

CCG Volunteer quick guide

How to be an effective CCG volunteer V1.1

As a CCG volunteer it is your role to make sure that when we change services we....

- engage the right people in the right ways (especially vulnerable groups)
- understand what people are telling us
- use people's feedback to develop our services
- tell people how their comments have shaped the service

Consider:

- Start with a positive – what do you like about the project?
- Acknowledge the work that has gone into the project.
- Base your questions on:
 - Information from engagements with the public
 - Patient experience gathered by the service
 - Best practice
- Start with questions like:
 - *'people told us...'*
 - *'How will you...?'*
 - *'How does this effect...?'*
 - *'What will you do to...?'*
 - *'What do you know about...?'*

Avoid:

- 'Grilling' people
- Making assumptions or relying on hearsay
- Sharing your personal thoughts or opinions
- Making statements like:
 - 'I' statements
 - *'People tell me...'*, *'I once heard...'*
 - *'When my mum was in hospital...'*
 - *'You should...'*



Examples of what you could ask and when

Consider at what stage your project is in the commissioning process.

What questions can you ask to ensure that people's feedback is being used to shape the service?

Analyse and Plan

Questions you might ask at this stage

*What have people told you about their needs and preferences?
Have you worked with local voluntary groups?
Have you checked your plans with local people?*

Ways you might get involved

- Check that three CCG really understand the needs of local communities
- Support deliberative events (to develop strategic plans and priorities)

Deliver and improve

Questions you might ask at this stage

*Have you outlined on the website how you have responded to patient feedback?
What opportunities do people have to feed back on the current service?
What are patients saying about the current service?
Is the service meeting the recommendations made in the engagement?
How is the service addressing the findings of the Equality Impact Assessment?
How will you measure the impact of the service on more vulnerable groups?*

Ways you might get involved

- Attend steering group meetings
- Support writing 'you said, we did' for the website
- Mystery shopper
- Review key performance indicators
- Support patient interviews

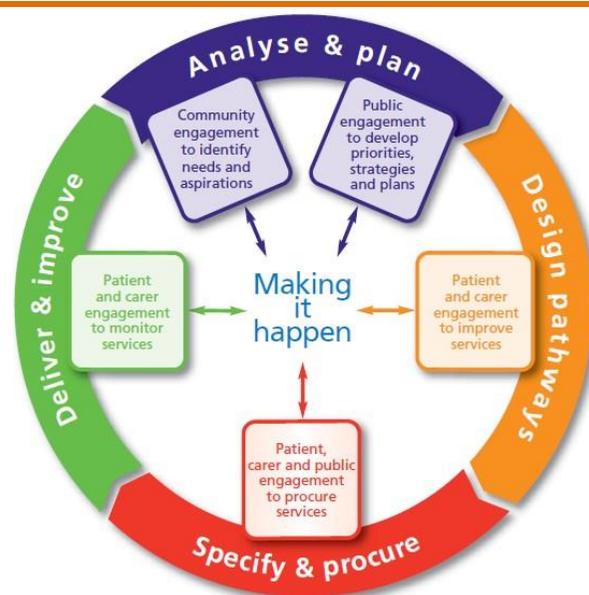
Design pathways

Questions you might ask at this stage

*What feedback do you already have?
Is there any other national/local evidence?
Where are the gaps?
What do you want to know from people?
What influence do people have?
What questions are you going to ask people?
How will you ask people? What methods will you use?
How will you share the engagement?
What reasonable adjustments/changes do you need to make to make the engagement accessible?
Which voluntary organisations do you need to work with?
Have you started an Equality Impact Assessment?*

Ways you might get involved

- Attend the PAG to outline the change
- Attend steering group meetings
- Supporting engagement events and activities



Specify and procure

Questions you might ask at this stage

*Have you fed back the findings of the engagement to the people involved?
How does the service spec reflect what people said in the engagement?
If you can't meet the recommendations from the engagement please tell us why.
How will you evaluate the service from a patient perspective?
How will you use the Equality Impact Assessment to develop the service?
Does the provider demonstrate a commitment to equality and diversity?
How will patients share their experiences of the new service?
How will you inform patients about the new service? Is the information accessible?*

Ways you might get involved

- Attend steering group meetings
- Support the development of the engagement and equality sections of the service specification
- Support the development of the engagement and equality questions to ask bidders
- Sitting on a procurement panel to score and interview bidders