

Proposal to review South Reading Patient Voice

Background

The main engagement channel for South Reading CCG, South Reading Patient Voice (SPPV), was set up over two years ago, ahead of CCG authorisation, and is well known to community and health groups.

Its aim is to provide patients with an opportunity to evaluate CCG services independent from the Patient Participation Groups, as it was recognised that they were not sufficiently established at that time to form as a 'Chair of Chairs' as with other CCGs in the locality.

The group is well promoted within practices and minutes are available to the public. It is open to patients registered with South Reading GP practices and the patients are encouraged to engage with the CCG. The group meets monthly (10 meetings a year) and has a core group of c. 12 members who are active and knowledgeable about healthcare. Within this there is an elected core group of four officers.

The current meeting format allows for questions to the GP engagement lead, update from the Patient Voice chair and CCG and a speaker on a health related topic.

Issues for consideration

Although the Patient Voice Group is well established, there are the following issues which the CCG has been considering:

- There is no formal link between PPGs, Governing Body and South Reading Patient Voice.
- South Reading Patient Voice sees its objectives as: *'encouraged and funded by the CCG, independent in actions and discussions'*.
- The CCG is coming up to a year old and is clearer about it needs for patient engagement into our plans particularly in light of our new 2 year operational plan starting on 1 April 2014.
- At the November 2013 meeting, some attendees voiced their concerns about the purpose of the group.

Proposal

The CCG has taken these issues and concerns into consideration and has been developing proposals to refresh patient engagement. Following recent discussions with the core elected Patient Voice officers, Healthwatch, South Reading Management Executive and Comms, the CCG is proposing a new engagement model.

We are proposing to increase the opportunities for patient engagement in South Reading and create a Patient Reference Group/Steering Group to provide strategic direction for the CCG plus wider open meetings to South Reading residents. It is proposed the new model will:

- **Establish a reference group**, from 1 April 2014 with accountability to the Governing Body, to achieve the engagement 'plan on a page'. This group could comprise representatives from our key partners, practice manager, Comms, CCG staff, patients and GP, although membership will be determined by the group and will meet four times a year.
- **Hold four Patient Voice meetings a year**, with the Reference Group deciding the agenda. It is proposed these meetings will be open to all South Reading public and patients, widely promoted via Comms campaign, PPG groups and our patient representatives. Topics should align with the Operational Plan and link more broadly with our Twitter feed, website and GP surgery screens as well as include items raised by patients (joint agenda setting).

1.3 Benefits

The outcome of this is to refresh our engagement strategy and strengthen the patient voice which is a key component of our decision making by making it accountable directly to our Governing Body. It will:

- provide strategic direction for patient engagement within the CCG.
- encourage greater participation from the public and increase PPG membership (with Comms support).
- allow an ongoing cycle of patient engagement for the CCG and providers and patients to utilise.

NHS South Reading CCG

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