

Patient and Public Engagement for staff



North



North East



Oxford City



South East



South West



West

Other than the duty set by government there are compelling reasons why the CCG communicate and engages patients and local communities:

- To ensure patients and the public have accurate information about:
 - local services and how to access them
 - what Oxfordshire CCG is planning
 - how plans might affect them
 - To ensure higher quality, cost effective services – when the CCG and its partners commission services based on accurate awareness of what local communities need they can be more confident they will be the right services and that they will be fully used.
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- Involvement of patients and the public enables the collection of intelligence to inform commissioning.
 - Engagement and dialogue must be embedded in the commissioning process for this to happen.
 - Engagement would include discussion about:
 - the design of the service including the patient pathway
 - the development of the service and improvements made or planned
 - the commissioning of the service
 - the experience of using the service and potential for improvements
 - the potential impact of changes to the service
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Who would be involved

Anyone with an interest in health and care services may want to be involved.

Oxfordshire CCG uses different approaches to engage people, including:

- Talking Health is the on-line engagement tool with more than 3,500 people registered.
 - Every GP practice in Oxfordshire has a Patient Participation Group (PPG).
 - Healthwatch Oxfordshire supports OCCG in engaging PPGs.
 - Oxfordshire Wellbeing Network is made up of voluntary, charity and community groups across Oxfordshire.
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How are people engaged

OCCG uses different methods for engaging people depending on the scale of the project or service, including:

- Surveys can be hosted on the OCCG website under Talking Health.
 - Events can be organised to share information, engage people in discussion and gather views and ideas:
 - Public meetings for larger audiences with presentations of information and q&a session
 - Focus groups with open questions to prompt discussion
 - Road shows and ‘World Café’ style events which are widely publicised and offer drop in opportunity
 - Attend meetings of local groups to engage their members
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What help and support is available?

OCCG communications and Engagement Team have experience and expertise to lead and support engagement.

Inform the team as soon as a project is started to agree what support is needed, including:

- Communications and engagement plan to describe what will be done and when.
 - Advise on who to engage
 - Advise on appropriate methods of engagement for the project
 - Support in developing suitable materials to support engagement
 - Support for survey writing and event facilitation
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Any questions?
