

Meeting date	4 December 2012		
Report title	Patient and Public Engagement summary		
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Responsible director	Carolyn Regan, Managing Director		
Date responsible director approved report for circulation	Nov 14 th 2012		
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Confidentiality	N/A		
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The Governing Board is asked to:

- **Note** the attached paper, describing the PPE context and the CCG's approach to effective engagement of local patients, and
- **Review and approve** the four PPE priorities that set out the key areas of work that the CCG could undertake to meet its core aims and objectives.

Summary of purpose and scope of report

The attached paper sets out how the West London CCG will deliver its statutory duties and core aims for Patient and Public Engagement (PPE) and updates members on progress made in the last year. In particular, the CCG Board is asked to agree four priorities outlined in the paper.

It briefly sets out the national policy context for PPE and explains the preferred model for ensuring that patients and the public are engaged at every stage of commissioning, from the initial scoping to the monitoring of services.

The paper illustrates examples of work that the CCG has already done in this area, which the CCG can build upon and learn from. It explains existing processes for collecting information on Patient Experience and sets out how the CCG will be promoting its work in the future, whether at an annual meeting or on its website.

Finally, the paper proposes four key priorities that the CCG could undertake to meet its core PPE aims:

- Recruitment and retention of Patient Leads, especially for the OOH Strategy
- Commissioning a PPE and Equality and Diversity Training Package for 2013/14
- Initiating a Patient Participation Group Local Enhanced Service to replace the PPG Direct Enhanced Service.
- And agreeing PPE Commissioning toolkit for all staff and clinical leads

Links to CCG strategy and objectives

This links to the CCG's commissioning strategy and its authorisation objective.

Supporting documents

Patient and Public Engagement Priorities Paper for the WLCCG Board

Financial and resource implications

Much of the work will be carried out or commissioned by the newly appointed PPE Officer, who will be recruited in early December.

Some resources will be required to commission the PPE training, recompense the Patient Leads, and develop a new PPG LES, if required.

Stakeholder involvement

The PPE Sub-committee and Patient Reference Group have both been involved in the preparation and drafting of this paper. Both groups have a wide cross section of membership, including patients and voluntary organisations.

Equality impact analysis

Equality and diversity (E&D) matters will be considered in the delivery of all 4 priority areas. For example, when recruiting new patient leads, every effort will be made to ensure that those selected represent the diverse range of communities that live in the WLCCG area. E&D training will also be provided as part of the package of support.

Risk

There are significant risks for the CCG if it doesn't fulfill its statutory duties in relation to PPE and E&D. This paper addresses some of those risks by ensuring CCG staff, member practices, clinical leads and patient leads are fully involved in the PPE and E&D agenda.

Governance and reporting

The next iteration of this paper will be considered by the Patient Reference Group and PPE Sub-committees on 13 and 19 December respectively.

Next steps

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With Board approval, implementation of the 4 priorities can begin, focusing particularly on the appointment of Patient Leads and the programme of PPE training. A PPE officer will shortly be recruited, who will carry out much of the work.