

Patient & Citizen Assurance Framework

Key elements/questions	Areas of assurance	Examples of assurance evidence (these do not necessarily align with the areas of assurance alongside them)
Is Participation central to the working of SHCCG?	Policies mandate participation when required	Participation Policy for commissioning and development of new services
	Understanding of legal /regulatory and statutory requirements for participation	Evaluation and documentation of whether participation is necessary or not, with rationale: participation evaluation template. Log of completed evaluations in case of challenge
	Reports to Board evidence participation where appropriate	Board Report Cover template
		Confirmation in GB minutes that insights from participation informed their decision, where relevant
	Patient facing Board decisions are based on satisfactory participation	Participation awareness training for board members
	All GB board members have a shared responsibility for citizen participation taking place	e.g. QPB, PCCC, MOG
Are we compliant with our legal, regulatory and statutory duties?	Involvement of patients or public representatives in committees where appropriate	Fair process to recruiting patient representatives is in place to encourage diversity of input.
	Clarity of understanding of the legislation for equalities, human rights and our constitutional requirements	Participation Policy
Does the system have an effective Participation Strategy?	Clarity around Stakeholders and what we are trying to achieve	Clarity around when participation is required or not
		Report Cover Template
		Participation strategy

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	Alignment with the Corporate Objectives and Operating plan?	
	Inclusion of research and participation protocol to inform new or re-procurements	
	Participation is targeted (can't engage on everything with everyone)	
	Clarity of priorities (must dos vs desirables (if time/opportunity)?	
	Return on Investment – bang for our buck/piggy backing on SCC /Healthwatch /community events; joined up	
	Participation is everybody's business	Joined up participation activities across ICS/CCG/ICP System participation – across ICS, CCG and at ICP level
Do we review and monitor the delivery of the participation strategy?	Regular update with Head of Engagement	Plan of meetings with Head of Engagement
		Report schedule to GB/QPB – quarterly
		Lays working with ICPs understand the nature of local participation taking place
Do employees involved in making decisions around participation understand how to evidence compliance?	Training	Training needs analysis
		Training programme
		Training schedule
		Upheld challenges or complaints
Does Participation team have	Training needs identified and met	Advising /co-working at ICP level

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resources, capacity and skills to deliver plan and support others?	Clarity around priorities	Capacity and demand understanding
Is Participation effective: planned, meaningful, representative of target user/patient, significant, timely and relevant, have potential for impact	Reports to Board evidence participation where appropriate	Evidence outputs from participation activities online and in reports
	Participation processes for commissioning and development of new services or other key decisions	Forward plan of upcoming procurements QEIA - inclusion of complete template required for senior management sign off. Log of all QEIA. Regular review of fit for purpose by independent panel
	Plan and Design of participation	Generic participation plan template including research brief template
	Research brief	Business cases, service specifications
	Impact Assessment	Participation Log
		Effective public consultation where relevant
Are health inequalities narrowing?	Areas of focus /goals	Annual Equality Report
	Reporting	Corporate Objectives
		QEIA
		Specific actions to address inequalities of outcomes in all service access, delivery and quality measures e.g. Disproportionate Effect on BAME Communities project group
Are we Listening to Our Patients and Public equally?	Representation, Reach and Access	Email links on SHCCG web site and GP practice web sites
Have those with Protected Characteristics got an equal voice?		Relationships with patient bodies
		Listening events
		Complaints
		Legal challenges
		Equality monitoring part of participation and social research.
		Outreach participation activity log

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Are we responding to patients in a timely and appropriate way?	Complaints management	Complaints report against legislative requirements (numbers, themes etc.)
Are we engaging effectively with stakeholders?	Learnings from previous stakeholder surveys	360-degree stakeholder survey at different levels for learnings around reach/access/clarity of messages/effectiveness/reputation
	Inclusion of learnings in stakeholder mapping and participation plans	
How do we engage patients in the ownership and management of their health, with our support?	Community and Patient Champion Initiatives	Patient education
	Health plans for patients with co morbidities	PCN led activities
	Citizen Ambassadors	Training for patient champions
		Voluntary sector involvement with training