

# Patient and Public Engagement and Experience Why?

Engagement, Experience &  
Communications Team



- Why we should engage and involve?
- Legal obligation
- Consequences of NOT
- How
- Example

# Patients at the Heart of the NHS

*“We must put citizen and patient voice absolutely at the heart of every decision we take in purchasing, commissioning and providing services.”*

Tim Kelsey

**National Director of Patients and Information**

**NHS England**



Excellence for  
**Warrington**

# NHS Standard for Patient and Public Voice in Commissioning



# Is there a legal obligation to consult/engage with the public?

Yes!

NHS organisations that have a responsibility for commissioning or providing health services must make arrangements to involve users under the Health and Social Care Act 2012.

# Legal duties in the Health and Social Care Act 2012

- Individual and Collective Involvement
- Collective Involvement

**Planning of commissioning arrangements** e.g. local commissioning intentions, which will need to include consideration of allocation of resources, review on current needs assessment and involvement to inform service specifications.

**Proposed changes to services** e.g. major service reconfigurations, service redesign, pathway remodelling, local level service changes



# Things to Consider

## Substantial Variation?

- Are there proposed changes in the accessibility of services?
- What is the impact on the wider community and other services?
- How many patients are affected by the proposed change? *(If it affects a small group of patients it may still be 'substantial' especially if patients need to continue to access that service for many years)*
- What are the methods of service delivery? Is a particular service moving from an acute hospital setting into a community setting?

# Equality

Section 149 of the Equalities Act 2010 says  
*“Public bodies etc. must have “due regard” to a range of Equalities”*

**Under equality legislation how many protected characteristics are there and what are they?**

*9 - Sex, Age, Sexual Orientation, Disability, Gender Reassignment, Race, Religion/Belief, Marriage & Civil Partnership, Pregnancy & Maternity*





**If you don't consult  
and engage...**



Most importantly there is the potential to have services that don't meet the needs of the community.



# Judicial Reviews

Decisions by government bodies (including local NHS bodies) can be challenged in the courts through a Judicial Review.

The Judicial Review process is not that interested in what the actual decision was, but in how that decision was made

An important aspect is - does someone/a group have a “legitimate expectation they should have been consulted”?



# How do we engage?

- Continuous process of engagement using networks and groups i.e. support groups, Trust membership schemes etc
- Working with Healthwatch and Patient Participation Groups within GP Practices
- Use of Family and Friends Test information, patient survey results, engagement events, focus groups
- Staff engagement
- Political engagement – MPs, Cllrs, Scrutiny Committees



# Examples of Consultation

## Self Care Consultation

- Proposal to stop the prescribing of certain over the counter medications
- Due to the substantial changes and impact to patients a public consultation was undertaken

## Outcomes

- Overwhelming support from staff, public, stakeholders and media
- Implementation from January 2016 with very few issues or complaints

