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From: Chris Hogan – Principal Auditor (MIAA)

Date: December 2018

Re: **Patient and Public Engagement Review**

1. Introduction and Background

The major challenges facing health and social care cannot be addressed without diverse thinking to develop innovative and sustainable solutions. Involving people and communities in genuine co-production is part of the answer. The NHS is accountable to the public, communities and patients that it serves and is therefore subject to public scrutiny.

Building on the constitution, the Five Year Forward View sets out a vision for growing public involvement. As well as the benefits to the NHS and the population as a whole, public involvement offers personal benefits for individuals. People who are involved are likely to find that their involvement increases their knowledge of services and how to use them appropriately, supporting them to be in control of their own health and care.

2. Objectives & Scope

To undertake a review of the CCG's compliance against NHS England's statutory guidance; Patient and Public Participation in Commissioning Health and Care (April 2017). The review focussed on NHS England's assessment domains highlighted to the CCG as areas which require improvement following an 'amber' RAGG rating in May 2018. This included domains; C, D and E, covering the guidance key topics;

- 2: Explain public involvement in commissioning plans,
- 4: Promote and publicise public involvement,
- 5: Assess, plan and take action to involve,
- 9: Provide support for effective engagement,
- 6: Feedback and Evaluate, and
- 8: Advance equality and reduce health inequality.

3. Management Summary

The CCG were able to provide and demonstrate evidence of good working practice and compliance with the tested NHS England domains. Particularly around; explaining public involvement in commissioning plans, assessing, planning and taking action to involve patients and the public, as well as sound structures in place within the community to feedback the impact of patient and the public participation. However, during the review, it was identified that part of the evidence provided had to be requested, as was not available on the CCG's website – possibly leading to the overall 'Amber' rating from the NHS England assessment. With that, it should be noted that the CCG were RAGG rated as 'Amber' based on the score of 9, whereby a score of 10 would have graded the CCG as 'green' – moving the overall rating to 'Good' rather than the current 'Requires Improvement'. The CCG's website is comprehensive in that there is a wealth of information available, however our review found the content to be difficult to navigate with the volume of link and tab facilities.

The below table demonstrates how the assurances gained respective of the tested Domain's would be RAGG rated by MIAA, in comparison to the rating given by NHS England.

| | Domain C | Domain D | Domain E |
|-----------------------|----------|----------|----------|
| NHS England | Green | Yellow | Yellow |
| MIAA Assurance | Green | Green | Green |

4. Audit Findings

| Key Topic | Audit Findings and Summary |
|---|---|
| Domain C | |
| 2 – Explain public involvement in commissioning plans | <p>The CCG's website evidenced the Commissioning Plan (2014-2019) which makes clear reference to how the CCG used and engaged with the public to develop the plan. Additionally, the plan explains how the CCG work closely with a number of Partners such as; the Local Authority, Healthwatch Wigan, and Healthier Wigan Integrated Care Organisation.</p> <p>The CCG further provided a copy of the 17-18 Annual Report for PPE, which lays out the methods used to involve the public and the continuous engagement structure as monitored by the Governing Body. This includes a range of focus groups within the community which allow specific areas of health care to be tailored to the public's interest.</p> |
| 4 – Promote and publicise public involvement | <p>As per NHS England's guidance, the CCG's website clearly displays details of how to make complaints and comments – with contact information and the CCG's policy readily available. There are links to local and national organisations in respect of the CCG's</p> |

| Key Topic | Audit Findings and Summary |
|---|---|
| | <p>joint working, as well as a page dedicated for current consultations, which public attendance is encouraged.</p> <p>There are various key areas of public and patient involvement, i.e.; Mental Health, Diabetes and Dermatology, all of which are listed on the CCGs website. However, the review highlighted that some of the reports were dated 2014. It was confirmed that that there have since been pieces of engagement work and programmes with partners, however these not all readily available on the CCG's website. Examples of these were shared as part of the review.</p> |
| <p>5 – Assess, plan and take action to involve</p> | <p>The CCG's website includes a copy of the; Communications and Engagement Strategy (2016-18). Review of the strategy identified that this was due for renewal in January 2018. It was confirmed by the CCG that the review of the document is still on-going. Once the strategy has been reviewed and ratified, the CCG should ensure tis is made available on the website. However, the strategy does clearly detail the CCG's work with the community sector, with supporting action plans and modes of monitoring to ensure involvement of patients and the public.</p> <p>To support the CCG's compliance and governance structure in-line with the key topic, a copy of the Commissioning Intention and the Annual Report (2017-18) were provided. Both were reviewed and collectively demonstrate the CCG's actions to address public involvement and how there will be participation of the public where appropriate. Additionally, the evidence demonstrates sound governance, whereby feedback from patient and public involvement is reported to aid decision making across a number of Governing Body sub-committees and focus groups for scrutiny.</p> |
| <p>9 – Provide support for effective engagement</p> | <p>The CCG's website actively encourages different means of engagement, inclusive of attending public groups and Board meetings. In respect of varying formats available to the public, the CCG evidenced large print consultation documents and it was confirmed that there are braille options available on request. The CCG should consider making the public aware of these alternative formatting options being available on the website.</p> <p>The CCG have an established Patient Participation Group (PPG), with a training programme which is aimed to increase the members' awareness of the CCG and improve their effective engagement within the group. Additionally, the CCG have an established 'Readers Panel', which is set up to review documents for local residents. The panel reviews the documents to ensure that each report is readily accessible, legible and in written in plain English.</p> |
| <p>Domain D</p> | |
| <p>6 – Feedback and evaluate</p> | <p>The CCG's website holds a variety of feedback examples from patients and the public – none of which display any personal identifiable data. Furthermore, it was confirmed that the PPG</p> |

| Key Topic | Audit Findings and Summary |
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| | <p>meetings and Wigan Borough Engagement Group bring together engagement representatives where such feedback is evaluated and subsequently shared with partners like the Healthier Wigan Partnership. Additionally the CCG use the engagement groups to inform the public of how their involvement has supported decisions made and the impact of their involvement. The CCG were also able to provide evidence of the monthly newsletter issued to the public, which is used to voice the public's involvement and further ways to get involved. For example, the October newsletter highlighted involvement of the public in the Wigan Maternity Voices Partnership, with details of feedback available linked to the CCG's website.</p> <p>Through patient and public engagement reports, the CCG were able to demonstrate how there has been review of involvement, but not necessarily how effective it has been. The review confirmed with the CCG that there are no formal methods to assess the effectiveness of specific engagement activities. The CCG should consider seeking patients' and publics' views on their approach to involvement, as a method of gaining assurance on effectiveness and adapt methods where appropriate.</p> |
| Domain E | |
| <p>8 – Advance equality and reduce health inequality</p> | <p>The review evidenced the CCG's; Public Sector Equality and Diversity Annual report, January 2018. The report shows the CCG have performed and understood the varying demographics in their locality and that there are subsequent actions and plans to address the needs of the community. Joint working is also outlined to demonstrate how shared learning and approaches can benefit the public. The report further confirms that the CCG have protected characteristics in-line with the Equality Act 2010, however this does not specifically address how to increase involvement of individual demographics.</p> <p>Additionally, mental health is referenced throughout the report, acknowledging the population generally, however there is little evidence to suggest the CCG have proposed actions to address the involvement of 'people who lack capacity' and their inclusion. It was confirmed with the CCG that there have been engagement work-streams within the community, however these have been led by partners and not the CCG. The CCG should consider making these readily available on the website for the public.</p> |

The review confirmed that the CCG have established a robust and well defined action plan to address the weaknesses as highlighted in NHS England's findings. The action plan clearly demonstrates the CCG's planned approach and deadlines for ensuring each of the key areas for action are addressed appropriately.