



Induction Information

Introduction

This information is for patients and carers who are involved in or would like to participate in the work of Herts Valleys Clinical Commissioning Group (CCG).

It aims to explain how the NHS works in west Hertfordshire, the opportunities for people to get involved and the process the CCG use to include the patient voice in commissioning services.

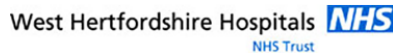


Herts Valleys Clinical Commissioning Group

www.hertsvalleysccg.nhs.uk

NHS Herts Valleys Clinical Commissioning Group (CCG) was created in 2013 to organise the delivery of healthcare to 627,000 people living in west Hertfordshire. CCGs are made up of local GPs and other healthcare professionals and are responsible for 'commissioning' – planning, designing and paying for NHS services.

The CCG contracts with a range of different providers, including other NHS organisations, voluntary sector and private businesses to deliver services. These include planned and emergency hospital care, rehabilitation, most community services, general practice and mental health and learning disability services.



West Herts Hospitals NHS Trust (WHHT)

www.westhertshospitals.nhs.uk

WHHT provides acute (hospital) services to a population of approximately half a million people in west Herts and the surrounding area in addition to a range of more specialist services to a wider population. The Trust has hospital sites in Watford, Hemel Hempstead and St Albans.



Herts Community NHS Trust (HCT)

www.hct.nhs.uk

HCT provides a range of community health services for adults and children living in Hertfordshire. Services range from school nursing, health visiting, district nurses, diabetes services, rehabilitation in community hospitals as well as other specialist services for adults and children. Care is provided in people's homes, children's centres, health centres and community hospitals.



Hertfordshire Partnership Foundation NHS Trust (HPFT)

www.hpft.nhs.uk

HPFT provides health and social care for over 400,000 people with mental ill health and learning disabilities across Hertfordshire, Buckinghamshire, Norfolk and North Essex. These

services are delivered within the community as well as inpatient settings. HPFT also deliver a range of nationally commissioned specialist services for children and young people, perinatal services and medium and low secure learning disabilities services.



NHS England

www.england.nhs.uk

NHS England leads the National Health Service (NHS) in England. They set the priorities and direction of the NHS and encourage and inform the national debate to improve health and care.

England

NHS England shares out more than £100 billion in funds and holds organisations to account for spending this money effectively for patients and efficiently for the tax payer. They also commission the contracts for GPs, pharmacists, and dentists and support local health services through CCGS.



Healthwatch

Healthwatch Hertfordshire is the independent consumer voice for health and social care in Hertfordshire. Healthwatch represents the views of people in Hertfordshire for health and social care services. They are an independent body and have been given powers by central government to make sure that the people's voice gets heard, and to act as a 'critical friend' to organisations that provide health and social care.

What is patient and public involvement?

NHS commissioners have a statutory duty to ensure there is public involvement and consultation in commissioning processes and decision making. This includes the involvement of the public, patients, carers in: commissioning activities, proposals for services change and monitoring and evaluation processes.

Beyond this duty, though, Herts Valleys CCG are genuinely committed to making the views of local people count. We know that we will only get things right if we hear from, listen to and are influenced by the people who use the health services we commission on their behalf.

What is the role of a patient representative?

A patient representative is a local person – a carer, patient or member of the public – who is actively involved in local health services. They may be representing a group, a community or alternatively just involved as an individual, offering their views, experiences and bringing a patient perspective to discussions.

Patient representatives are asked to contribute to discussions by offering their opinions in a constructive and informed way.

Herts Valleys is committed to hearing the patient voice at every level of the organisation and will reimburse any travel expenses to and from meetings, in line with our volunteer policy. For more information on this policy: heather.aylward@nhs.net

Opportunities to get involved

Herts Valleys involve patients, carers, public and other stakeholders in a variety of ways and use a number of methods to ensure we capture views and use these to influence decision making.

Herts Valleys committees

We have a patient representative on the following committees and projects:

- Herts Valleys board
- Patient and Public Involvement – this provides assurance to the board that good involvement has been considered and demonstrated at all stages and levels of work.
- Primary Care Commissioning
- Commissioning Executive
- Audit and Quality Committee
- Finance and Performance
- Serious Incident Panel
- Quality Visits
- Quality meetings with West Herts Hospitals Trust
- Various service re-design groups

Community health ambassadors

- Involves volunteers who connect us with local people and communities on health issues to help widen our participation.

Patient Groups

- There are patient participation groups in the majority of our west Herts GP practices – these are groups of patients registered with the practice who represent out patients, provide feedback on services and work with practice staff to make improvements, promote health and improve quality of care.
- To support these groups the CCG facilitates a PPG network which shares good practice, supports and encourages development and partnership working.

Development sessions

- These regular meetings give the opportunity to explore topics in more detail and gather feedback on proposals

Consultations / surveys

- Our consultations and surveys give an opportunity to engage and inform local people across west Herts and gather responses to help inform the decision making process.

Service re-design and procurement

- We involve patients in the re-design or procurement of services. Re-design is informed and developed by patient experience and feedback whilst patient on a procurement process are able to input into the service specification, market place events and the scoring of bids.

Equality and Diversity

Herts Valleys is committed to ensuring that patient representatives are treated fairly, equitably and reasonably and that there is no discrimination.

Confidentiality

Information concerning patients, staff or independent contractors is confidential and must not be disclosed to any unauthorised persons. Patient representatives must observe CCG policies and procedures relating to data protection.

Induction checklist for patient representatives on Herts Valleys Patient and Public (PPI) Committee

Activity	Objective	Timescales	Contact
Attend Herts Valleys CCG board meeting in public	<ul style="list-style-type: none"> • To understand the board structure and observe the decision making process within 	Within 3 months of appointment	lauraabel@nhs.net

	the CCG.		
Meet with lay member or chair of CCG board with responsibility for public involvement	<ul style="list-style-type: none"> To understand the role of the lay member, PPI Committee and members 	Prior to appointment	Alison.gardner@nhs.net
Meet with public engagement manager or associate director of communications and engagement	<ul style="list-style-type: none"> Understand the structure of the NHS and CCGs responsibilities Understand the range of involvement opportunities within the CCG Understand communication systems used within the CCG including the use of website and social media 	Prior to appointment	Heather.aylward@nhs.net
Meet with PPIC secretary	<ul style="list-style-type: none"> Attend PPIC as an observer Review past PPIC minutes for information Set up email address and collect hard drive Arrange ID badge Understand the need and timetable for reports, notification of absence etc 	<p>Prior to appointment</p> <p>On appointment</p>	Rod.while@nhs.net

Contacts / keep informed

For more information about what is happening at Herts Valleys CCG:



www.hertsvalleysccg.nhs.uk



HVCCG



@HVCCG



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