

EVENT SUMMARY

Connecting CCG patient and public involvement to changes in health and social care services in Hampshire and Isle of Wight

It needs to be done brilliantly

Significant, long-term changes are taking place in health and social care services nationally and across Hampshire and the Isle of Wight.

Key to the successful implementation of these changes will be meaningful involvement of people and patients on this journey.

An event held in June 2017 brought together key people to talk about how to connect Clinical Commissioning Groups (CCGs) patient and public involvement into these significant changes.

KEY MESSAGES

- People need to be involved early and in a meaningful way in open, honest, challenging conversations about the long-term changes to health and care services. Trust and credibility is key.
- People need to understand how their involvement has and will influence decision-making around the sustainability and transformation of future health care. People's contribution needs recognising.
- Mapping existing patient and public involvement (PPI) activity across Hampshire and Isle of Wight (HIOW) is underway. There is evidence of good practice, particularly at a local level. More could be done to use all partners' knowledge, including Local Authorities, providers and the voluntary sector, and there are new opportunities to plan and coordinate involvement better together.
- The changes provide a significant opportunity to involve people in both local and strategic decisions affecting them. There will be challenges to marry both together but this could be achieved by focusing on 2–3 key strategic issues for the whole area.

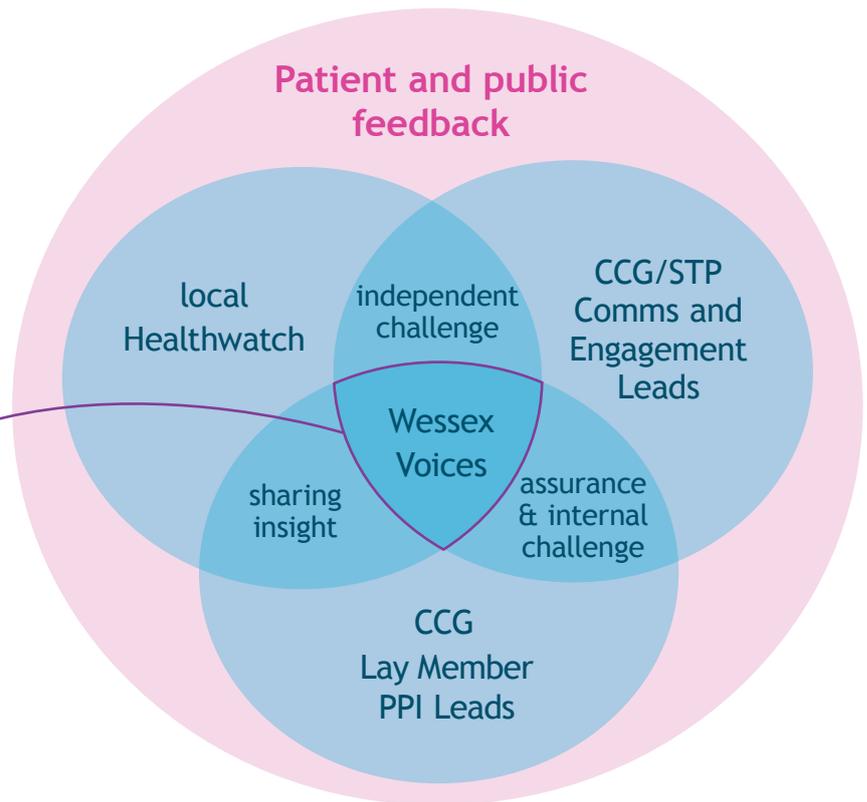
Headline action plan	Recommended lead
<p>Develop and agree with patients and the public, a short, shared narrative about the sustainability and transformation of health and care services, the priorities and the case for change.</p>	<p>HIOW Sustainability and Transformation Partnership (STP) Engagement and Communications Network</p>
<p>Identify 2–3 key strategic changes or issues taking place across Hampshire and Isle of Wight and create focused engagement and communication plans to enable a dialogue with people across the area on these.</p>	
<p>Undertake a stakeholder mapping and analysis for the sustainability and transformation of health care service changes across HIOW.</p>	
<p>Develop and promote opportunities for people to get involved in the changes or issues that they are most interested in. This should involve genuine opportunities for co-production.</p>	<p>HIOW STP Engagement and Communications Network Wessex Voices Local Healthwatch</p>
<p>Consider how to focus on galvanising local democratic involvement in these significant changes.</p>	<p>HIOW STP office</p>
<p>Establish how CCG Lay Members can challenge and assure PPI related to both large scale, strategic and local changes to health services.</p>	<p>HIOW STP office Chair of NHS Commissioners National CCG Lay Member Network / CCG Lay Member for South Eastern Hampshire CCG Wessex Voices</p>
<p>Further develop the relationships between Wessex Voices, local Healthwatch, the voluntary sector, CCG PPI Lay Members, Local Authority and NHS colleagues involved in shaping PPI activity, and the national PPI and Lay Member programme enabling best practice sharing and joint initiatives.</p>	<p>HIOW STP office CCG PPI Lay Members Wessex Voices</p>
<p>Consider how Wessex Voices and local Healthwatch can provide constructive challenge to support the development of meaningful and good quality, ongoing engagement around changes.</p>	<p>Wessex Voices Local Healthwatch</p>
<p>Provide leadership development opportunities for HIOW STP programme leaders to create culture change around PPI and co-production.</p>	<p>Wessex Voices North East Hampshire and Farnham CCG</p>

Our inter-relationships

Part of the event's objectives were to clarify roles and to begin to develop relationships. The diagram below shows delegates' complementary and distinct roles. More information can be found in Appendix B of the full report.

Wessex Voices

Brokering relationships
Advice & guidance
Facilitate discussions
Share best practice
System/Wessex-wide perspective



Event background

The aim of the event was to strengthen relationships and to streamline and enhance PPI to help shape the sustainability and transformation of health and social care services in HIOW.

Participants

Wessex Voices
local Healthwatch
CCG Lay Members
HIOW Communications and Engagement Leads

Event organisers

Wessex Voices
Chair of NHS Commissioners
National CCG Lay Member
Network / CCG Lay Member for South Eastern Hampshire CCG

Participants had the opportunity to:

1. Understand each other's roles more clearly in relation to PPI and the long-term strategic and local health service changes
2. Consider how successful current PPI mechanisms are in addressing the challenges facing changing health services
3. Create an action plan to enhance PPI to support strategic NHS service changes in HIOW

Delegates said that the event had been a good use of their time. An action plan has been developed and relationships are beginning to be established. There was an opportunity to critique PPI to date in HIOW.

Wessex Voices

is an innovative partnership between NHS England and the five local Healthwatch in the Wessex area.

Funded by NHS England, our aim is to **transform the sustainability and impact of patient and public involvement** in health services and enable more people to be involved in the planning, commissioning and delivery of services.

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For the full event report see our publications section on www.wessexvoices.org