

CCG commissioning intentions – engagement process

1. Introduction

Commissioning intentions are developed every year. They describe the changes and improvements to healthcare that the CCG wants to make for the year ahead and what services the CCG expects to commission to achieve these changes.

In October 2012, whilst the CCG was in shadow form, an engagement event was held which brought together lots of stakeholders from Haringey to talk about the CCG's priorities and to help develop the CCG's strategic commissioning plans. Stakeholders who attended the event included GPs, public health colleagues, members of Haringey Council, patients, voluntary sector and local hospitals. This was the only engagement event with a wider audience that informed the development of the CCG's 2013/14 commissioning intentions.

Now a fully authorised organisation, the CCG is aspiring to be more systematic in its engagement and development of commissioning intentions throughout the year. This includes establishing ways of better involving the public in commissioning plans and giving people a real chance to influence the strategic priorities of the organisation.

This paper sets out the CCG's plans for involving people in the development of commissioning intentions and invites the Health and Wellbeing Board to consider how it would like to be involved.

2. Engagement events

The CCG wants to engage with patients and the public in a systematic way and has created an engagement cycle diagram as part of our patient and public engagement (PPE) strategy (available on our website www.haringeyccg.nhs.uk). The diagram shows where and how people and groups can contribute throughout the commissioning cycle and how their views will be used by the CCG to improve services and make commissioning decisions. The strategy also sets out the many different ways that the CCG is planning to inform and involve the public in Haringey throughout the year. This includes a series of events for the public, for our Haringey Network (patients and the voluntary sector) and stakeholders. These events will be facilitated by Havco (as part of their Together North London consortium), who have been commissioned by the CCG following a recent procurement exercise.

These events will give people real opportunities to influence commissioning intentions and priorities for the CCG. In October, when the commissioning intentions are published, the CCG will be able to clearly show what people have said at these events and how this has informed the intentions.

2.1 Public meetings

The CCG will be holding two open public meetings in June (19 June, 1pm, 20 June, 6pm, venues TBC). As well as introducing the CCG and talking about some of the changes to health services locally, there will also be a facilitated interactive session with members of the public, at round tables, to set the scene on commissioning and to ask for some thoughts on priorities.

Feedback will be captured, used and reported back in October to show people how their comments have influenced the CCG's commissioning intentions.

These meetings will be widely advertised to the public, capitalising on Havco's links and relationships with a diverse cross-section of Haringey's population and voluntary sector.

2.2 Network meeting

The CCG is also building a Haringey Network made up of patient and voluntary sector representatives. Membership of the Network will be drawn from Haringey GP practices' Patient Participation Groups (PPGs), with additional members of community organisations.

The Network will meet three times a year and there will be a clear agenda and focus for each meeting, which includes:

- July 2013 – the meeting will focus on introducing the Network and setting the scene about Haringey and its population (JSNA)
- September 2013 – using the background knowledge received at the July meeting about Haringey's population, September's meeting will focus eliciting views from the Network to inform the CCG's strategic intentions.

2.3 Stakeholder event – October 2013

The stakeholder event, first held in October 2012, will become an annual event. A wide range of partners and local stakeholders, including members of Haringey's Network, will be invited. The purpose of this event will be to discuss the draft commissioning intentions and priorities for the year ahead. At this event, the CCG will clearly be able to show how people's views from previous engagement events have informed the draft intentions.

3. Other engagement on commissioning intentions

In addition to the events outlined above, the CCG will use its new website – www.haringeyccg.nhs.uk – to describe its priorities and give people opportunities to share their views on an ongoing basis.

The CCG's Head of Communication and Engagement and the Lay Member with Patient and Public Engagement responsibility are also undertaking a number of visits to different community groups to talk about the CCG and hear about people's experiences of health and health services. Insight from these visits will also be captured and used to inform commissioning intentions.

The CCG will also be working with its partner organisations, including Haringey Council and Healthwatch, throughout the year to inform commissioning intentions.

4. Next steps

In light of the engagement process outlined above, the Health and Wellbeing Board are asked to consider how they would like to be involved over the summer in developing and informing the CCG's commissioning intentions before the Board signs off the intentions in October 2013.