

Incorporating patient engagement feedback into the CCG's performance reporting framework

Introduction

One of the objectives of the CCG is for local people to have the opportunity to:

- be involved in the planning and decision-making regarding their health and care
- access the right to information and support to help them make informed decisions
- help shape the services that support them.

The CCG's Integrated Performance Report is designed to update the CCG Governing Body on performance against its objectives, but historically has not included any information on Public and Patient Involvement.

Evaluation

The next steps of the project are to:

- Get feedback from the CCG Governing Body on how this information is presented to them and whether they found it useful.
- Consult more widely to determine if there is more data generated from engagement activities that can be incorporated into the CCG's performance reporting framework.



Credit:

With thanks to the Empowering Engagement Programme facilitators and my peers on the programme, the performance reporting team for supporting the technical changes to CCG reporting, and Steve Clarke and Ellie Davies for their input into improving the CCG's performance reporting framework.

Project Approach

The project considered different ways to incorporate feedback from engagement activities into reports for the CCG Governing Body and senior staff.

Ideas included:

- Inclusion of patient reported outcome and experience data collected via R-outcomes from Integrated Care Team patients in the CCG's Integrated Performance Report
 - This data has recently been used in an externally commissioned evaluation of the CCG's Integrated Care Teams.
- Support from the Comms and Engagement team in reformatting the Integrated Performance Report and monthly input into dashboard and report commentaries
 - Making sure the key messages are appropriate for a public audience as well as managers

Learning from the Programme

My key question before starting the programme: "Is there a role for staff in finance, analytics and performance in supporting the CCG to be an engaged organisation?" From the workshops I have learnt:

- The CCG generates a significant amount of data from engagement activities, which requires the time and expertise of performance and analytics teams to understand, analyse and present.
- There is a strong body of evidence proving that better decisions are made when the views of a diverse group of people, including service users and the public, are included. It is therefore important for finance staff assessing value-for-money to understand these views.
- Being an engaging leader

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