

Characteristics of Authentic Patient and Public Involvement in Service Design and Redesign

The primary purpose of the CCG Lay Member Group is to assure the 11 West Yorkshire and Harrogate CCG Governing Bodies through their respective Governing Body PPI Lay Members that authentic patient and public involvement is being planned, designed and delivered as a critically important element of each work stream in our STP.

Patients and the public have at least three quite distinct, legitimate and valuable contributions to make to any service design or redesign programme:

- 1) Their insight into more fully understanding what the problems to be overcome are.
- 2) Their lived experiences contributing to the redesign of a service to better meet the needs of the people the service is intended to support and help
- 3) Providing patient feedback on the extent to which the service actually meets the needs identified.

The evidence of the extent to which these goals are achieved will form the basis for assurance to Lay Members that authentic patient and public involvement forms an integral part of the STP work streams.

Activity	Output
Public insight into more fully understanding what the problems to be overcome are	Description of the main findings and the recommendations based on the insights collected
Lived experiences contributing to the redesign of a service to better meet the needs of the people the service is intended to support and help	Evidence of how and what patient and public involvement has informed with respect to service design
Patient and carer feedback on the extent to which the service actually meets the needs identified.	Evidence of how patient feedback is/will be being collected evaluated and fed back to ensure that the redesign is working as planned

It is important for Lay Members to take a systematic approach so that they can provide robust assurance to their respective organisations.



Presentations and proposals to the group must be able to identify which of the three components it is describing, bearing in mind that these are separate activities.

In addition patients and the public can add considerable value to the procurement and specification of services and Lay Members will expect to see this encouraged and supported by commissioners.

To ensure a consistent, predictable and transparent approach is adopted there are several elements of involving the public that the group will be looking for as a minimum to be assured.

The most important characteristics are:

1. Timeliness, the opportunity for the feedback to inform decisions.
2. Making use of currently available insights where these are shown to be robust and fit for purpose.
3. Representative of the appropriate community/population affected.
4. Clear and specific questions asked of the public that are relevant and appropriate.
5. Diversity of techniques used to gather information where appropriate.
6. Summary of the findings made easily available to anyone interested.
7. Feedback and actions taken as a result is shared as soon as possible.

It is recommended that this structure and approach is the basis for Lay Members to consider as part of the review of involvement activities and that the same approach is used to inform authentic public involvement in STP wide service redesign.

May 2017