

**Children's &
Maternity
Strategic Clinical
Network**



"High quality
care for all, now
and for future
generations."

**Patient and
Public
Engagement
Framework**

July 2014



Patient and Public Engagement Framework for Children's & Maternity Strategic Clinical Network

Introduction

The Children's and Maternity Strategic Clinical Network (C&M SCN) intends to engage and involve children, young people (CYP), women, and families in order to develop/improve health services. This will support services related to its work programme to be appropriate, effective, accessible and to achieve positive outcomes for CYP, women and families across the region.

Depending on the area and sensitivity of work it may be necessary for the C&M SCN to conduct bespoke Public and Patient Engagement (PPE) projects that are tailored specifically for engaging CYP, women and families.

The level and method(s) of PPE for all The C&M SCN Groups will be discussed and determined as part of the governance and accountability arrangements and included in the terms of reference for each group.

The C&M SCN will not seek PPE representation at their Strategy Groups and Clinical Expert Groups but will work closely with PPE colleagues and stakeholders to ensure the voices of CYP, women and families are heard and influence discussion and decisions at these meetings.

For identified levels and methods of PPE for each of the C&M SCN Task & Finish groups please refer to the Work Plan.

In order to achieve the above the SCN will use the Y&H SCN PPE Strategy and the C&M SCN PPE Framework which set out key principles for PPE to ensure good practice and effective/genuine engagement.

PPE is a fundamental component of the SCN, it is important that CYP, women and families feel involved and gain the confidence and skills they need for active participation. It is important that they feel their views are respected and will be acted upon.

Principles

It is anticipated that engagement will occur at various levels as illustrated below through a participation ladder:

Highest Possible Participation	
CO-PRODUCTION	Delivering services in an equal relationship between professionals, CYP and women using services, their carers and/or families
PARTNERSHIP	Direct collaboration in decision-making with others (project managers, outside organisations)
INVOLVEMENT	Participants asked to make some decisions, but the organisers decide which decisions. Responsibility for project continues to lie with managers.
CONSULTATION	Participants are asked for their ideas and input and these inform the decisions taken by project managers.
EDUCATION	Participants are provided with new skills and knowledge. There is some dialogue between participants and project managers but all participants have no decision making powers.
INFORMATION	Participants are provided with information, but there is no dialogue.
No Participation	

The C&M SCN will ensure that engagement is

- Relevant and accurate in terms of participants, organisational representatives and timeliness and review where appropriate
- From a broad range of views
- An ongoing process, going beyond the 'consultation' phase of any work stream
- Delivered by appropriately trained individuals or organisations
- Demonstrate clear links to SCN priorities
- Provide documented evidence of level of PPE for each issue identified on the work programme
- Consider how to involve seldom heard groups/diversity
- Consider child friendly materials for CYP involvement

And will consider:

- Inclusivity and appropriate representation.
- Variety of approaches and appropriate mediums of engagement should be used.
- Simplicity of aims so that CYP, women and families understand the purpose and process.
- Clear communication at all stages of the process e.g. Feedback, communicating outputs/outcomes.

Framework

It is the responsibility of each task and finish group to consider PPE at the start of their project, to identify appropriate levels of PPE and integrate into practice using the following framework:

Scope: Understand the need and the evidence

- Scope existing intelligence
- Define priorities and outcomes for PPE work
- Define and prioritise population segment
- Identify organisations that we can work in partnership with or who could support, facilitate PPE on our behalf.
- Consider issues around safeguarding, equality & Diversity etc...

Plan

- Make contact/develop relationships with the most relevant service users from identified segment: e.g. *existing groups (user groups, support groups, local/national charities etc.)*
- Identify the most suitable methods for engagement and understand the constraints relating to different challenges, within each project/work stream
- Develop mixed methods of intervention, sense checking and pre-testing with target audience
- Develop a plan for executing the chosen methods

Do

- Implement actions
- Collate feedback and opinions

Review & Feedback

- Evaluate and review
- Ensure robust two way feedback process and document all actions

Approved By:
Review Date:

Date: