

Patient and Public Involvement (PPI) Plan 2015-16

Make PPI everybody's business
at Wandsworth CCG

Influence Service Changes, Strategy and Planning &
Contribute to reductions of health inequalities.

Objective 1: Embed PPI and the patient voice in culture and day to day practice of CCG							
Strive for optimal PPI connectivity across the organisation.							
Area of Work	Key actions	Operational process (how this is undertaken)	Leads	Milestones	Timeline	Progress Update	Outcome Measures
PPI Reference Group (PPIRG ¹)	Maintain support for the PPI Reference Group to hold effective meetings on a 6 weekly basis.	Support the six weekly meetings of the PPI Reference Group.	PPI Team		July 2015	Ongoing	Meetings smoothly run, agendas minuted and appropriate actions taken forward.
		Build on successful PPI and best practice examples to develop PPI Action Plan for 2015-16.	PPI Team	PPI plan for 2015-16 agreed with equality Objectives embedded into the plan.	July 2015 and ongoing	Update reports	PPI Plan signed off and delivery process agreed.
	Regular written reports presented at PPIRG	Chair to provide written report to the PPI RG on activities at Board level and other committees. To highlight key points to the Board members from PPI minutes and related papers.	PPI Lay member		Ongoing	Review Oct/Nov meetings	Evidencing Organisational Leadership in raising the profile of PPI at Strategic level and with Stakeholders.
	Written and verbal reports to be presented to PPIRG	Management Team/Director Link to provide statement /raise issues on PPI at MT and the Board	HV	All major reports and proposals have evidence of PPI/ PPI plans embedded as part of the development of the proposal or Service Change.	Ongoing	Review Oct/Nov meetings	Evidence of Leadership on PPI and how outcomes are reflected in commissioning decisions - that this is reported by relevant Clinical Lead or Commissioner/Manager to the PPI RG. For example: - The development of Co-Commissioning in Primary Care. - Development of Community Adult Health Services - Other CRG related service improvement programmes

¹ See PPI RG priorities on Attachment 1

Appendix C

Area of Work	Key actions	Operational process (how this is undertaken)	Leads	Milestones	Timeline	Progress Update	Outcome Measures
	Written reports to PPIRG	PPI Team report at PPIRG meetings.	CS	Evidence of optimum and best practice examples of PPI across the commissioning cycle at Wandsworth CCG.	June 2015, September 2015 and June 2016.	Review Oct/Nov meetings	Used as evidence for the Annual Assessment Reports and the PPI Board Reports (e.g. Deep Dive, Duty Report 2014)
	Written reports to PPIRG	PPI Clinical Lead report at the PPIRG	SJ	CRG related PPI activities and work with Clinical Leaders	2015-16	Review Oct/Nov meetings	Evidence of Clinical Leaders embracing PPI and their work reported at the PPIRG.
	Verbal reports to PPIRG and captured in template	PPI RG Members report/ feedback at the PPIRG meeting on relevant PPI activities/issues they are involved or came across with communities or meetings/events attended.	All	Systematising of update and keeping the profile of PPI alive.	2015-16	Review Oct/Nov meetings	Evidencing PPI Outcomes, impact and best practice widely communicated and documented at the PPIRG meetings.
Connectivity between Localities and the PPI RG	Encourage Locality GP Leads to engage with PPI	Conversations with Locality GP Leads	SJ	Make transparent the links between the GP Locality Leads and the Locality PPI Action Plan		Ongoing	PPI Clinical Lead provide feedback at the PPI RG
	Encourage locality managers to participate with PPIRG	Continued conversations with Locality Managers	DC				
	Reports provided at PPIRG Patient chairs to provide written commentary to Annual report(s)	Locality GP Leads/Patient representatives to provide update on their PPI activities at the PPI RG meetings	SJ/Locality Managers			Review Oct/Nov meetings	Locality GP Leads attend PPIRG meetings and provide feedback of PPI being embedded in Locality services.

Appendix C

Area of Work	Key actions	Operational process (how this is undertaken)	Leads	Milestones	Timeline	Progress Update	Outcome Measures
<p>Make PPI everybody's business at Wandsworth CCG</p>	<p>Create opportunities to support 'back room staff'/CCG staff with technical responsibilities to understand the importance of PPI and the impact of their work on the delivery of effective PPI (e.g. IT, Finance, Admin support, Clinical Governance/Safeguarding Teams, etc.).</p>	<p>PPI Team be invited to attend team meetings to discuss PPI and how this might be reflected within the work of the team.</p>	<p>PPI Team/Director/Management Team</p>	<p>Agreed dates when PPI included in the agenda at team meetings</p> <p>By November, two teams to be identified and met with</p> <p>Miles to be determined in agreement with teams but could include for example, timely payment of invoices and travel expenses, working equipment's and tools, forms and policies and procedures in place, ability to appropriately respond to PPI queries or signpost them as necessary.</p>	<p>September 2015- and ongoing</p>	<p>Ongoing</p>	<p>All CCG staff receive relevant induction on the importance of PPI as essential element of quality and how individual staff can positively impact on PPI within their jobs.</p> <p>Increased staff competence in responding to PPI queries, signposting them to the relevant services and raising PPI issues in activity reports as relevant.</p>

Appendix C

Area of Work	Key actions	Operational process (how this is undertaken	Leads	Milestones	Timeline	Progress Update	Outcome Measures
Work with Youth Health Jury and other PPI resourced Groups	Maintain support for the Youth health Jury	New YHJ facilitator appointed and SLA agreed To develop and agree Action Plan. Recruitment plan in place Youth Health Jury Event	PPI Team, PPI Co-ordinator, YHJ Coordinator		SM appointed and SLA agreed Jury event planned – January 2016	Meeting Plans in place in the Summer 2015	Workplan agreed New members join YHJ Attendance at YHJ by service commissioners Successful Jury event
	Maintain Support for Men’s Health Group	SLA in Place Action plan agreed	PPI Manager		July 2015 and ongoing		Workplan agreed Meetings scheduled
	Maintain Support for other groups as required	Attendance at events Responding to requests	PPI Team		Ongoing		Feedback provided to the PPI RG
Continue to develop CRM and Social Media aspects of PPI	Support and develop CRM	New co-ordinator trained in CRM	JS	Increased use and further development of CRM	Schedule training	ongoing	Increase in size of database Increase in engagement list More bespoke usage
	Work closely with the Communications Team to highlight service improvement programmes and relevant Newsworthy articles for wider dissemination.	Meeting with the Communications and relevant CRG lead/Service Re-design Manager as part of the induction programme.	JS /Communication s Team	Planned/ calendar of significant events, service improvement programmes and what to put on the newsletter organised.			Monthly newsletter developed and distributed.
	Initiate the development of blogs to share best practice and PPI outcomes.	Discussion and agreement with Communications Team on management and of the blogs	JS/ Coms Team		2015-16		Monthly newsletter widely distributed. Obtain feedback on effectiveness of newsletter.

Appendix C

Area of Work	Key Actions	Operational process (how this is undertaken	Leads	Milestones	Timeline	Progress Update	Outcome Measures
Promote the PPI Toolkit as resource for managers and patient representatives	Review and update information in the Toolkit.	Work with Communications Team to update and publicise new tools added on Toolkit.	PPI Coordinator/Comms Team	Evaluate the usefulness of the toolkit.	2015-16		Feedback from CCG staff about the toolkit.
PPI IN CRGs	Ensure that PPI is at the heart of the CRG development process. Ensure that no business cases or proposals are approved without PPI being embedded into business cases.	PPI to be an essential component of any review or CRG business case development process. CCG defined PPI quality standard to be developed.	MT Team /Board	All reports/business cases reviewed prior to submission to the Board	Ongoing	(Form to indicate/highlight PPI input/met at the front sheet of board reports)	Evidence of optimum PPI embedded across the commissioning decisions.
	Continue to embed PPI in the CRGs, supporting the development of PPI and its effectiveness within the CRG.	CRG PPI Action plans for 2015-16 agreed with individual CRGs to ensure that PPI activities are embedded within the development of business cases, CRG operational activities.	CRG Clinical Leads and CRG Leads, PPI Clinical Lead, PPI Team	PPI Action Plan feedback to the PPI RG and the TPG for wider input and communication.		PPI embedded in workbooks Monitoring reports	CRG Leads attend PPRG to provide feedback on outcomes to the PPI RG
	Provide support, guidance and expert advice on the commissioning process to ensure the patient voice and PPI are made visible in the work of the CRGs.	CRG Leads /Commissioners ensure PPI is embedded in the development of Service Specifications and across the commissioning cycle.	CRG Leads invited to attend and present to PPIRG and TPG.		Update reports of PPI outcomes feedback to the PPI RG.	PPI outcomes embedded in business cases with PPI outcomes part of performance management of the CRG programme and business cases.	Best practice examples feedback at the PPI RG meetings.
	Continue to act as critical friends in providing feedback about the patient voice and experience to challenge commissioning processes within the CCG.	Commissioners and CCG staff invited to "Learning lunches" (see Equality and Diversity) and at PPI RG meetings	PPI Team, PPI Reference Group, Thinking Partners Group				Learning and Outcomes of PPI widely communicated.

Appendix C

Area of Work	Key Actions	Operational process (how this is undertaken	Leads	Milestones	Timeline	Progress Update	Outcome Measures
	PPI Training to CCG staff and patient representatives.	Support the competency skills development of staff and patient representatives on PPI to have a wider network of people effectively embedding PPI /patient voice within the operational and strategic work of the CRG/WCCG.	PPI team/(external trainer) Liaise with Training and Development Team to promote PPI training.	SLA with trainer agreed Training programme agreed by summer 2015 programme agreed and resources.	Ongoing	Post training feedback after six months on how PPI is embedded within individual jobs.	All board reports have PPI identified as part of the process for any proposal or PPI outcomes as part performance management. Increase the systematic evidencing of PPI as 'Everybody's Business' at Wandsworth CCG.
PPI in Localities	Continue to embed PPI in Localities	Meet with Locality Managers to update on PPI development and how new guidelines might be taken forward.	PPI Team, Clinical Lead				Locality Managers attend PPI RG meetings to provide feedback and update on their PPI action plans.
	Support Locality Managers develop their PPI Action Plans.	Meet with Locality Managers to request for Locality PPI Action Plans	PPI Team, PPI Clinical Lead, Locality Managers	Action Plans for 2015-16 agreed with Locality Patient Groups and Members Forum		Locality PPI Action Plans for 2015-16 documented and feedback to PPI RG.	Evidence of PPI embedded in Localities services.
	Support to develop the competency of Locality Patient Representatives and their effectiveness in their roles.	Develop and agree content of short courses for PPI.	PPI Team, Locality Managers	Patient Representatives Attend training	Training delivered after September 2015		Increased understanding of their roles by patient representatives and the connectivity of PPI connectivity with Localities and the PPI RG.
	Support PPI development in GP Practices in line with their core contracts	Develop programme of activities, building on the questionnaire responses, to support GP practices develop PPI in line with the requirements of their GP core contracts	Locality Managers, PPI Team, Healthwatch	Coordinate programme of activities with Healthwatch to take forward development GP practices			Update PPI RG.
		Collate information about PPI development in GP Practices including the result of questionnaire survey and information obtained from GP websites.	PPI Team, PPI Clinical Lead, Healthwatch	Have an informed view of PPI in GP practices to inform how to take forward activities with GP practices.	August 2015 Dates of meetings/specific activities for GP practices agree	Collated information and ideas on how GP practices might be supported.	Programme of activities agreed and feedback ton the PPI RG.

Appendix C

Area of Work	Key Actions	Operational process (how this is undertaken	Leads	Milestones	Timeline	Progress Update	Outcome Measures
		Build on the responses from the questionnaire and initiate discussions with GPs.	PPI Clinical Lead, PPI Team	Locality GP Clinical Leads support the development of PPI within their ore contracts		All GP practices have PPI activities agreed and feedback at the Locality Members Forum provided.	PPI Clinical Lead to feedback to PPI RG.

Objective 2: Enhance Patient and Public Involvement (PPI) and engagement in health.

Focus on 'public' involvement as building block for engagement in health and the CCG.

Areas of Work	Key Actions	Operational Process	Lead	Milestones	Timeline	Progress Update	Outcome Measures
Maintain and develop successful projects	CCG information campaigns, more WHIZ events held at Community Centres and Venues	Ensure Market Stalls Events are advertised to patients and the public.	CRG leads, PPI Coordinator, Self-Management Team, Comms Team	Calendar of Activities for WHIZ events developed	2015-16	Ongoing	Increasing contacts on the database.
		Increase use of CRM to promote community services through Newsworthy	PPI Coordinator liaise with Market Stalls Coordinator/ PPI Coordinator/ Comms Team	Events and service updates well publicised on CRM.			Increased update by patients and the public of Market Stalls Events.
Raise public awareness about what we do and communicate more widely	Use of CRM	Use of CRM to provide information on other community services available locally and opportunities for learning and training on health and wellbeing and self-management of long term conditions.	PPI Coordinator liaising with Self-Management Programme Team, Localities Managers, and CRG Leads (OOH/Urgent Care Services, EOL Care)				Self-Management Programmes, 111-OOH, EOL Care, Localities Programmes, Wellbeing Hubs well publicised.

Appendix C

Area of Work	Key Actions	Operational process (how this is undertaken	Leads	Milestones	Timeline	Progress Update	Outcome Measures
Discussion on co-production with patients and partners at WCCG		PPI Team, PPI RG, TPG, Patient Representatives	Agreed date for a 'Learning Lunch' on Co-production'			Speaker identified and booked by the Summer 2015.	CCG staff, Senior managers invited to attend. Examples of Models of Co-production at WCCG highlighted.
Seldom Heard Groups Projects exhibited at Market Stalls and WHIZ events		PPI Coordinator, Thinking Partners Group					
Youth Health Jury promoted at Market Stalls		YHJ Coordinator/PPI Coordinator					
Self-Management Programmes promoted at WHIZ events and Market Stalls.		Self-Management Team/PPI Coordinator					
Learning Lunch on the 'Health and Social Care Acts 2012		PPI Team	Speaker identified and date of seminar.		Date booked		Patient Representatives and CCG Staff attend.

Appendix C

Objective 3: Enhance Engagement within the Equality and Diversity System and address Health Inequalities							
Embed equality and diversity into PPI and engagement to address health inequalities							
Areas of Work	Key Actions	Operational Process	Lead	Milestones	Timelines	Progress Update	Outcome Measures
Thinking Partners Group							
Work with Thinking Partners Group	Continue to support TPG to develop the equalities and diversity agenda.	Support the six weekly meetings of the TPG.	PPI Team, Clinical Lead, TPG	Equalities and Diversity Objectives Agreed.	June 2015 and ongoing	TPG active partners in the delivery of the Equality and Diversity Objectives.	Meetings smoothly run, agendas minuted and appropriate actions taken forward. Thinking Partners Group supports the delivery of the Equality Objectives. Feedback on the TPG provided at the PPIRG meeting. Report on how TPG contributed in the delivery and promotion of the Equality and Diversity agenda.
	Develop Learning Lunches programme to enable seldom heard groups discuss and share successful projects and examples of best practice.	Well publicised date of Learning Lunches encouraging CCG staff and patients to attend.	PPI Team	CCG staff, CRG Clinical Leads and patients and the public attend learning lunches.	June 2015 and ongoing	Obtain feedback	Learning Lunches' circulated at PPI RG and at promoted on CRM Strengthening partnership with seldom heard groups and our partners in the Third Sector. Examples of best practice and successful projects celebrated and shared across the organisation for learning and for gaining insights to inform service improvements and commissioning.
	Further embed Equalities and Diversity in the culture and services commissioned by WCCG.	TPG, Patient Representatives, new staff	E and D training/discussion or at learning lunches			Increased awareness of E & D for patient representatives and new staff.	All Board reports complete the E and D template to ensure E and D issues addressed in the report.

Appendix C

Areas of Work	Key Actions	Operational Process	Lead	Milestones	Timelines	Progress Update	Outcome Measures
Work with seldom heard groups on reduction of health inequalities	Establish a working group with TPG, seldom heard groups and Public Health to identify health inequalities issues and gaps in services as experienced by these groups that might be addressed.	SLA for the Consultant on health inequalities agreed.	PPI Team, External Consultant	Working Group established and regularly meet as required and in turn feedback at the TPG meetings.			Report on health inequalities issues identified and ideas/recommendations on how to address them.
Community and Seldom Heard Scheme							
Small Grant Scheme	Use the Small Grant Scheme to support the engagement of seldom heard groups through the seldom develop activities aimed at reducing health inequalities within seldom heard groups and communities	Specify criteria for the small grants scheme to focus on activities aimed at reducing health inequalities.	TPG, PPI Team SLA for community group to administer the seldom heard grant scheme agreed. Criteria for the grant scheme agreed.	Invitation for the grant application announced on CRM, TPG, PPI RG and Localities	Administration for the grant through Wandsworth Carer's Alliance agreed.	New Applicants for grants scheme attend the Thinking Partners Group meetings to provide feedback on their work.	New TPG attend EDAY. New projects reported at TPG meetings.
Continue to support GP Visits to engage seldom heard groups		GP Clinical Lead	Review Seldom Heard Grant GP visits of last year.	List of GP taking up the GP visits.		New GPs undertake the GP visits.	Reports of outcomes on how visits contributed to health inequalities reported at TPG and PPIRG meetings.

Appendix C

Areas of Work	Key Actions	Operational Process	Lead	Milestones	Timelines	Progress Update	Outcome Measures
Men's Health Projects			Calendar of Activities		Attend and provide update reports at TPG meetings.		Report of activities organised by the Men's Health Project shared at the TPG meetings, PPIRG meetings and at the Market Stalls as appropriate.
EDAY	Plan and organise EDAY to further raise awareness of E and D and how Wandsworth CCG develop	SLA with consultant agreed.	PPI Team and External Consultant		6 November 2015		Report of the outcomes of EDay
Youth Health Jury	Recruit new Youth Health Jurors and plan a programme of activities.	Programme of Activities Agreed and shared with the PPI RG/TPG	Youth Health Jury Coordinator, PPI Coordinator	Programme of activities in place	Jury Event – January 2016		Report on outcomes of Youth Health Jury Event

Objective 4: Develop Quality Assurance Tools for PPI at Wandsworth CCG.

Develop indicators for optimum PPI to evaluate outcomes and impact and linking these with quality assurance.

Work Areas	Key Actions	Operational Process	Leads	Milestones	Timelines	Progress Update	Outcomes Measures
Develop Quality Assurance for PPI at Wandsworth CCG.	Develop evaluation template to identify outcomes and impact of PPI.	Research key indicators and best practice examples for measuring PPI in Wandsworth.	PPI Team	Pilot these to make sure it works.	Summer 2015		Template for measuring optimum PPI agreed by PPI RG. Evaluation template completed by CCG managers with service redesign and commissioning responsibilities.

NHS Forward View in Primary Care in Wandsworth

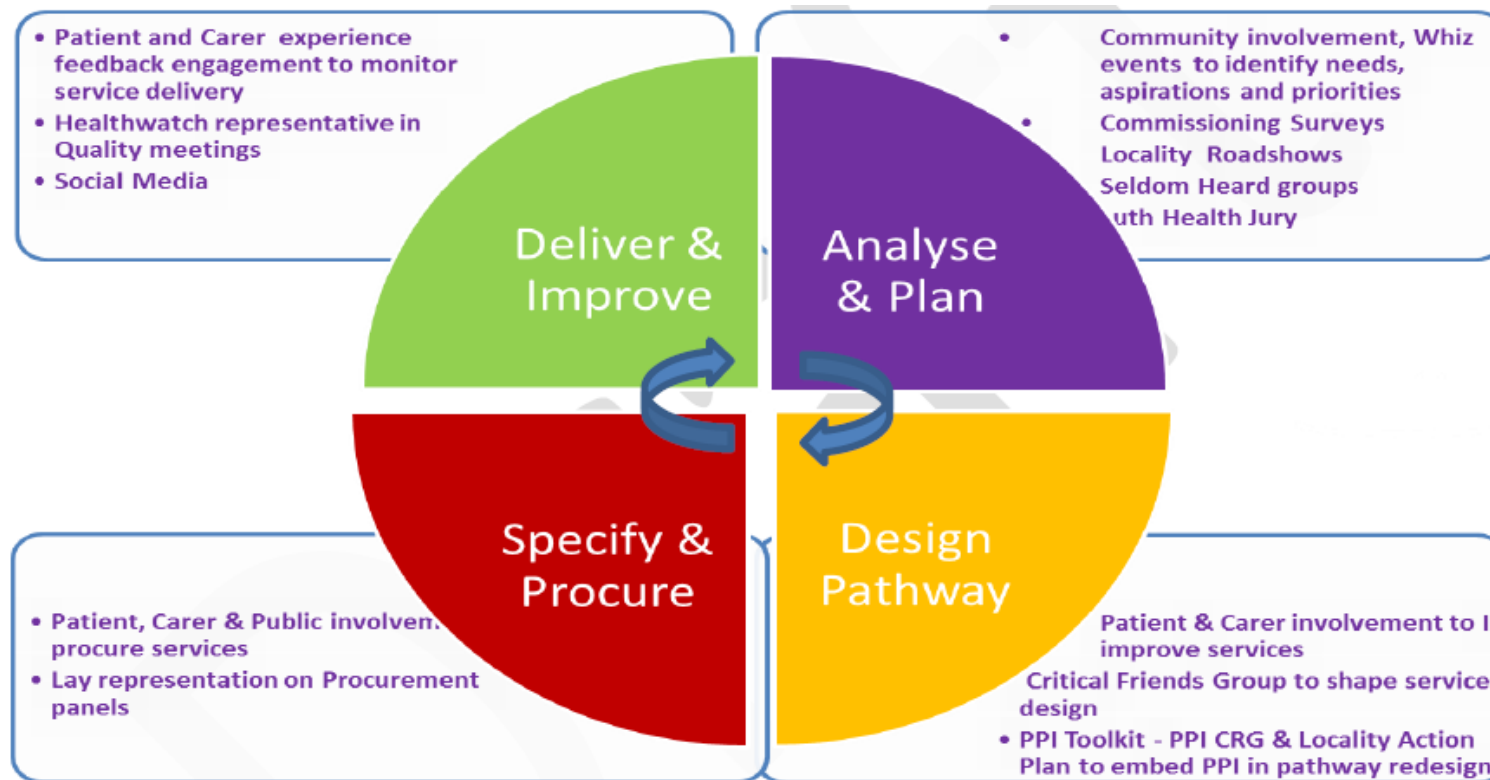
PPI and Primary Care Development in Wandsworth	Ensure that PPI is embedded in the work.	Initiate discussion of PPI in this development stream	PPI Team			Feedback and update on developments at the PPI RG.	
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Wandsworth CCG Commissioning Intentions 2016-2017

7. Engagement - Empowering the Patient and Public Voice (Engagement section of the commissioning Intentions)

The CCG has a strong record of engaging patients and the public in the development of services and active engagement with patients is a common thread through all of our commissioning programmes.

Our aim is to ensure that PPI and the patient voice are at the centre of everything we do as a CCG. This means that we systematically embed PPI and the patient voice at every stage of the commissioning cycle as illustrated by the examples shown in the diagram below.



Appendix C

Building on best practice principles, the following diagram illustrates how PPI is a continuum and is made up for four distinct levels and processes. We use these levels or different approaches for PPI as indicators/standards for assessing PPI within each stage of the commissioning cycle.



Informing is the first level of involvement and is a useful process to be clear, honest and transparent about what we are doing and about any plans or service changes. It is a one-way process to enable us to tell our stakeholders about our work/service or any changes to patients, carers and the public without involving them.

Consulting is a two-way process which enables us to ask people and obtain feedback about their views; and gives us the ideal opportunity to build the patient voice/gain insights into projects or service improvements or new models of care.

Involving is the logical extension of consulting which enables us to ensure that the patients and the public are actively engaged in our programmes. This is a useful process to ensure that we are taking patients, carers and public on the journey with us.

Partnership- This is when patients and the public are actively working with us to determine the outcomes of our programmes or shape services

We continue to refine and enhance our approach to ensure that the patient voice is embedded throughout the commissioning cycle, utilising a variety of processes from patient representation at our Clinical Reference Groups, engagement events throughout the Borough and user engagement in the redesign of services.

Engagement on Commissioning Intentions

The CCG intends to undertake a significant programme of engagement over the autumn and winter of 2015/16 to help generate a discussion about the principles and priorities within these commissioning intentions. This will be the basis of further development into the CCG's Operating Plan for 2016/17, setting out our funded programmes that will deliver improved outcomes for patients, quality of services and improved patient and carer experience.

Sian Job - Clinical Lead Patient & Public Involvement