Meaningful Engagement – CCGs – Authorisation and Beyond

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Three components to PPI

- Individual Patient – No decision about me without me
- Collective public – Influencing what services are provided
- Patient Experience – Influencing how they are provided
Authorisation – Draft Applicant’s Guide and PPI

- Authorisation “first step on a journey towards continuous improvement”.
- “Not an end in itself”
- A risk based assessment of applications
- Consequence for PPI is focus on strategy and plans
- Contrast with criteria 4 and evidence required that quality issues are discussed regularly by CCG governing body.
Authorisation – Assessor’s Guide & PPI

- Evidence portfolio
  - Application including case studies
  - 360 stakeholder survey
  - SHA report
- Document Assessment
- Domain Assessment
- Key Assessment
- Site visit
- Evidence review panel
- Moderation and decision
Relevance of other domains to meaningful engagement including

- 1.4 Clinical Focus – CCG has taken steps to communicate its vision and priorities to stakeholders, patients and the public
- 3.1 Plans – can demonstrate stakeholders are aware of and understand CCG priorities
- 4.2 Governance – evidence of monitoring and acting on patient feedback
Challenges within Domain 2

- CCG integrated plan enables integrated commissioning
- Accountability between CCG and member practices is reflected in governance documents
- Examples of CCG engaging different groups and communities through a range of communication channels.
- Systems in place to convert insights about patient choice in practice consultations into plans and decision making.
Beyond Authorisation

• Transparency and Accountability

Partnership with local government on the ground
Membership schemes
Reducing inequality
Involvement of all member practices

• Acting on the information

Importance of timely, quality response to feedback
Not only “You said : We did”
Involving patients in service design and assessment

• Demonstrating influence of PPI on decisions

Communicating how the insight has been used
Enabling patients to make choices and share in decisions about their care
Acid test of whether the involvement is sustained or regresses.