

**POLICY REVIEW – PUBLIC ENGAGEMENT IN HEALTH SERVICES
SCOPE OF REVIEW**

Report of the Public Health, Wellness and Culture Scrutiny Panel

1. Introduction

- 1.1 The Scrutiny Committee has commissioned the Public Health, Wellness and Culture Panel to carry out a review of public engagement in health services. At a meeting on 11th June, the Panel discussed options for carrying out the review which are described in this report.

2. Policy Review - Background

- 2.1 Policy review is the process of maintaining an overview of council policies and will usually examine whether the Council and its partners' intended policy outcomes have been achieved. The process will also explore issues such as the service user's perspective.
- 2.2 Policy reviews are project planned with appropriate methodology applied to investigate the chosen topic. This may include meetings, site visits, surveys, public meetings or analysis of comparative practice in other local authorities.

3. Policy Review Topic

- 3.1 The title of the review will be:

Public Engagement in the Health Service – Are we listening?

- 3.2 Aim of the review

To review the readiness of services to build the culture, infrastructure and the processes needed to ensure that patients and the public (including seldom heard groups) are involved as partners in decision-taking.

- 3.3 The objectives of the review are:

(a) To look at the core elements of engagement¹ with the intention of developing a collaborative framework²;

¹ Engaging with patients and the public can happen at: Individual Level – 'my say' in decisions about my own care and treatment and Collective Level - 'our say' in decisions about the commissioning of services.

- (b) To explore the roles, responsibilities and expectations of those with a duty to engage patients and the public with the intention of defining shared expectations;
- (c) To explore how patient and public involvement enables an appropriate level of influence and where necessary leads to improved services;
- (d) To hear about the development of strategies for equality and how all people including children and young people and those from seldom heard groups can be heard.

4. Delivering the Policy Review

4.1 The approach to the review will include:

(a) Witnesses

Witnesses will come from:

- Service providers and commissioners including GP's, CCG, Hospital, Dentists, Ambulance, Mental Health, Social Care, Public Health teams, Community Health Services.
- Representative Associations including Healthwatch, VCS, Advocacy Services, Patient Associations, NHS Equality Leads.
- Regulatory Services including Care Quality Commission, NHS England, Healthwatch England, Monitor, Individual Regulatory bodies e.g. GMC

(b) Methodology

Views and comments will be sought through evidence at the Panel, requests for written submissions, focus group discussions and individual interviews. The approach will be to seek views and comments from a cross section while responding to any individual or group that expresses any interest in participating. Documentary evidence including Quality Accounts and Inspection Reports will be reviewed.

(c) Schedule of meetings

Meetings will be scheduled monthly between July 2013 and February 2014.

(d) Visits / consultations

None identified at this stage

(e) Use of expert advice and / or co-option

² A framework to support a collective approach to patient and public engagement from the whole health economy as a means to best utilise existing resources. This does not override individual duties, responsibilities and operating environments which vary for different parts of the NHS.

It is not recommended as necessary for the review to co-opt onto the Panel.

(f) Existing research and supporting documentation

Links to background papers will be circulated. This will be updated as necessary.

(g) Resources

No resource implications are identified at this stage

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