

Short Involvement Plan

Introduction

This document provides guidance to CCG staff, GP practices and PPGs about how to involve members of the public and patients when making service changes. These changes might include;

- Making small scale service changes
- Changing opening hours at a GP practice
- Merging with another practice
- Closing a branch surgery

Overarching principles

When involving patients or the public you should consider the following principles:

<p>Involve your Engagement team and/or PPG (Patient Participation Group)</p>	<ul style="list-style-type: none"> • Speak to the involvement team at the earliest opportunity so that you can assess the scale and impact of the change. • For changes at a GP practice, the PPG should be involved at the earliest stage and before the proposal is shared with the CCG. The PPG should be kept informed throughout the process.
<p>Leave enough time</p>	<p>The length of time you need for plan, deliver and report on your involvement will depend on;</p> <ul style="list-style-type: none"> • the scale of the change • the impact on members of the public/patients (especially those from 'seldom heard' groups) • other factors such as political interest.
<p>Consider levels of influence</p>	<p>Be clear about what is changing and what people can actually influence.</p>
<p>Make the involvement accessible</p>	<ul style="list-style-type: none"> • You will need to demonstrate that you have made your involvement accessible to people from different communities. • Provide information in alternative formats when requested such as easyread. • Use different methods to engage such as drop-ins, paper surveys, online surveys.
<p>Feedback 'you said, we did'</p>	<p>Feeding back the findings of the involvement and demonstrating what difference people's feedback has made is an essential part of the involvement process. You should write a brief report and outline '<i>you said, we did</i>'.</p>

You should also consider the **gunning principles** when planning your involvement:

<http://www.nhsinvolvement.co.uk/connect-and-create/consultations/the-gunning-principles>

Short involvement plan

Title of involvement	Name of the involvement	NHS Leeds - CCG
Date shared?	Date first shared with involvement team or PPG	
What are you changing?	<ul style="list-style-type: none"> Outline exactly what is changing Outline what patients can influence 	<ul style="list-style-type: none"> Creating a youth charter – aim to ‘create a mutual agreement between the CCG and city-wide partners’ A mutual assurance between the CCG and young people to ensure they’re priorities align. Building youth voice into the ICP
What is the level of change?	See appendix A	level 2
How will it impact on patients?	<ul style="list-style-type: none"> What difference will people see? (change in location, opening hours, services etc) Do you have any local/national existing evidence? Has it been done somewhere before? How will you consider the impact on seldom heard groups? 	<ul style="list-style-type: none"> Physical charter – with sign up Pathway for young people’s voices Building stronger links and understanding with young people Creating a new pathway for youth voices from diverse communities
How will you involve your staff?	How will staff be engaged in the involvement?	<ul style="list-style-type: none"> Key community leaders for young people – sharing and promoting the survey and youth charter. Internal networks in the CCG Different community and youth groups all listed below
How will you involve patient representatives?	Consider including CCG volunteers or members of your PPG on a steering group, involving PPG members in any events etc.	<ul style="list-style-type: none"> Youth rep on gov body Young people will feed into the youth charter themes and the content through a survey and focus groups. Young people will be invited to the launch of the youth charter, and everyone who fed into this project will receive a copy of the charter. Young people will provide reviews on if the charter is meeting the needs of young people.
Who else do you need to inform?	Local councillors, CCG, other local practices.	<ul style="list-style-type: none"> LTHT youthboard LCH youthboard Healthwatch (youthwatch) Leeds city council Leeds uni / unions Faith groups Youth council / youth clubs Leeds voice and influence team Disability groups LGBT groups Healthy schools programme Young carers Mindmate

		<ul style="list-style-type: none"> - Young people from refuge and asylum seeker communities - Schools - VAL - Communities of interest group - Scouts/ Guides / Cadets - Youthwork hospital team, children's hospital - Children in Care
What are your timescales	Consider time required for: <ul style="list-style-type: none"> • Writing a plan • Planning events/activities • Carrying out the involvement • Writing your report 	<ul style="list-style-type: none"> - August Engagement goes live through Survey / focus groups (02.08.2021-30.08.2021) - Review of Feedback – Sept - Design work – oct? - Launch face to face in city centre or online – Oct half term
What questions will you ask?	What questions will you ask or what information will you share?	<ul style="list-style-type: none"> • See survey • https://www.smartsurvey.co.uk/s/youth-charter/
What methods will you use to involve?	<ul style="list-style-type: none"> • Online surveys, drop-ins, paper surveys. • Consider how you will engage with 'seldom heard' groups 	<ul style="list-style-type: none"> - Survey - Focus groups
How will you promote your involvement?	Twitter, posters, voluntary organisations, Facebook, prescriptions, letters, local media, texts, mjog	<ul style="list-style-type: none"> - Social media - Emails - Word of mouth - Key young people in with in Leeds - Community youth groups - Bulletins
When will you write your report?	<ul style="list-style-type: none"> • Don't forget to add the report to your website • Include 'you said, we did' in your report that outlines what you have done in response to people's feedback 	<ul style="list-style-type: none"> - After the event - You said, we did (young people friendly, videos etc) - Add the CCG website - Review in a year

Q&A

Why do we need to involve the public?

We know that involving patients and the public in service change is essential if we are to develop safe, accessible and high quality services. The NHS also has a statutory duty to involve local people in service changes.

When should we start planning the involvement?

Involvement takes longer than you think. You should start planning your involvement at least 4 weeks before you start the project. This gives you time to do things like; involve your PPG, write a simple involvement plan, organise events, write a survey.

How long do we need to engage for?

It depends on what you are changing and the impact it will have on patients. Think like a patient; how would you feel if this change happened to your service? We would advise

involving for a minimum of two weeks. For more controversial changes you might want to involve for 4-6 weeks.

When and how should I involve my PPG?

GP practices should inform their PPG as soon as possible. **Your PPG should be informed before you approach the CCG about the change.** You can involve your PPG in different ways such as:

- Involving the PPG in developing your involvement plan
- Including a PPG representative on the steering group
- Asking PPG members to promote the involvement with their local networks
- Coproducing patient literature about the change with your PPG
- Asking PPG members to support involvement events and activities

Who should we involve?

You should involve anyone affected by the change, this will include all registered patients and also staff. The involvement should be accessible to all the different communities who use your practice, especially people with protected characteristics such as learning disabilities, sensory impairments and black and minority ethnic groups.

Who can support me with the involvement?

The involvement team at the CCG can help you with your project, call 0113 8432972 to speak with someone from the team. Local voluntary sector organisations can also help to promote your involvement, this is particularly helpful when involving people with protected characteristics.

What questions should we ask patients?

It depends on what you are changing and how patients will be affected. In some cases it might be an information giving exercise – informing patients what is changing. Sometimes you might want to ask people their views about the change. Don't ask questions about things that you cannot or will not change.

Further reading

<https://www.england.nhs.uk/participation/resources/involvetoolkits/>

<https://www.england.nhs.uk/wp-content/uploads/2017/05/patient-and-public-participation-guidance.pdf>

Appendix A – Levels of change

This is a **guide** and decisions about the level of change should be done with the support of the CCG involvement and equality teams.

Level 1 – Ongoing development

- A small scale change
- Affecting small numbers and/or having low impact
- There is good evidence that the change will improve or enhance service provision
- A new service
- Often requires an information-giving exercise (2-4 weeks)

Level 2 – Minor Change

- A medium scale change

- Affecting low numbers of people and/or having low impact
- A new service
- Often requires a small involvement (4-6 weeks)

Level 3 – Significant change

- A significant service change
- Affecting large numbers of people and/or having a significant impact on patient experience
- A significant change from the way services are currently provided
- Potentially controversial with local people or key stakeholders
- A service closure
- Limited information about the impact of the change
- Requires a significant involvement (3 months)

Level 4 – Major change

- A significant service change
- Affects majority of the local population and or having a significant impact on patient experience
- A significant change from the way services are currently provided
- High risk of controversy with local people or key stakeholders
- A service closure
- Limited information about the impact of the change
- Requires a significant involvement/consultation (3 months+)