

Appendix 1

Re-commissioning Children and Young People’s Community Health Services – Patient and Public Involvement Plan for North Somerset Clinical Commissioning Group (NS CCG)

1.0 Purpose

1.1 This paper describes North Somerset Clinical Commissioning Group’s (NS CCG) plan for engagement, involvement and communication throughout the re-commissioning of Children and Young People’s Community Health Services in North Somerset. The plan describes the arrangements the NS CCG will make for engaging and involving public stakeholders – children, young people, parents and carers and professional stakeholders from health, social care, education and the voluntary and independent sectors.

1.2 There is a close link between this plan and the Patient and Public Engagement, Involvement and Communications Plan for the Re-procurement of adult Community Health Services in North Somerset.

2.0 Background to the decision to re-commission

Specialist Community Children’s Health Services are currently provided by Weston Area Health Trust. The decision has been made to re-commission the services as part of a larger geographical area while maintaining a local presence integrated with local authority provision. The aim is to ensure that there is a robust infrastructure of professional paediatric expertise, management and supervision to provide a safe and sustainable service for the future

3.0 The NS CCG duty to involve patients and the public

3.1 The NS CCG has a statutory duty to involve patients, carers and the public in the development of commissioning plans to change and develop local health services. In our case this includes children, young people, parents and carers. The right of patients to be involved in the planning and development of health services is set out in the [NHS Constitution](#).

3.2 Even if we were not required by law, we have and will continue to listen and act upon patient and carers feedback at all stages of the commissioning cycle because of the evident added value of commissioning services that are informed by the experiences and aspirations of local people.

3.3 We will also work with the People and Communities Board, which is North Somerset Council's Health and Wellbeing Board; the North Somerset Health Overview Scrutiny Panel. The North Somerset Local Authority led Children and Young People 'Transformation and Intervention' Group will maintain local oversight of the procurement process.

3.4 North Somerset is changing – the population is growing and becoming more diverse. In particular, new housing developments in Weston, Worle and Portishead are attracting a younger population with young families. This means that the NS CCG cannot rely on a 'one size fits all' approach to involvement in the re-commissioning of children's services. Involvement and communication needs to be responsive to, and informed by, the diversity of individuals, groups and communities in North Somerset.

3.5 In addition, the public sector equality duties outline how North Somerset CCG, as a public body, must, in the exercise of its functions, **have due regard for the need to:**

- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Equality Act 2010;
- b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

3.6 The application of the duties would further strengthen our approach to involving our communities in the work that we do, by ensuring that our practise is inclusive.

4.0 Involvement and our partners

4.1 During this process North Somerset CCG will work closely with other commissioners involved in this process, both in our local authority and in the neighbouring areas. Many children and young people rely on integrated

education, health and social care services and sometimes receive these across local authority boundaries.

4.2 We will share our practice and outcomes with partners with the aim of ensuring the highest standards across the whole procurement process. However, every commissioner is responsible for making sure public and patient involvement takes place in their area. The sections below outline how engagement will take place in the North Somerset area.

5.0 How to involve – developing a shared approach to involvement

5.1 North Somerset CCG will offer a range of involvement techniques in the re-commissioning programme to suit different needs. It is important that we make the effort to reach the people who use the Children and Young People's Community Health and Care Services. Therefore we will do our utmost to go to speak them in places that are convenient for them. We are committed to engaging people from all backgrounds and will make every effort to engage with Black and Minority Ethnic communities and representatives of people in groups with other protected characteristics which the NHS has found traditionally hard to reach.

5.2 Alongside a range of traditional methods of engagement such as interview, focus groups and drop in sessions we will provide a greater range of electronic/digital opportunities to become involved. The North Somerset CCG website and social media will be used to reach a larger audience increasing awareness of the process and encouraging more people to get involved. We will engage with existing online communities through Facebook groups and discussion pages.

5.3 The methods we use will vary from “what works well?” and “what could be improved?” post-it notes exercises, to asking more specific questions and using a variety of interactive activities. The questions we ask and the activities we use with people will be co-designed by them.

5.4 Through discussion with Healthwatch North Somerset, we are planning to recruit some North Somerset young representatives to sit on the BNSSG wide young people reference group that will act as a shadow steering group throughout the commissioning process. We will also visit existing support

groups or forums such as Supportive Parents, Crossroads North Somerset young carers and Elijah's Hope. However, we recognise that not all service users proactively engage in formal groups. To reach these young people and parents we will work with our partners such as Healthwatch North Somerset and existing service provider managers e.g. North Somerset Council Children and Young People's Services to invite the young people they work with to speak to us about their experiences.

Moreover, we held a North Somerset CCG Stakeholder Event on the 15 May 2014 which launched our engagement conversations. During this event we discussed ways of reaching and engaging with younger people, parents and carers. This information will directly influence our engagement strategy.

5.5 The North Somerset CCG believes that it is important that public stakeholders are able to shape this re-commissioning programme from the outset, which is why this involvement plan is designed to maximise involvement opportunities in the important initial stages of re-commissioning. These include drawing up service models, reviewing service specifications, selecting providers and performance managing the new services.

5.6 Finally North Somerset CCG recognises that existing children's community health service engagement and consultation information is beneficial to understanding the service experiences of those who use them, this data will be drawn upon throughout the re-commissioning process.

6.0 Who to involve – starting the conversation

6.1 Involvement in the re-commissioning programme has already started. We have launched the pre-procurement engagement conversation at our Stakeholder event, met with Supportive Parents Group, arranged focus groups in Children's Centres, and contacted Weston College to access student representatives

6.2 It is important that public involvement partners such as North Somerset Council's People and Communities Board, the North Somerset Health Overview Scrutiny Panel and Healthwatch North Somerset are included throughout this process. It is also important to involve the whole range of different health,

educational and social care professionals that work within community health services.

7.0 Involvement throughout the re-commissioning process



7.1 This diagram illustrates the need for involvement throughout the process. In the re-commissioning of children's community health services there will be five main phases of involvement.

8.0 Understanding the need and creating a vision for the future

8.1 The last significant redesign of Specialist Community Children's Services was about 10 years ago when Weston Area Health Trust became the single provider of these services. Previously they were provided by North Bristol Trust, University Hospitals Bristol and Weston Area Health Trust. As part of this process the disparate teams were integrated into one service organised in two teams in Weston and Clevedon.

The focus this time is on sustainability, continual improvement through further integration. We will draw on data from the North Somerset Joint Strategic Needs Assessment and feedback from previous engagement and consultation exercises with young people, parents and carers to help identify needs and priorities for service improvement.

9.0 Developing the service model and associated pathways

9.1 In this phase, involvement will focus on what a service should look and feel like for the people who use them. This is to make sure community health services deliver the best care during a period of limited resources and at a time of significant change in hospital, primary and local authority services.

10.0 Developing the Outcome led Specification

10.1 Involvement in this phase concentrates on the details of the proposed services. Once the initial engagement has finished and draft outcomes/specifications have been produced we will revisit people we have engaged with to make sure that children, young people, parents and carers needs and aspirations are clearly captured within these outcomes/specifications.

11.0 Identifying the services providers(s)

11.1 Involvement in this stage is detailed and technical as patients and carers help the North Somerset CCG to identify the provider(s) best placed to deliver the new services.

12.0 Performance management of the new services

12.1 The final phase of involvement will complete the engagement cycle. The North Somerset CCG will design a performance management process for the new services which will ensure the continued involvement of patients and carers.

13.0 How will the process be managed?

13.1 A BNSSG infrastructure is in place with overall project director, Fiona Hallaran

supported by commissioners from Bristol (Inge Shepherd) South Gloucestershire (Lindsay Gee) and North Somerset (Dali Sidebottom)

13.2 A Bristol based Patient and Public Engagement lead, Annabel Wilson will be leading on the involvement of children, young people parents and carers across BNSSG The involvement of professional stakeholders will be co-ordinated by Inge Shepherd. All patient and public engagement work will feed into a PPI working group which will report to the Project Board. The group is made up of PPI representatives from all Commissioners, with support from Healthwatch and South West Commissioning Support Unit Communications Team.

14.0 Resourcing patient and public involvement for the re-commissioning process

14.1 PPI and engagement costs will be met from existing budgets. Costs will be incurred for expenses, food and venue hire for meeting with young people as well as for interpreters if and as needed.

15.0 Engagement timetable:

- Engaging with children, young people, parents and carers - March to June 2015
- Holding professional stakeholder engagement sessions - June 2014
- Checking specification (all stakeholders) – date?
- Prequalification and Evaluation involvement (CYP) - July 2015