

**IMPROVING HEALTHCARE TOGETHER 2020-2030 (IHT)  
NHS SURREY DOWNS, SUTTON AND MERTON CLINICAL COMMISSIONING GROUPS  
CONSULTATION OVERSIGHT GROUP**

**MEETING NOTES**

**Date:** 14<sup>th</sup> August

**Time:** 15:00-17:00

**Location:** Triple meeting room – The Sutton Life Centre, 24 Alcorn Close, Sutton, SM3 9PX

Present		
Name	Initials	Organisation
David Williams (Chair)	DW	Healthwatch Sutton
Julian Lee	JL	Inspire
Kate Scribbins	KS	Chief Executive of Healthwatch Surrey
Samantha Aungthin	SA	Central Surrey Voluntary Action
Alison Navarro	AN	Chief Executive of Community Action Sutton
Kellie Health	KH	Communications Manager Surrey Downs CCG
Brian Dillion	BD	Chair Healthwatch Merton
Nick Duffin	ND	The Consultation Institute
Amanveer Nathan	AN	Patient & Public Engagement Manager Merton CCG
Fiona Gaylor	FG	Merton CCG
Pete Flavell	PS	Healthwatch Sutton

Programme representatives		
Jaishree Dholakia	JD	Improving Healthcare Together 2020-2030 Patient & Engagement Lead
Josie Weller	JW	Improving Healthcare Together 2020-2030 Programme Support Executive

Item	Discussion	Actions
1	<p><b>Welcome, introductions and apologies</b></p> <p>The Chair introduced members to the third Consultation Oversight Group meeting and asked everyone to introduce themselves.</p> <p>The Chair introduced Nick Duffin from The Consultation Institute to the meeting.</p> <p><u>Apologies</u>            Dave Curtis – Healthwatch Merton            Murray Glenister - Healthwatch Surrey, volunteer            Sally Dubery - Central Surrey Voluntary Action            Maria Hewson - Community Development Worker for Preston            Liz Patroe - Guildford and Waverley CCG            Genty Lee - Resident of Surrey Downs</p>	

2	<p><b>Review and agree draft notes from the 11<sup>th</sup> July meeting</b></p> <p>The draft notes were agreed and signed off by members.</p>	
3	<p><b>The Consultation Institute Assurance (tCI) process</b></p> <p>Nick Duffin delivered a presentation on the consultation quality assurance process (please see appendix 1 on the IHT website for a copy of this presentation). The following areas were covered:</p> <p><u>Background on The Consultation Institute</u></p> <ul style="list-style-type: none"> <li>• Established 2003</li> <li>• Not for profit organisation</li> <li>• Consultation &amp; Public Engagement ‘Think Tank’ – UK and beyond</li> </ul> <p><u>The Quality Assurance process and stages involved:</u></p> <ul style="list-style-type: none"> <li>• <b>Engagement and/or consultation</b> <ol style="list-style-type: none"> <li>1. Before engagement or consultation:           <ol style="list-style-type: none"> <li>a) Scope/mandate and decision making</li> <li>b) Project plan</li> <li>c) Information and documentation</li> </ol> </li> <li>2. <b>During engagement or consultation</b> <ol style="list-style-type: none"> <li>a) Mid-review</li> <li>b) Closing review (in the last week)</li> </ol> </li> <li>3. <b>After engagement or consultation</b> <ol style="list-style-type: none"> <li>a) Final report (reviewing the information for decision making)</li> </ol> </li> </ol> </li> <li>• <b>Option development and/or option appraisal</b> <ol style="list-style-type: none"> <li>1. Option development:           <ol style="list-style-type: none"> <li>a) The balanced room</li> <li>b) Information – informing those involved</li> <li>c) Process (Plan)</li> <li>d) Information – contained within each solution</li> <li>e) Report</li> </ol> </li> <li>2. Option appraisal:           <ol style="list-style-type: none"> <li>a) The balanced room</li> <li>b) Information – informing those involved</li> <li>c) Process (Plan)</li> <li>d) Report</li> </ol> </li> </ol> </li> </ul>	

	<p>The tCI will produce a letter of best practice for each stage and if one stage receives good practice the overall score will be good practice. The tCI have no influence over the final decision, they are only involved with quality assuring the consultation process.</p> <ul style="list-style-type: none"> <li>• <b>Consultation and Engagement Law:</b> <ol style="list-style-type: none"> <li>1. Health legislation</li> <li>2. Local government legislation</li> <li>3. Equality legislation</li> </ol> </li> <li>• <b>Public and common law</b> <ol style="list-style-type: none"> <li>1. Gunning principles</li> <li>2. Brown/Backing principles (Public Sector Equality Duty)</li> </ol> </li> </ul> <p>In relation to health services, not all changes require a consultation and this is dependent on the scale of the change. Other engagement can also be undertaken such as a small public engagement exercise.</p>	
4	<p><b>Questions from members of the group to Nick Duffin:</b></p> <p><b>Chair:</b> What would be the impact of stages that are not signed off? <b>Response:</b> tCI would withdraw from the process.</p> <p><b>KS:</b> If you found information that was incorrect how would this be put right before a consultation is live? <b>Response:</b> The impact of the information on the consultation is determined and discussed with the client on the correct process.</p> <p><b>Question:</b> In terms of lack of conversation in the community is this the consultation team's responsibility? <b>ND:</b> The last two weeks of a consultation is the most active time for questions from the public.</p> <p><b>PF:</b> Regarding this programme, it is hard to engage with members of the public because the process has been ongoing for a while and the public's interest has been lost.</p> <p><b>Question:</b> Is quality over quantity considered best? Seldom-heard groups who are hard to reach. <b>ND:</b> This will be based on evidence that these groups were engaged with.</p> <p><b>Question:</b> What is the key to good engagement with the public? <b>ND:</b> Stakeholder mapping is key and if this is undergone properly then engagement with the public will be robust.</p> <p><b>Question:</b> Is the letter produced on practice level provided prior is there a word missing here Josie and is guidance given? <b>Response:</b> Yes, we provide samples of what best practice looks like from prior consultations.</p>	

	<p><b>Question:</b> Is the programme using tCI? <b>Response:</b> Yes</p> <p>JD thanked ND for the presentation and suggested it would be helpful for the group to potentially have another presentation/update from tCI further down the programmes timeline.</p>	
<b>5</b>	<p><b>Draft clinical factsheets</b></p> <p>JD asked members of the group to review draft clinical factsheets and provide any feedback they might have and asked for these not be shared outside the group as the factsheets were still in draft format. These factsheets will be public facing once they are finalised.</p> <p>PF suggested including text on the process around ‘what happens when I recover’ to the factsheets.</p>	
<b>6</b>	<p><b>Any other business</b></p> <p>The group had no further business.</p>	