

# South West Maternity and Children's Strategic Clinical Network

## Patient, Public and Carer Engagement Strategy



Agreed in April  
2014

To be reviewed in  
April 2016



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## **Executive Summary**

Patient, Public and Carer engagement is core to the work of the South West Maternity and Children's Strategic Clinical Network (SCN). It is essential in order for the Network to be fully aware of the needs of the population when working with partners to deliver improved experience and outcomes for patients and families accessing women's and children's services in the South West. It will also form a strong part of the governance structure of the Network, helping to perform an assurance role. This strategy ensures that the process for engagement is open, considered, meaningful and transparent.

The Network will employ a wide range of methods to engage with all sectors of the community in the work that it does. In order to guarantee that patient, public and carer engagement is embedded in the network structure, lay members of organisations relevant to the work of the network will be recruited to be representatives on the Working Groups and Steering Group. These positions will be filled through contact with local Healthwatch organisations and direct contact with organisations nominated by the Network groups.

Candidates will be interviewed as part of the recruitment process. In order to strengthen working relationships with Healthwatch, all recruited representatives will be strongly encouraged to work with their local Healthwatch organisation. The Network is keen for representatives to gain from their experience of working with us and will provide training and support to carry out their role as a Network Patient, Public and Carer Representative. Any additional expenses incurred by representatives will be reimbursed, in line with the NHS England Reimbursement Policy which is yet to be released.

Lay representation on Network groups will be open to everyone to apply, including young people. Alongside this, children and young people will be invited to contribute to meetings when appropriate and we will engage more widely with children and young people through existing structures and organisations, for example, Young Healthwatch. The Network will undertake wider engagement with the community by working with existing organisations and structures, including, but not limited to Healthwatch.

This strategy has been developed in line with the South West Strategic Clinical Network and Senate Patient and Public Engagement Strategy and includes the Principles of Engagement developed by NHS England.

## 1. Introduction

The South West Maternity and Children's Strategic Clinical Network (SCN) is required to ensure that Patient, Public and Carer involvement is central to its work. This paper sets out the strategy to make sure that this happens.

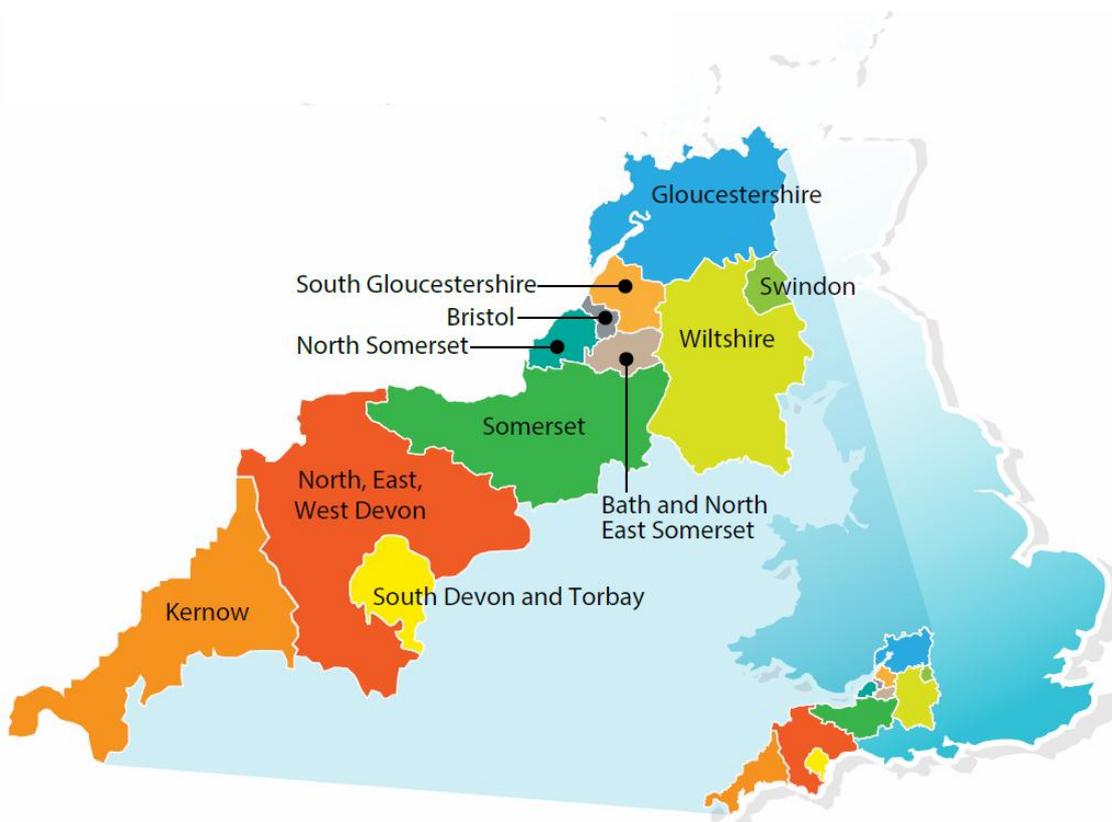
## 2. Background

Strategic Clinical Networks were established in April 2013. Across England there are twelve geographical areas covered by Strategic Clinical Networks. They work collaboratively with other clinical networks and stakeholders, bringing clinicians and commissioners together in order to deliver complex programmes of work in a number of settings, with the goal of improving outcomes for patients. The South West Strategic Clinical Network covers four condition areas:

- Cancer
- Cardiovascular (including stroke, renal and diabetes)
- Maternity and Children
- Mental Health, Dementia and Neurological Conditions

The geographical region covered by the Network is illustrated in figure 1 below.

**Figure 1 – South West Strategic Clinical Network's geographical region**



## **South West Maternity and Children's Strategic Clinical Network**

The vision of the South West Maternity and Children's SCN is to work with partners to deliver improved experience and outcomes for people needing access to maternity and children's services in the South West. The Network has the following aims:

- Provide strategic advice
- Deliver service quality improvement
- Promote consistency of practice and minimise variation
- Promote and disseminate good practice
- Put patient and public engagement at the core of our work

### **Partnership working**

Strategic Clinical Networks must work in partnership with a wide range of other groups and structures for success. Opportunities for joint working on engagement will be actively sought.

Key partners will include:

- NHS England:
  - Specialised commissioners
  - Primary care commissioners
  - Operations and Delivery
  - Medical and Nursing Directorates
  - Area Directors – on their programme of engagement, for example Call to Action
- Clinical Commissioning Groups
- Third sector – in particular the range of charities and voluntary organisations that work nationally, regionally and locally with special interest groups
- Local Healthwatch organisations (including their commissioners)
- Patient, Public and Carer user groups
- Health & Wellbeing Boards
- Overview & Scrutiny Committees
- Academic Health Sciences Networks
- NHS Improving Quality
- Health Education England
- Public Health England

For successful partnerships the Network is committed to working in a transparent manner and plans to keep partners up-to-date with the work of the SCN by:

- Sharing in the development of strategies/work plans
- Joint working
- Publishing SCN & Senate newsletter
- SCN presence at Patient Experience Network meetings (NHS England, Area Team, Specialised Commissioning)
- Regular stakeholder events
- Publishing outputs and outcomes from projects

### **3. What is meant by engagement?**

There are many different terms used to describe ways in which patients, service users and their families, carers and the public can get involved and shape health and social care, e.g. involvement, engagement, participation. For the purposes of this strategy, the term 'engagement' includes all of the activities described in the following diagram, 'The Ladder of Engagement and Participation'<sup>1</sup>

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<sup>1</sup> Transforming Participation in Health and Care, NHS England, September 2013 <http://bit.ly/1b4JV0o>

## Figure 2 – Ladder of Engagement and Participation

### The 'Ladder of Engagement and Participation'

There are many different ways in which people might participate in health depending upon their personal circumstances and interest. The 'Ladder of Engagement and Participation' is a widely recognised model for understanding different forms and degrees of patient and public involvement, (based on the work of Sherry Arnstein?). Patient and public voice activity on every step of the ladder is valuable, although participation becomes more meaningful at the top of the ladder.

<b>Devolving</b>	Placing decision-making in the hands of the community and individuals. For example, Personal Health Budgets or a community development approach.
<b>Collaborating</b>	Working in partnership with communities and patients in each aspect of the decision, including the development of alternatives and the identification of the preferred solution.
<b>Involving</b>	Working directly with communities and patients to ensure that concerns and aspirations are consistently understood and considered. For example, partnership boards, reference groups and service users participating in policy groups.
<b>Consulting</b>	Obtaining community and individual feedback on analysis, alternatives and / or decisions. For example, surveys, door knocking, citizens' panels and focus groups.
<b>Informing</b>	Providing communities and individuals with balanced and objective information to assist them in understanding problems, alternatives, opportunities, solutions. For example, websites, newsletters and press releases.



The engagement strategy of the SW Maternity and Children's SCN is aligned to that of the South West Strategic Clinical Network, which in turn adheres to the guidance issued by NHS England, entitled [Transforming Participation in Health and Care](#).

## **4. Vision for engagement in the South West Maternity and Children's Strategic Clinical Network**

The vision is to work collaboratively with partners, including patients and the public, to improve experience and outcomes for patients and their families. We will do this by supporting commissioners and providers in the delivery of high quality, affordable, integrated patient and family-centred care which respects and responds to the needs of our populations and improves outcomes.

## **5. Principles of engagement**

NHS England has developed some principles of engagement<sup>2</sup> based on a review of research, best practice reports and other evidence. These principles will be applied in the engagement that we undertake.

### **Working with each other**

- Our relationships will be conducted with equality and respect.
- We will listen and truly hear what is being said, proactively seeking participation from communities who experience the greatest health inequalities and poorest health outcomes.
- We will use all the strengths and talents that people bring to the table.
- We will respect and encourage different beliefs and opinions.
- We will recognise, record and reward people's contributions.
- We will use plain language and will openly share information.

### **Working well together**

- We will understand what's worked in the past and consider how to apply it to the present and future.
- We will have a shared goal and take joint responsibility for our work.
- We will take time to plan well.
- We will start involving people as early as possible.
- We will give feedback on the results of involvement.
- We will provide support, training and the right kind of leadership so that we can work, learn and improve together. Engagement activity should include working with:
  - Communities that experience difficulties accessing health services or have health problems that are impacted on by their social circumstances;
  - Communities and groups with distinct health needs;
  - Communities and groups who experience poor health outcomes;
  - People who have characteristics that are protected under the Equality Act.

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<sup>2</sup> Transforming Participation in Health and Care, NHS England, September 2013 <http://bit.ly/1b4JV0o>

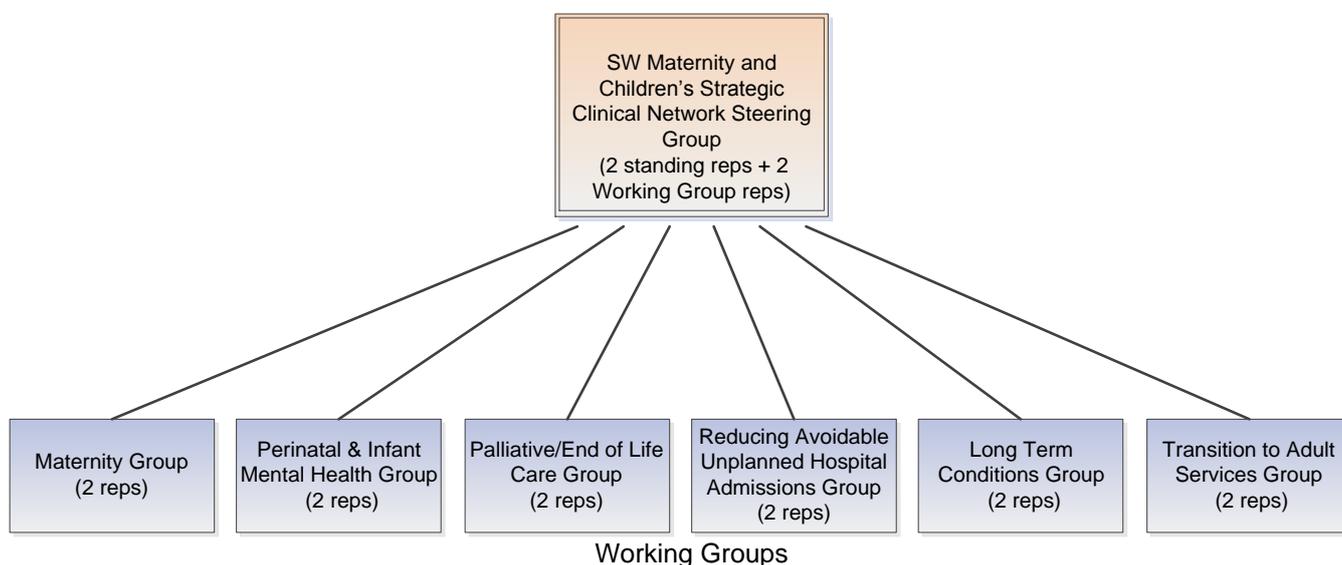
## 6. Approach to engagement

The SCN will employ a range of methods to involve patients, service users and their families, carers, the public and the voluntary community sector to seek the range of views of the local population. Opportunities for involvement at all levels of network work will be provided, allowing people to be involved as much or as little as they choose. Information regarding the structure of the Network is provided in Appendix 1.

All Network projects will have an engagement component, tailored according to the objectives of the project and to the people from whom input is sought. For example, it may be that online engagement is the most appropriate way of working with parents of young children, to undertake community research with a specific community, or a desktop review of existing feedback.

In order to ensure continued patient, public and carer engagement with the work of the network, two patient, public and carer representatives will be selected through an interview process to sit on each of the six network Working Groups and the Steering Group as indicated below.

**Figure 3 – Network Structure**



These positions will be advertised via each of the Local Healthwatch<sup>3</sup> organisations in the South West and directly through other relevant organisations. Representatives will be required to represent the wider views of their organisation at the Network meetings as well as their own. It should be noted that these positions are reserved solely for lay representatives. Engagement

<sup>3</sup> Local Healthwatch are independent consumer champions gathering and representing the views of people about health and social care services. For more info: <http://www.cqc.org.uk/public/about-us/partnerships-other-organisations/healthwatch>

with professional representatives of organisations is subject to discussion with the individual network groups.

The Patient, Public and Carer Representatives from the Working Groups will be invited to attend Steering Group meetings at regular appropriate intervals.

Fundamental to good patient engagement is the Network's partnership with the thirteen local Healthwatch organisations across the South West, who are the 'consumer champions' for health and social care and have the statutory responsibility to talk, listen and respond to their local communities on health and social care matters. Each of the network patient, carer and public representatives will be strongly encouraged to work with their local Healthwatch, strengthening the partnership with them and ensuring that groups with specific health needs or experiences of poorer outcomes are being heard.

All patient and public engagement activity work will be planned carefully using the SCN PPE template and all stakeholders will be provided with feedback using the 'You Said, We Did' report. Both of these documents will be available on the SCN website. The feedback process will contribute to ensuring that the Network Engagement is effective and meaningful.

## **The Voice of Children and Young People**

Lay representation on Network groups will be open to everyone to apply, including young people. Alongside this, children and young people will be invited to contribute to meetings when appropriate and engagement will be sought more widely with children and young people through existing structures and organisations, e.g. Young Healthwatch, Youth Councils, etc.

## **7. Wider engagement**

The Network will engage with the wider community through existing structures and organisations to ensure the most effective use of resources and to avoid duplication. This will include, but not be limited to the following:

- Patient or carer groups involved in any of the Strategic Clinical Networks (Steering Groups, Working Groups, Cross-Cutting themes or User Groups)
- Any former interested patient and carer representatives from legacy networks who have expressed an interest in our work.
- South West Citizens' Assembly members
- Healthwatch contacts for all 13 organisations in the South West
- Any relevant voluntary and community organisations
- Patient and Public Involvement/Patient Experience leads from CCGs, CSU's, Area teams, AHSNs, Provider Trusts
- CCG Patient Participation Groups

- Young People's contacts (i.e. Youth Governors in Foundation Trusts, Young Healthwatch leads, NHS England Youth Forum)
- Any relevant voluntary or community organisations
- Regional Voices
- NHS England People Bank

## **Review of patient insight**

An important way in which the Network will be able to learn from people's experiences of NHS services will be to regularly review and use patient insight. Existing sources of patient feedback can be used for this purpose, e.g. national inpatient survey, national outpatient survey, friends and family test, complaints, plus activity by individual providers and groups such as Healthwatch. The Network will regularly review patient experience of relevant services at meetings through the Insight Dashboard<sup>4</sup> to direct work programmes. Where research into people's experiences of a specific service does not already exist work will be commissioned in this area.

## **8. Resources**

### **Reimbursement of people involved**

The NHS England Policy for Reimbursement (not yet released) will be followed for all patients, service users, carers and members of the public involved in the work of the SCN. This includes travel expenses, childcare and any further incurred costs.

### **Support for people involved**

It is important to support the lay people involved in the work of the SCN in order to facilitate their participation and ensure that they have a rewarding experience. This will be ensured by:

- Providing clear role descriptions
- Providing an information pack
- Clearly defining activities
- Providing an induction for people who get involved
- Allocating a key point of contact for people who get involved and responding promptly to any questions or requests
- Providing training as necessary
- Exploring patient leadership training

Professional members of the SCN must understand the role of lay members and will be supported to work in partnership.

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<sup>4</sup> <http://www.insights.england.nhs.uk/>

## 9. Evaluation

The Network's engagement work will be regularly evaluated to ensure its effectiveness and approaches will be adjusted accordingly. The following measures will be used to evaluate efficacy:

- Positive feedback from the people who have been engaged – that they feel they have been supported and have made a difference
- Demonstrable evidence that the work of the SCN has been influenced as a result of engagement
- Review of the diversity of the people who have been involved – has there been successful engagement with particular communities where health inequalities are present in the topics covered

## 10. Glossary of terms

AHSN	Academic Health Science Network
CCG	Clinical Commissioning Group
CSU	Commissioning Support Unit
PPE	Patient and Public Engagement
SCN	Strategic Clinical Network
Steering Group	The group which oversees the work of the Network
Working Group	A group which focuses on a particular work stream within the Network's work programme

## Acknowledgements

We would like to thank Maxine Bullen, Independent PPE Facilitator, Claire Bullock, PPE Lead SW SCN & Senate, and PPE Leads in NHS South for their work which forms the basis of this document.

## Appendix 1 - The Structure of the South West Maternity and Children's Strategic Clinical Network

The Maternity and Children's SCN structure is detailed in figure one. The network will consist of a single steering group covering the whole of maternity and children's services from preconception to transition to adulthood.

The purpose of the network Steering Group will be to bring together commissioners and providers of maternity and children's services across the South West to make collective decisions about priorities, objectives and standards for delivery in these services. This meeting will be chaired by the South West Clinical Director for the Maternity and Children's Strategic Clinical Network, organised by the SCN Support Team and be held quarterly. The terms of reference of the Steering Group will be agreed by the members of the Group and reviewed annually.

The network Steering Group will be responsible for leading on the delivery of the network work programme, including establishing working groups as required to support delivery of agreed elements of the work programme.

The network Steering Group and the Working Groups will have membership drawn from stakeholders from across health and social care including but not limited to:

- Patients and public
- Providers
- Commissioners
- Local authorities
- Public Health England
- Professional networks

**Figure 1 - Maternity and Children's Strategic Clinical Network Structure**

