

**Policy Briefing: Patient and Public Participation in Commissioning Health and Care:
Statutory Guidance for Clinical Commissioning Groups and NHS England**

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Original document: <https://www.england.nhs.uk/wp-content/uploads/2017/05/patient-and-public-participation-guidance.pdf>

Purpose of document

NHS England has published guidance to support Clinical Commissioning Groups (CCGs) and commissioners in NHS England to meet their legal duty to involve patients and the public in the commissioning process (including planning, policy-making, buying and monitoring) of health and care services, in a meaningful way, to improve services at national, regional and local levels. The purpose of the document is also to meet the objectives of the *Five Year Forward View* which sets out a vision to strengthen patient and public involvement in decisions about health and care. The guide has been developed alongside another statutory guidance *Involving People in Their Own Health and Care*. The guidance is an updated version of the original guidance *Transforming Participation in Health and Care*.

Summary of contents

The guidance sets out 10 key actions to support CCGs and NHS England to meet their legal duty to involve. The actions include, for example: involving the public in governance; promoting and publicising public involvement; and providing support for effective involvement. Within the set of actions is a three step process to help commissioners to work through to assess the benefits of participation and to decide whether the legal duty to involve applies to them. Also, there are examples of good practice to support staff to maximise the benefits and impact of involvement and help them to engage people who may experience barriers to participation. The actions have links to a wide range of internet-based resources, and details of additional sources of information and key partner organisations and networks, with an interest in public participation.

Summary of outcomes

The guidance highlights that participation from patients and the public is an essential part of commissioning and should be considered at each stage of the commissioning process. However, the guidance does recognise that commissioners experience specific challenges to involving the public because: a) the way in which health and care services are commissioned in the healthcare field is changing; b) they cover wide geographical areas; c) they commission a range of programmes and d) they also have unique challenges of reaching out to people who don't access, or have very infrequent contact with services.

Summary of recommendations

- Prioritise public/patient activity and the best approach to participation based on whether there is a legal duty to involve, where involvement will have the greatest impact on services and health outcomes, population groups and sources of information.
- Taken early action in planning participation (such as identifying benefits and financial cost of involvement) and involving people in ways that reach diverse communities and groups, and are appropriate to their needs and preferences.
- Involve people very early on in the commissioning process and work with partners to involve other commissioners, local authorities, service users and providers, Carers Network, Healthwatch Network and the voluntary and community sector.
- Provide feedback using a variety of methods to people who have been involved, about the results and impact of their participation on commissioning decisions.

- Record and report approaches to participation, involvement and commissioning activity, and legal duty to involve. Evaluate impact, publicise success widely and share learning. Include this as part of commissioning plans and a business plan.

Further information and resources

Five Year Forward View

<https://www.england.nhs.uk/wp-content/uploads/2014/10/5yfv-web.pdf>

Transforming Participation in Health and Care (2013 Guidance)

<http://www.cityandhackneyccg.nhs.uk/Downloads/Get%20involved/trans-part-hc-guid1.pdf>