

CCG Volunteer Bi-annual Report V1.0

Demonstrating that we have meaningful involvement throughout the commissioning process is a statutory duty for the CCG. Public involvement takes place during the ‘**design**’ stage and our CCG volunteers support the organisation by ensuring engagement is considered throughout the commissioning process. **Appendix A** outlines some of the ways you can influence the decision-making process.

As a CCG volunteer it is important that, every six months, you review your engagement on a project and outline how your involvement has helped to champion the views of the wider public. Please note that your involvement should be related to engagement and equality aspects of the engagement and should focus on ensuring that the views of the wider public are being considered during the project.

This simple report allows you to give us feedback and demonstrate our statutory duty to involve people thought the commission cycle.

If you are unsure about any of the following questions we would encourage you to speak to the commission lead for your project or your mentor.

Reporting period: Jan 2018 – Jan 2019
Name of project: Social Prescribing
Name of CCG volunteer: Pauline Hope and Tricia Mckinney (plus two other patient representatives)
Date started involvement with the project: 2014
Number of meetings attended during reporting period: We attend the quarterly performance meeting (throughout 2018 we attended steering group meetings every two months)
<p>Analyse and plan <i>How does the project you are working on fit with our strategic direction?</i></p> <p>Social prescribing supports the CCG ambition: ‘<i>Leeds will be a healthy and caring city for all ages, where people who are the poorest improve their health the fastest.</i>’</p> <p>The CCG’s plans and priorities align with the citywide Health and Wellbeing Strategy https://www.leeds.gov.uk/docs/Health%20and%20Wellbeing%202016-2021.pdf. The Health and Wellbeing Strategy was developed with local people in 2016 and social prescribing supports a number of the 12 priority areas, such as developing ‘<i>strong, engaged and well connected communities</i>’.</p> <p>In 2018 at a public event to develop our strategy, the CCG outlined its plans for social prescribing in Leeds and this very well received by local people. https://www.leedsccg.nhs.uk/content/uploads/2018/06/8013_Leeds_CCG_Deliberative_Event_2018_Report_V2F.pdf</p>
<p>Design <i>How were you involved in designing the engagement for the project?</i></p>

Before the three CCGs were merged in 2018 there was a social prescribing project in each area. Following the merger of the three CCGs it was decided that there would be one social prescribing service across the city. Four patient representatives sit on the social prescribing performance group, two of whom are CCG volunteers. Over the last 12 months the group has overseen the procurement (planning and paying for a new social prescribing service).

In the spring of 2018 we supported the CCG to engage with local people about the social prescribing service. We were involved in developing an engagement plan which clearly outlined which communities the CCG would engage with, the questions they would ask and the methods which it would use to speak to people. We also supported the engagement events and spent time talking to people about their experience of using social prescribing services. We reviewed the draft report from the engagement to make sure that it captured people's views. You can read the engagement report here: <https://www.leedsccg.nhs.uk/get-involved/your-views/social-prescribing/>

Specify and procure

How were you involved in developing the service specification and procurement process?

We supported the performance group to use feedback from the engagement to develop a service specification (an outline of what we want the service provider to deliver). We reviewed the draft service specification to ensure that it reflected the things people had told us in the engagement.

We received procurement training from the CCG to support us in our procurement activities.

We also supported the CCG to draft bidder questions for the engagement, equality and partnership sections of the tender (an invitation to providers to bid for the service). In January 2019 we scored applicants for the engagement and partnership sections of their bids and the contract will be awarded In February 2019.

Deliver and improve

How has patient feedback been used to shape the service?

We will continue to attend the social prescribing performance meetings to review key performance indicators and ensure that the new service is meeting the needs of local people.

We will ensure that the CCG outlines on its website how it has responded to feedback from the engagement. This will take the form of 'you said, we did'.

How would you rate your involvement in the project?

I don't feel involved in decision making	I feel somewhat involved in decision making	I feel quite involved in decision-making	I feel very involved in decision-making
			✓

To what extent do you think our commissioners have used patient feedback to shape the service?

I don't think patient feedback has been used to shape the service at all	I think some patient feedback has been used to shape the service	I think patient feedback has been used well to shape the service
		✓

Appendix A – the role of the CCG volunteer

Analyse and plan

The CCG volunteer makes sure that our service change plans fit with our strategic direction (which has been agreed with patients)

<https://www.leedsccg.nhs.uk/content/uploads/2018/11/LCCG-Summary-strategic-plan-12Nov18.pdf>

Deliver and improve

The CCG volunteer makes sure that:

- The engagement report reflects the feedback from the public
- The engagement report is on the website
- The CCG has shared the report with those who have taken part in the engagement
- The CCG has clearly outlined what they have done in response to feedback (you said, we did)
- The website clearly shows what how we have responded to people's feedback (you said, we did)
- The CCG and service are routinely collecting and analysing patient experience and are using this feedback to develop the service.



Specify and procure

The CCG volunteer gets involved in the procurement process:

- Ensuring that the service specification reflects the feedback from the engagement
- The service specification clearly outlines the need for the service to carry our routine engagement and patient experience reviews
- The procurement questions help the team understand the bidders understanding and commitment to

Design

The CCG volunteer makes sure that we have a robust engagement plan:

- We are clear about what the public can influence
- The level of change reflects the scale and impact of the change
- We are clear what information we already have about the potential impact of the change (existing evidence)
- We know who the change will impact on
- We have plans to engage with seldom heard communities
- The methods we use are appropriate
- We have enough time to engage meaningfully
- We have promoted the engagement widely
- People have opportunities to get involved (online, paper, alternative formats)
- The engagement is clear and easy to understand
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engagement