

Terms of Reference

1 Purpose and scope

- 1.1 The purpose of the Patient & Public Engagement Committee is to ensure that patients, communities and the wider public are involved in and influence the planning and decision-making process of the CCG, and effectively contribute to those processes and any significant changes to local health services that the CCG commissions. It supports the CCG's aim of ensuring that high quality services are commissioned for patients.

The Committee reviews issues affecting the planning and operation of the CCG's commissioning arrangements, and the development and consideration of proposals for changes to these arrangements where implementation would have an impact on the range of health services and care and treatment available to individuals, or the manner in which the services are delivered to them.

It will ensure that robust systems are in place to identify and mitigate any relevant risks as well as processes in place to escalate matters where required.

The Committee will support joint working across North West London CCGs and, in light of this, its remit and agenda will reflect the Committee's responsibilities as new ways of working are developed and agreed.

- 1.2 The Committee may seek assurance about any activity within its terms of reference and request relevant information as necessary.

The Committee is authorised to obtain outside legal or other independent professional advice and to secure the attendance of such persons, including those with relevant experience and expertise, as it considers necessary, subject to adherence to the NHS West London CCG Constitution.

2 Responsibilities

- 2.1 The Committee will act with a view to securing continuous involvement and influence in planning and developing services commissioned by the CCG. In support of this, its responsibilities are:

- To develop a Patient and Public Engagement Strategy and Action Plan for the CCG, which will ensure patients and the public and other key stakeholders are engaged and consulted on the work of the CCG;
- To work with the Patient Reference Group to develop, implement and evaluate the Patient and Public Engagement Strategy and Action Plan;
- To agree a Communications Strategy for the CCG, to ensure that there is effective communication with patients, the wider public, and members of the CCG, local media and other key stakeholders;
- To review an Equality and Diversity Strategy and Action Plan and ensure that it is effectively implemented and monitored, and that the CCG meets its statutory duties;
- To consult the Patient Reference Group, Healthwatch and the wider voluntary/community sector on capturing experience and feedback at practice and community level, in particular from patients and communities that are deemed as hard to reach;
- To ensure that patient and stakeholder feedback on quality and safety issues is reported appropriately, and that feedback is given to patients and stakeholders about the CCG's response;
- To ensure future commissioning decisions and related service reconfiguration plans follow best practice in consulting and engaging with the local community and key stakeholders;
- To use recommendations and advice from the Patient Reference Group about service changes and how they can best be implemented from the perspective of patients and the wider public;
- To work with neighbouring CCGs to synchronise patient and public engagement activities, especially where changes to services cross over Local Authority boundaries or impact across CCGs;
- To lead and support member practices in setting up and maintaining Patient Participation Groups.

3 Chair

- 3.1 A member of the Governing Body.

4 Membership and attendance

- 4.1 Membership of the Committee will reflect the CCG's geographical range, and will include representation from Kensington & Chelsea and Queen's Park & Paddington, and consists of:

- Governing Body lead for Patient & Public Engagement (Chair)

- Governing Body Lay member
- Governing Body patient representative
- Practice Manager/ Practice Nurse representative
- Senior Management lead for patient & public engagement
- At least two senior representatives from third sector/ Local Authority organisations

4.2 While only members of the Committee have the right to attend Committee meetings, other individuals, including external advisers, may be invited to attend for all or part of any meeting as and when appropriate.

5 Quoracy

5.1 Three members, including the Chair (or deputy) and a minimum of one patient/ lay member. Deputies may attend in exceptional circumstances, but attendance will not count towards the quorum.

6 Secretary

6.1 Member of the Corporate Services team

7 Frequency of meetings

7.1 Bi-monthly

8 Accountability, reporting and constitution

8.1 The Committee is accountable to the Governing Body, and will advise and report to the Governing Body through regular reports, and to the CWHHE Collaborative through exception reporting.

8.2 The Committee will receive reports from other groups and committees whose purpose relate to patient and public engagement, including the Patient Reference Group.

9 Conduct and operation of committee

9.1 The secretary will prepare an agenda for meetings and will collate papers and circulate them to members and attendees no less than five days before the meeting. Late papers will not be permitted except in exceptional circumstances and at the discretion of the Chair.

9.2 The Committee will ensure that any disagreements or issues of conflict are discussed and a majority consensus agreed. The Chair will hold the casting vote if opinions are evenly divided.

9.3 The terms of reference will be reviewed annually, and ratified by the Governing Body.