



Patient Council - Terms of Reference

Purpose

The purpose of the Patient Council is to act as a diverse reference group, to enable the patients and public of Cannock Chase, South East Staffordshire and Seisdon Peninsula and Stafford and its surrounding areas to make an effective contribution to the prioritisation, planning, commissioning and monitoring of health care services locally. It will support the development and implementation of CCG engagement plans in order that they comply with their legal duty to engage and support delivery of the CCGs' strategic objectives.

Remit and Responsibilities

- To agree recommendations to be put forward to the Governing Body, to assist the CCG's formal decision making process, based on feedback they have canvassed through the engagement model. This will ensure that the patient voice, particularly from the different localities, is taken into consideration alongside the clinical feedback from our Membership Boards.
- To develop a representative forum of informed participants to contribute to the strategic planning, development and delivery of the most effective health services for the local population
- To support the CCG in its aim to ensure that all communication and engagement is fit for purpose, appropriate and accessible to all relevant groups
- To champion and promote patient and public engagement and develop creative ways in which to engage with the local population, particularly those unable to engage through traditional methods
- To establish and develop partnership working with a range of community groups, including Healthwatch, to facilitate discussions and engagement with the wider community
- To develop and support a two-way dialogue between the CCGs, patients, carers, voluntary and community groups and the public
- To facilitate engagement between the District Patient Groups and the CCGs by deciding what topics/discussions are taken back to which District Patient Groups, depending on relevance and help to influence what other groups or stakeholders may need to be involved.
- To ensure patients and the public are involved in the planning and implementation of service redesign and/or development
- To report feedback on patient experiences, identifying potential themes or trends across the three CCG areas, and provide quality assurance that patient and public feedback is taken into account
- To raise awareness about the CCG and local health services with the wider community, including key messages and opportunities for the public to be engaged

- To support development and delivery of the CCGs' Joint Communications and Engagement Strategy
- To shape and influence the decisions of Governing Body by providing feedback on identified matters in relation to patient safety and patient experience
- To provide a local perspective to the pan-Staffordshire priorities and facilitate engagement with the populations of each CCG

Accountability & Reporting Arrangements

- The Patient Council does not have statutory delegated authority. It is accountable to the CCG Governing Bodies via the CCG Lay Member for Patient and Public Involvement
- The Patient Council will be strategically led by the CCGs' Joint Communications and Engagement Committee
- Locality representatives to report issues raised by District Patient Groups to the Patient Council and cascade information and actions from the Patient Council to the District Patient Groups
- A highlight report will be submitted to Governing Body and Quality Committee from the Patient Council on its progress, including Communications and Engagement input

Membership

- CCG Lay Members for Patient and Public Involvement (one for each CCG)
- Clinical representatives: Chairs from the host CCG
- One representative from each locality within the four District Patient Groups
 - Cannock Chase: Cannock, Great Wyrley, Rugeley
 - Burntwood, Lichfield and Tamworth: Lichfield, Tamworth
 - Stafford and Surrounds: Central Stafford, North Stafford, South Stafford
 - Seisdon Peninsula
- Each representative to have a nominated deputy to attend in their absence
- Director of Corporate Governance, Communications and Engagement
- Strategic Healthwatch Representative
- Local Authority Representatives from each district/borough (engagement leads/health and well-being officers)
- Representative from Support Staffordshire, Staffordshire Council of Voluntary Youth Services (SCVYS) and South Staffordshire Community and Voluntary Action
- CCG Communications and Engagement representative
- Community and voluntary sector representatives (such as Carers Association, mental health groups, ASSIST and others) on a thematic basis
- Visiting representatives from the CCGs Executive Management Team

Tenure

- Members will undertake a fair election from District Patient Groups to attend Patient Council on the Districts behalf
- Tenure will be for two years from time of appointment in the first instance with the opportunity to serve for a further two years. Members may only be re-elected twice.
- Members may stand down at any time during their tenure.
- Non-attendance for three consecutive meetings (without prior notification) will result in membership being deemed as lapsed.

Quoracy

- Patient Council will be quorate and able to make recommendations to the Governing Body with the following in attendance:
 - Four representatives from the District Patient Groups
 - One representative from voluntary/community groups
 - One representative from Healthwatch
 - Two CCG Lay Members
 - One representative from CCGs' Executive Management Team
 - One representative from CCGs' Quality Team
 - One representative from the CCGs' Communications and Engagement Team

Meetings

- CCG Lay Member for Patient and Public Involvement (PPI) to Chair the meetings (to be rotated depending on venue) and other PPI Lay Members to act as Vice Chair
- Meetings are to be held on a bi-monthly basis and held for approximately two hours
- Meetings to be rotated around the four district areas at an agreed time and venue.
- Agenda and papers to be circulated no less than seven working days in advance
- Members must declare any conflicts of interest in an open meeting

Reimbursement

Representatives from each locality within the four District Patient Groups will be offered out of pocket expenses as detailed in the 'Policy for the reimbursement of out-of-pocket expenses for volunteers'

Training

- Patient Council members will undergo induction/training in respect of their role to increase understanding of:
 - the financial constraints of commissioning/provision of healthcare
 - the CCGs statutory and constitutional requirements
 - the role of the CCGs within the Sustainability and Transformation Plan
 - the different roles and responsibilities of the various CCG directorates

- the need to represent a cross-section of the CCGs patient population
- health needs and challenges of the population

Review

- Terms of Reference will be subject to review in January 2018 (six months after implementation)