

CCG Volunteer Bi-annual Report V1.0

Demonstrating that we have meaningful involvement throughout the commissioning process is a statutory duty for the CCG. Public involvement takes place during the ‘**design**’ stage and our CCG volunteers support the organisation by ensuring engagement is considered throughout the commissioning process. **Appendix A** outlines some of the ways you can influence the decision-making process.

As a CCG volunteer it is important that, every six months, you review your engagement on a project and outline how your involvement has helped to champion the views of the wider public. Please note that your involvement should be related to engagement and equality aspects of the engagement and should focus on ensuring that the views of the wider public are being considered during the project.

This simple report allows you to give us feedback and demonstrate our statutory duty to involve people thought the commission cycle.

If you are unsure about any of the following questions we would encourage you to speak to the commission lead for your project or your mentor.

Reporting period: March 2018 – March 2019
Name of project: Providing a primary care mental health service for adults in Leeds
Name of CCG volunteer: Leanne Winfield (plus one other patient representatives)
Date started involvement with the project: 2018
Number of meetings attended during reporting period: We attend the regular CCG Citywide Primary Care Liaison Steering Group and have been involved in the procurement of the primary care mental health services.
<p>Analyse and plan <i>How does the project you are working on fit with our strategic direction?</i></p> <p>Provision of mental health services in a primary care setting supports the CCG ambition: <i>‘Leeds will be a healthy and caring city for all ages, where people who are the poorest improve their health the fastest.’</i></p> <p>The CCG’s plans and priorities align with the citywide Health and Wellbeing Strategy https://www.leeds.gov.uk/docs/Health%20and%20Wellbeing%202016-2021.pdf. The Health and Wellbeing Strategy was developed with local people in 2016 and good provision of mental health services supports a number of the 12 priority areas, such as developing <i>‘promote mental and physical health equally.’</i></p>
<p>Design <i>How were you involved in designing the engagement for the project?</i></p> <p>Two patient representatives sit on the primary care mental health steering group, one of whom is a CCG volunteer. Over the last 12 months the group has overseen the engagement and procurement (planning and paying) for a single provider for primary care mental health services in Leeds.</p>

Our plans to engage with patients and the public are shared with patient representatives to ensure that our plans are robust and meaningful. As CCG volunteers, we reviewed the engagement plan for this project and were assured that the plan would engage with the right people and in the right ways. We also received patient assurance from the Primary Care Liaison Patient Group and Voluntary Action Leeds.

We supported the CCG to engage with local people about primary care mental health services. We were involved in developing an engagement plan which clearly outlined which communities the CCG would engage with, the questions they would ask and the methods which it would use to speak to people. We also supported the engagement events and spent time talking to people about their experience of using primary care mental health services.

As CCG volunteers we attended engagement events and led discussions to understand people's views on changes to primary care mental health service in Leeds.

You can read the engagement report here: www.leedsccg.nhs.uk/get-involved/your-views/primarycaremhservices/

Specify and procure

How were you involved in developing the service specification and procurement process?

We supported the service specification development group to use feedback from the engagement to develop a service specification (an outline of what we want the service provider to deliver). We reviewed the draft service specification to ensure that it reflected the things people had told us in the engagement. The specification and procurement process allowed the steering group, including us to input on any gaps, concerns or to consider the comments.

We received procurement training from the CCG to support us in our procurement activities. We supported the development of questions around engagement and equality and assessed responses from bidders. We were also involved in the consensus meetings which agreed scoring for the bids. When reading the bid response documents it was clear that aspects which discuss issues raised by patients from various different engagement activities had been taken into consideration, While scoring these bids the criteria used has been influenced by patient feedback, and points that we raised were acted upon and valued by other members of the group.

The procurement process put us on an equal footing with other members of the tender evaluation, and support was provided both by the engagement team at the CCG and the commissioners in the process.

Deliver and improve

How has patient feedback been used to shape the service?

We were asked to be involved in the recruitment of a Mental Health Commissioning and Performance Manager, and this was welcomed and supported. One of us took part in the interview process for the staff member, and was fully included in the decision making process. They were supported for this role and treated as an equal throughout.

We will continue to attend the steering group meetings to review key performance indicators and ensure that the new service is meeting the needs of local people.

We will ensure that the CCG outlines on its website how it has responded to feedback from the engagement. This will take the form of 'you said, we did'.

How would you rate your involvement in the project?

I don't feel involved in decision making	I feel somewhat involved in decision making	I feel quite involved in decision-making	I feel very involved in decision-making
			✓

To what extent do you think our commissioners have used patient feedback to shape the service?

I don't think patient feedback has been used to shape the service at all	I think some patient feedback has been used to shape the service	I think patient feedback has been used well to shape the service
		✓

Appendix A – the role of the CCG volunteer

Analyse and plan

The CCG volunteer makes sure that our service change plans fit with our strategic direction (which has been agreed with patients)

<https://www.leedscg.nhs.uk/content/uploads/2018/11/LCCG-Summary-strategic-plan-12Nov18.pdf>

Deliver and improve

The CCG volunteer makes sure that:

- The engagement report reflects the feedback from the public
- The engagement report is on the website
- The CCG has shared the report with those who have taken part in the engagement
- The CCG has clearly outlined what they have done in response to feedback (you said, we did)
- The website clearly shows what how we have responded to people's feedback (you said, we did)
- The CCG and service are routinely collecting and analysing patient experience and are using this feedback to develop the service.



Specify and procure

The CCG volunteer gets involved in the procurement process:

- Ensuring that the service specification reflects the feedback from the engagement
- The service specification clearly outlines the need for the service to carry our routine engagement and patient experience reviews
- The procurement questions help the team understand the bidders understanding and commitment to

Design

The CCG volunteer makes sure that we have a robust engagement plan:

- We are clear about what the public can influence
- The level of change reflects the scale and impact of the change
- We are clear what information we already have about the potential impact of the change (existing evidence)
- We know who the change will impact on
- We have plans to engage with seldom heard communities
- The methods we use are appropriate
- We have enough time to engage meaningfully
- We have promoted the engagement widely
- People have opportunities to get involved (online, paper, alternative formats)
- The engagement is clear and easy to understand
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engagement