

Engagement and Patient Experience Committee (EPEC)

Member's role description

April 2018

Background

The Engagement and Patient Experience Committee (EPEC) reports to NHS Southwark Clinical Commissioning Group's Governing Body. EPEC is established to monitor and ensure that the CCG engages patients in decision making processes, ensuring statutory duties are met. EPEC provides assurance to the Governing Body in this regard.

EPEC is chaired by the CCG's lay member for patient and public involvement and meets six times a year for three hours per meeting, alternating afternoon and evenings. Membership includes a GP clinical lead for engagement, CCG officers, Healthwatch Southwark and the Forum for Equality and Human Rights in Southwark and local people.

Context

NHS England published new statutory guidance for CCGs in April 2016, [Patient and public participation in commissioning and healthcare](#). The guidance sets out ten actions for how CCGs should embed involvement in their work. These are:

1. Involve the public in governance
2. Explain public involvement in commissioning plans / business plans
3. Demonstrate public involvement in annual reports
4. Promote and publicise public involvement
5. Assess, plan and take action to involve
6. Feedback and evaluate
7. Implement assurance and improvement systems
8. Advance equality and reduce health inequalities
9. Provide support for effective involvement
10. Hold providers to account

EPEC is responsible for providing assurance to the Governing Body for 1 – 6 and 8 in relation to engagement.

NHS England has also developed ten principles of participation based on best practice.

1. Reach out to people rather than expecting them to come to you and ask them how they want to be involved, avoiding assumptions.
2. Promote equality and diversity and encourage and respect different beliefs and systems.
3. Proactively seek participation from people who experience health inequalities and poor health outcomes.

4. Value people's lived experience and use all the strengths and talents that people bring to the table working towards shared goals, and aiming for constructive and productive conversations.
5. Provide clear and easy to understand information and seek to facilitate involvement by all, recognising that everyone has different needs. This includes working with advocacy services and other partners where necessary.
6. Take time to plan and budget for participation and start involving people as early as possible.
7. Be open, honest and transparent in the ways you work; tell people about the evidence base for decisions, and be clear about resource limitations and other relevant constraints. Where information has to be kept confidential explain why.
8. Invest in partnership, have an on-going dialogue and avoid tokenism; provide information, support training and the right kind of leadership so everyone can work, learn and improve together.
9. Review experience (positive and negative) and learn from it to continuously improve how people are involved.
10. Recognise, record and celebrate people's contributions, and give feedback on the results of involvement; show people how they are valued.

EPEC will be responsible for providing assurance to the Governing Body that the above ten principles are incorporated into the CCG's engagement activities.

Person Specification

The CCG is looking to expand the membership of EPEC to local people who have the skills and knowledge in some of the areas below:

Experience

1. Lives, works or uses health services in Southwark
2. Be committed to improving health services and the health and wellbeing of local people through helping to monitor the way that the CCG involves local people
3. Experience of working as part of a group, within a strategic context

Skills

1. Ability to grasp a range of information and evidence – which will be presented in as straightforward a way as possible with explanations available as required
2. Ability to understand data and statistics such as health inequalities and poor health outcomes
3. Ability to understand budgets
4. Ability to promote equality and diversity
5. Ability to evaluate engagement approaches
6. Ability to display sound judgement and be objective
7. Ability to take part constructively in strategic meetings including:
 - a. good communication skills and active listening skills
 - b. influencing and negotiating skills
 - c. presentation skills

The best possible health outcomes for Southwark people

- d. being respectful of other's views

Knowledge

1. Knowledge of a range of engagement methods and activities including best practice, ensuring that different and diverse groups of people are involved and are able to express their views
2. Understanding of and commitment to equality and diversity issues and how to engage those who are seldom heard
3. Knowledge of the local population, including the voluntary and community sector and engagement opportunities across Southwark

All members of EPEC will be required to adhere to the Nolan principles of public life (see appendix one) and sign a CCG declaration of interest form to contribute to the CCG's [register of interests](#).

Remuneration

Currently the CCG has a user incentive policy which pays out of pocket travel, child care / carer expenses as well as £20 / session.

Training and support

All members will be provided with a general induction to the CCG and how we engage with local people. This will provide an opportunity for you to meet key people and ask questions before the first meeting.

To help support our patient and public representatives, we will offer the opportunity for training. The aim is to support patient and public representatives to develop the skills required to fulfil the role

NOLAN PRINCIPLES OF PUBLIC LIFE

1. SELFLESSNESS

Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

2. INTEGRITY

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.

3. OBJECTIVITY

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

4. ACCOUNTABILITY

Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

5. OPENNESS

Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

6. HONESTY

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

7. LEADERSHIP

Holders of public office should promote and support these principles by leadership and example.

These principles apply to all aspects of public life. The Committee on Standards in Public Life has set them out here for the benefit of all who serve the public in any way.