pig oinked, the chicken clucked, I bleated, end of meeting.”
Quick re-cap and questions
Feedback, thanks and close

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