

Thurrock People's Panel

Terms of Reference

DRAFT Version 2 as at 6th August 2018

Purpose

The Thurrock People's Panel is being set up as a recommendation from Healthwatch Thurrock and agreed by the Joint Committee of the five clinical commissioning groups in mid and south Essex to provide an independent view on matters relating to the relocation of services from Orsett Hospital.

The group has been set up to monitor progress of the plans and to ensure that the voice of the residents of Thurrock is heard and feeds into the set-up, implementation and transition phases of developing the four integrated medical centres in Thurrock.

Health and care partners will recognise and respect the input of residents and the issues reflected through this engagement and it will be given equal importance throughout the lifetime of the programme.

Aims

The aims of the Thurrock People's Panel are:

- To seek and represent the views of the wider community in relation the relocation of services provided at Orsett
- To review wider community and stakeholder engagement plans related to service change ensuring any information produced is easily understandable and clear before being shared with the wider public;
- To review (sometimes complex) service related information to ensure any potential impact on the local community and/or protected groups have been recognised and reasonable steps put in place to seek to mitigate that impact.
- To ensure protected and other 'seldom heard' groups are given appropriately tailored opportunities to shape future services
- To bring any local issues that may have some bearing on the implementation of plans to the attention of the group.
- To assist in how the evaluation of redesigned services can be measured from a user perspective

Authority and Governance

The Thurrock People's Panel is an advisory body and as such is not a decision making body and has no delegated authority.

Its role is to provide insight and guidance from a service user perspective to the Implementation Oversight Group which is independently chaired and made up of leaders

from the main health and care organisations in mid and south Essex and oversees all proposals to improve to local care and services approved by the CCG Joint Committee.

As an advisory group the Panel will only operate successfully if a balanced viewpoint is maintained and everyone has an equal opportunity to speak

Therefore members of the Panel will:

- Commit to working toward producing the best solutions that will assist and inform the planning process so that it works for the residents of Thurrock
- Work comprehensively with the Panel, accommodating views that are different from their own, seeking consensus and accepting compromise to reach agreement on the issues before them
- Be open minded and consider the whole picture, not seeking to promote individual interests, and be representative of the residents of Thurrock
- Be willing and able to make necessary and recommendations
- As a representative, engage with others outside of the panel when providing feedback through the Panel

Panel meetings should provide a positive environment, which encourages attendance and participation at meetings, and promotes discussion by all its members.

This does not preclude members from disagreeing with issues, but it does require that discussions (particularly controversial ones) be conducted in a manner so that members feel comfortable presenting a different view to the group

Recruitment and Membership

The Panel will have membership that ensures that all key service areas are represented in particular long term conditions or regular users of the following:

- Dialysis
- Pain management
- Rheumatology
- Ophthalmology
- Audiology

It is particularly important that the Panel is able to represent the views of hard to reach or seldom heard groups.

The Panel will review its membership as required and may co-opt others as necessary.

Healthwatch Thurrock will oversee the creation of the Panel and provide on-going facilitation of its work.

Healthwatch Thurrock and local health care services will endeavour to ensure that the Panel is broadly representative of the population served, in particular by locality and or by patient experience

However, given the limited number of places available, any final decisions regarding the selection of members will be decided by Healthwatch Thurrock

The membership of the Panel will include:

- No less than eight and no more than 15 public/patient representatives who are able to contribute to the aims of the plans because they have experience and involvement in local health and care issues or working knowledge and interest in the development of health and care services locally.

This will include:

- Carers of or individuals with learning disabilities
- Parents or those able to represent the views of children and young people
- Those with or representing mental health conditions
- Carers of or individuals with physical disability
- Carers of or individuals with long term conditions
- A representative of Healthwatch Thurrock (or nominated deputy) as group facilitator
- A Thurrock CCG lay member (or nominated deputy)
- Basildon and Brentwood CCG lay member (or nominated deputy)

Advisory roles by invitation

- A member of the STP communications and engagement group
- CCG executive leads (both Thurrock and Basildon and Brentwood)
- A hospital executive lead
- A Thurrock Council representative (officer or elected member TBC)

Representatives of other organisations and the work stream groups that have been developed to deliver programmes as part of the Implementation Oversight Group's work and priorities may be invited to attend Panel meetings as required.

Membership will be reviewed within six months ensure appropriate representation but a commitment for full membership of two years is desirable.

Chair

One of the public/patient representatives will be the Chair. This role will be reviewed every six months.

The Chair will ensure that all members are given the opportunity to express their views openly. The Chair will also be responsible for ensuring that any verbal or written submissions made by the Panel reflect the views of all members

Similarly the role of vice-chair will be recruited from within the Panel

These will be appointed in the first instance then elections will take place after six months via secret ballot amongst the members.

Quorum

The quorum for conducting a meeting of the Panel is the attendance of:

- At least two thirds of the patient/public members including chair or vice chair
- A representative of Healthwatch (or nominated deputy) as group facilitators
- A CCG lay member

Meeting Frequency and Attendance

Meetings will normally be monthly but more frequently if business dictates.

Meetings will not be longer than 2.5 hours. Timing of the meetings will be discussed at the first meeting and set to suit the majority of members.

The meeting location(s) will be agreed, subject to budget, with the Panel

Documents that will be reviewed during face-to-face meetings will be sent out by email or post approximately two weeks in advance and no less than one week in advance of meetings.

Documentation should be produced in plain jargon free English.

If members cannot attend a face-to-face meeting, they will be able to contribute via email or over the phone instead. In addition to face-to-face meetings members may be asked to have input by email or over the phone.

After face-to-face meetings, a summary of the meeting will be sent to all members.

Frequency will be reviewed as part of the continued evaluation of the group's effectiveness and review of its Terms of Reference.

Communication

Members will be asked to confirm that they are happy to share their email address with all other Panel members to support electronic dialogue

Information and papers will be provided in a format suitable for members and members will advise if they require information in a particular format or additional support.

If members need to discuss anything in-between meetings, they can do so via email or by contacting Healthwatch Thurrock

Remuneration

Panel members will be reimbursed for any out of pocket expenses incurred in line with the STP non-staff expenses claim policy.

Professional members and professionals attending meetings upon request will be reimbursed in line with the relevant policy within their own organisation.

Confidentiality

Members of Panel will need to be able to discuss most matters freely with patients, the public and others within their networks to ensure that they are able to represent views fully and accurately.

However it is understood there will be times when confidential information which may involve issues of commercial or personal sensitivity are discussed before they can legally be shared with the wider community.

All members of the Panel will need to sign a confidentiality agreement to ensure information that will be specifically identified as confidential during meetings is not be shared by members outside the Panel.

Evaluation and review

The outcomes of the Panel will be evaluated by all members of Panel every six months and the Terms of Reference will be reviewed at three and six months in the first year and then every 12 months.

Signed on behalf of the panel as confirmation of agreement**Thurrock People's Panel Chair**

Thurrock People's Panel vice Chair

Dated

Thurrock Orsett Hospital Peoples Panel Governance Structure



