

Staff Engagement Training

January 2020

Who are we?

- Hayley Gass – Engagement Manager
- Ruth Cooper-Jones – Engagement Manager

- Helen Perry-Smith – Senior Engagement Manager
- Lucy Burgess- Communications and Engagement Officer
- Kerry Thomson – Deputy Head of Communications and Engagement
- Tom Grove – Head of Communications and Engagement
- Claire Mcwilliams- Patient Experience Officer

We work across both Herefordshire and Worcestershire CCGs

Differences

- Communications
- Engagement
- Patient Experience

What is Engagement and why do we do it?

- Getting patients, carers and public members views and thoughts.
- The key to good engagement is getting the approach right (this might not be a quick process).
- Different ways to engage
- Lots of benefits; improves outcomes, Helps to bring about improvements, Builds partnerships, Improves trust, Social / population benefits, Prioritise need, Economic returns.
- **Legal duty**

Legal Duty To Involve

Section 14U of the National Health Service Act 2006

- (1) Each CCG must, in the exercise of its functions, promote the involvement of patients, and their carers and representatives (if any), in decisions which relate to;
 - (a) the prevention or diagnosis of illness in the patients, or
 - (b) their care or treatment.
- (2) NHS England must publish guidance for CCGs on the discharge of their duties under this section.
- (3) A CCG must have regard to any guidance published by the Board [NHS England] under subsection (2).

13H Duty to promote involvement of each patient

The Board [NHS England] must, in the exercise of its functions, promote the involvement of patients, and their carers and representatives (if any), in decisions which relate to;

- (a) the prevention or diagnosis of illness in the patients, or
- (b) their care or treatment.

What does this mean for you/your team?

- Positives/Negatives
- What do you need to do/be aware of
- Doing it yourself
- Let us help you

Different ways to engage

- Survey
- Focus group
- Individual Patient Representative (meeting, tender, evaluation panel etc)
- Patient Advisory Group (PAG)
- PPI Lay Member
- Co-production

**This list is not exhaustive.

Know which organisation is leading the engagement i.e. Acute trust or HACT

What do you need to do?

- Are you or your team changing/ reviewing/ monitoring any services?
- Send hw.engage@nhs.net an email
- Explain what you are planning
- Engagement team will advise as to any engagement needed

- Examples (good and bad)

Questions?