

## Sutton CCG – Assessment and Planning template for Patient and Public Involvement

If you need support to complete this template, please contact [Nadine.wyatt@swlondon.nhs.uk](mailto:Nadine.wyatt@swlondon.nhs.uk)

### Links to forms:

1. [Equality impact assessment](#)
2. [Trigger template](#)
3. [Stakeholder mapping](#)

#### Overview

This form is a tool to help Sutton CCG staff identify **whether there is a legal requirement** for patient and public participation in their commissioning activity, and if required, to help them **plan** for a level of participation which is “fair and proportionate” to the circumstances.

The form must be completed at the start of the planning process for any commissioning activity and before operational commissioning decisions are taken that may impact on the range of commissioned services and/or the way they are provided.

These forms will be monitored by Sutton CCG to ensure patients and the public are involved in commissioning in a fair and proportionate way. Such records will enable Sutton CCG to document and demonstrate the engagement arrangements are in place and meet the legal requirements - [indicator 50- Compliance with statutory guidance on patient and public participation](#) . Finally, they are also used for annual purposes and as evidence in legal proceedings and may be subject to freedom of information requests (FOI).

#### SECTION ONE: Details of the commissioning activity

Question	Supporting notes	Your response
Please give a short description of the commissioning activity you are undertaken and its objectives	<i>For example: procurement of a new serviced, proposals for service change, operational commissioning decision which affects services, ie. Closure of a GP practice.</i>	

<p>What do you need to talk to patients or the public about?</p>	<p>Are you looking to involve people in:</p> <ul style="list-style-type: none"> <li>- Identifying local health and care needs?</li> <li>- To redesign patient pathways?</li> <li>- Service transformation e.g. moving care settings?</li> <li>- Service improvement?</li> <li>- Procurement/contracting?</li> <li>- Monitoring/quality?</li> </ul> <p>Please try to be explicit here, it will help you to think through what questions you need to ask people and how</p>	
<p><b>SECTION TWO: impact on patients and the public</b></p>		
<p>How do you assess level of engagement required?</p> <p>Does the commissioning activity relate to:</p>	<p><i>NHS England has a duty under Section 13Q of the NHS Act 2006 to “make arrangements” to involve the public in commissioning.</i></p> <p><i>This section it to help commissioners identify whether there is a legal requirement for patient and public participation in their commissioning activity, and if required to help them plan for a level of participation that is “fair and proportionate” to the circumstances.</i></p> <p><input type="radio"/> <i>Planning decision</i>      <input type="radio"/> <i>Proposals for change</i>      <input type="radio"/> <i>Operational</i></p> <p><i>If yes, will there be an impact on how services are delivered?</i></p> <p><i>Please explain your answer and provide further details</i></p> <p><i>For more detailed guidance on assessing required engagement, <a href="#">please see engagement guide section 5.1</a></i></p>	
<p>Is there likely to be an impact on patients</p>	<p><i>To assess impact you should consider overall population and groups/individuals within that population who are likely to be affected. This</i></p>	



<p>involvement required for this commissioning activity?</p> <p>Who do you need to speak to?</p>	<p><i>Who do you need to seek their views and feedback from? Healthwatch Sutton?</i></p> <p><i>Think about seldom heard communities, those with “<a href="#">protected characteristics</a>” – how will you identify and engage with them?</i></p> <p><i>The CCG has a duty to ensure it meets the Public Sector Equalities Duty and has a duty to have due regard to health inequalities (Equalities Act, 2010) .</i></p>	
<p>If yes, provide a brief outline of your approach and objectives for any additional patient and public participation, including consideration of seldom heard groups</p>	<p><i>Ensure outline considers the nine protected characteristics, accessibility requirements and health inequalities.</i></p>	
<p>What are your timelines?</p>	<p><i>Engagement takes time – what are your deadlines?</i></p>	
<p>What resources do you have to support you?</p>	<p><i>Financial and people</i></p>	
<p>How will you engage with local residents?</p>	<p><i>Is this a large scale programme that will impact a lot of patients/carers? Or something that will effect a smaller number of people?</i></p> <p><i>How will you recruit people?</i></p> <p><i>Is this something you need qualitative insight into? If so, this will require more time to identify the right questions, recruit people, analyse ethnographic data.</i></p>	
<p>What help do you need from the Engagement team?</p>	<p><i>Information? Support to recruit? Support with question setting? Help to actually undertake the engagement?</i></p>	
<p>What are the potential risks?</p>	<p><i>Is the programme contentious?</i></p> <p><i>Is there likely to be strong local opposition?</i></p>	

	<p><i>Is it likely to spark an increase in complaints, FOI's? Is there likely to be media interest? Do local MP's/Councillors need to be briefed? Complete <a href="#">Trigger Template</a> (appendix 10.5)</i></p> <p><b>Trigger Template:</b> <i>The six south west London local authorities through the SWL Overview Scrutiny Committee have previously suggested that SWL Alliance sign up a protocol for consultation and engagement around changes or variations to services. The aim of the protocol ( trigger template) is to get to the point where NHS colleagues share information with scrutiny early enough so that councillors are informed ( Trigger template approved by all SWL January 2019)</i></p>	
<b>SECTION FOUR: Feedback</b>		
<p>When and how will you feedback to people who took part in the engagement? And more widely across Sutton?</p>	<p><i>Not feeding back to people who give up their time and energy to work with the CCG is a major cause of frustration for members of the public and carries serious reputational risks.</i></p> <p><i>Think about when and how you will feedback and ensure it is a key milestone on your project plan.</i></p>	
<p>What will success look like?</p>	<p><i>How will you know if you have been successful in involving the right people?</i></p> <p><i>Please provide a brief outline of how the information collected through patient and ;public participation will be used to influence the commissioning activity?</i></p> <p><i>How will the outcomes be reported to those who have been involved? Also consider, how will you demonstrate that views expressed have been taken on board.</i></p> <p><b>Think OBA Model – “So What?”</b> <i>Think of answering the 3 questions:</i></p> <ol style="list-style-type: none"> <li><i>1. How much did we do?</i></li> <li><i>2. How well did we do it?</i></li> <li><i>3. What difference did we make?</i></li> </ol>	

**Engagement Action Plan**

	Target group	Activity required (ie. Design and launch online survey/ contact patient groups. Etc.)	When	Who responsible	Resources required	Completed/in progress	Notes
1							
2							
3							
4							
5							
6							
7							
8							
9							