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**Governance: engagement and involvement activity**

Much of the strategic engagement activity in Gloucestershire is organised across the countywide partnership **One Gloucestershire Integrated Care System**.

Individual Provider Trusts also undertake involvement within their organisations, seeking patient, carers and staff views to inform the development of services and monitor the quality of services they provide. There are comprehensive structures and processes for involving patients and the public in the work of the CCG and across Gloucestershire's Integrated Care System (ICS).

The feedback received from public engagement is reported and heard at all levels of the CCG’s Governance structure from the groups that report into the sub-committees and boards up to the Governing Body. There are feedback loops back to patients and members of the public who have shared their views on how they wish to see services changes and improvements, for example at the Maternity Forum, Fit for the Future engagement events and website, Forest of Dean website and on-going engagement events, as well as Patient Participation Groups within general practice.

**Governing Body**

The Governing Body holds meetings in public on a bi-monthly basis. At each meeting there is a patient story given by a member of the public who wishes to share their story; usually their experience of using local services. The narrative which is given often highlights areas of good practice, poor/inadequate service provision and changes the person would like to see in how services are organised and delivered. Over the past 12 months, patients have shared their experiences of using ophthalmology services and the Eye Liaison Officer, mental health services with calls for a personality disorders service to be established, diabetic foot management clinic and using voluntary and charitable services funded by the CCG.

The Governing Body receives a Quality report at each meeting which provides an update on the quality of commissioned services as well as providing an overview of contemporary engagement events and patient and public feedback. The Quality report also includes a summary of PALs/complaints. The Governing Body also receives strategies and reports on a wide breadth of services, projects and programmes which incorporate patient experience and feedback and what changes have been made in light of that feedback. For example work on personalisation and subsequent funding made available to voluntary and community groups.

Additionally, the Governing Body has held extraordinary meetings in public with ICS partners to hear and respond to the Outcome of the Engagement report, for example, the Forest of Dean New Hospital Engagement report and Fit for the Future evidence given as part of the Citizen’s Jury.

**Governing Body Business Sessions – *hearing people’s voices***

As part of the Governing Body development programme business sessions are organised on a fortnightly basis. The business sessions provide dedicated time for governing body members to consider project and programmes in more depth, discuss performance and finance issues and as well as collaborative work across the ICS. There have been patient experience sessions where patients/service users attend and have an open and candid conversation with governing body members about their experience of the services they have used. For example, one person came to talk about their experiences of using mental health and emergency care services; how the most valuable support and help they received was from the Friendship Café run by Treasure Seekers, a project funded by the CCG.

**Quality and Governance Committee**

The Quality and Governance Committee has specific responsibility for assuring the Governing Body of the quality and safety of services the CCG commissions on behalf of Gloucestershire residents. Part of the remit of the Committee is to consider and review the quality of patient and public involvement and engagement. At each meeting, an over-arching quality report is received. This report brings together the reports and items considered at sub-groups that report into the committee covering the following:

* Clinical Effectiveness sub-committee including Medicines Optimisation, clinical audit and NICE
* Data Security & Assurance Group
* Equality and Health Inequalities Working Group
* Clinical Quality Review Groups in respect of Gloucestershire Hospitals NHS Foundation Trust, 2g NHS Foundation Trust, Gloucestershire Care Services NHS Trust, Primary Care and Care Homes
* Gloucestershire Mortality Review Group
* Individual Funding Request (IFR) Panel
* Learning Disabilities Mortality Review Group (LDMRG)
* Strategic Health Safeguarding Group
* Human Resources and Organisational Development (HD/OD) Group
* Research4Gloucestershire (R4G) Group.

There are individual quality reports relating to commissioned services including Gloucestershire Hospitals NHS Trust, Gloucestershire Health and Care Foundation Trust, Care Homes, Patient Transport, and Safeguarding reports. In addition, the provider’s quality accounts, PALS/complaints data and engagement activities are included in reports to the Q&G Committee.

Each of these groups will have methods for including patients and the public in their group’s work for example the LDMRG involves the relatives of patients and invites them to meetings. The IFR Panel receives submissions from patients; the R4G undertakes research looking into patients and the public’s experience of using health and care services while the HR/OD group includes staff members from across the organisation. The HR/OD group is responsible for ensuring that the findings and recommendations from the Staff Survey are acted upon and reported to the Quality and Governance Committee.

**Primary Care Commissioning Committee**

The PCCC receives and reviews the bi-monthly primary care quality report. This includes an overall summary of engagement activities undertaken over the past 2 months within primary care. The report covers the activities of the Patient Participation Groups, key themes emerging from those groups and feedback on what needs to change for example changes to the phone system and appointments at practices. Additionally, every application that is submitted for practice merger/acquisition or out to tender includes an analysis of the patients’ feedback from the practices affected, as well as wider stakeholder engagement. This feedback along with other important factors is used in determining for example practice location and premises etc.

***The following process illustrates how the CCG reviews Providers’ involvement activity and assures itself that services users are involved in shaping local health services.***

**Providers’ involvement activity reported to the CCG**

