

January 2018

**TERMS OF REFERENCE
NHS LEWISHAM CLINICAL COMMISSIONING GROUP
PUBLIC REFERENCE GROUP**

1. INTRODUCTION

The Public Reference Group (PRG) is part of the structure of the Clinical Commissioning Group (CCG). Discussions at the PRG will feed into the Public Engagement & Equalities Forum (PEEF), to which the PRG is accountable. Following each PEEF meeting a brief summary will be provided to the PRG, who will in turn report its activities in to the Governing Body of Lewisham CCG.

WHERE THE GROUP SITS IN THE GOVERNANCE STRUCTURE:



2. PURPOSE

The purpose of the Public Reference Group (PRG) is to act as a mediating voice between the public and the Clinical Commissioning Group (CCG), with the potential to influence some of the service related decisions within the governance structure of the CCG. The PRG will be made up of members that reflect the diversity of the local population. The PRG is accountable to the Public Engagement & Equalities Forum (PEEF), and is made up of members of the Lewisham community, who may contribute to the CCG's decision-making.

The PRG aims to work as a group to:

- Develop the PRG by offering opportunities to individual members to build their own capacity to support the CCG. The objective is to help the CCG meet its statutory duties by consulting and involving the local community.
- Draw attention to the wide range of issues affecting the people living within the borough and or working within the healthcare sector in Lewisham; particularly in relation to those that are significantly affected due to their protected equality characteristics and health inequalities.

Work with the CCG in an advisory capacity to:

- Ensure that public engagement is integrated into the commissioning cycle.
- Act as a mediating voice across all commissioning services in respect of patient and public engagement.
- Help the CCG to develop and evaluate better public engagement across the local population, ensuring that the CCG engages with people impacted by their protected characteristics.
- Identify and raise issues where it appears that patient and public engagement processes are not happening, where particular groups are not being engaged, and where public views are not being considered.
- Share their views and experiences of a broad range of conditions, local services and the role of carers.

The PRG will work with the public to:

- Support the CCG in its communications with local people, particularly the ‘hard to reach’ communities, to engage with the community and gather their views.
- Contribute to a greater public understanding of the challenges facing the NHS, benefits of local improvement programmes and any proposed changes to services.

3. PROCEDURES AND ARRANGEMENTS

- The group will have monthly meetings with potential interim meetings to meet objectives.
- Minutes with action notes will be taken and these will be distributed within 14 days of the meeting taking place.
- Actions will be recorded at each meeting and their accuracy agreed by group members.
- Agendas and papers will be circulated in advance within 7 days of the meeting.
- The group may identify a need for expert advice and/or the attendance of advisers or speakers from within the CCG, council or providers. This will be arranged by the administrative support for the PRG.
- At least 50% of the PRG group needs to be present at a meeting to make key decisions within a decision-making process.
- In extraordinary circumstances the group may, on occasion, make a decision by e-mail or pre agreed method of contact provided that:
 - The decision is agreed by at least 50% of the group as laid down in its Terms of Reference.
 - The decision is reported to the next meeting and is incorporated within the minutes.
 - The e-mails or other contact method reflecting the decision are copied to all members of the group, are printed, appended to the minutes, and retained on file.
- The PRG will work collaboratively with the CCG and the PEEF to devise work plans that will influence the direction of development and travel of the PRG.
- The PEEF is responsible for agreeing the establishment and dissolution of the PRG, and will oversee the goals and targets for the group.
- Using their networks, the group will engage with a wider community of local people in its work, and collectively ensure that this wider engagement is inclusive.

4. ADMINISTRATION

The PRG will be given administrative support by the Engagement Officer (including agendas, coordination of presenters, room booking, expenses, research, note taking, creation and distribution of meeting summaries). The Chair will work with other members of the PRG to develop work plans, agendas and meeting summaries; Lewisham CCG staff will support the Chair to achieve this.

5. REPORTING

The Chair of the PRG will be supported by the Head of Communications or the Engagement Officer to provide regular updates to the PEEF every four months, which will then be fed in to the Governing Body.

6. DECISION MAKING WITHIN THE PRG

- Decision-making shall be based on consultation, inclusive participation, and broad agreement. Everyone involved in the decision making should feel that they have been heard and have had an opportunity to influence the decision regardless of the agreed outcome. The Chair is responsible for ensuring that this happens.
- The PRG alone cannot make changes to commissioning. Key decisions regarding changes to commissioning will need to be reached via engagement with relevant internal stakeholders. Dependent on the decision required, decisions may need to be presented and approved by The Governing Body, or a committee or sub-group if delegated.

7. MEMBERSHIP

- Participants must live in the borough of Lewisham and/or work in association with Lewisham health services and/or, have experience of Lewisham health services. Members will have an interest in improving their local health services.
- Members will be selected, via an advertised recruitment process, and will reflect the diversity of the Lewisham community.
- Members must demonstrate a high level of commitment and a 75% attendance is expected. Extenuating circumstances will be taken into consideration and discussed with the PRG Chair and the CCG Head of Communications and Engagement.
- Participants will have ongoing support to maintain their positions and develop their knowledge and skills.
- There will be a rolling programme of recruitment, with a term of up to 3 years maximum for each member of the PRG.

- Members will be committed to succession planning and supporting other less experienced and/or new members to participate.
- Should a member decide to leave the PRG the Engagement Officer must be informed in writing.
- Participants will be supported by staff from the Communications and Engagement Team. The Lay Member for Patient and Public Involvement may attend meetings as part of their role as Chair of the PEEF.

8. THE CHAIR, VICE CHAIR

The aim of the Chair is to:

- Liaise with stakeholders within the CCG and PRG to develop a yearly work plan and meeting agendas.
- Support discussion which allows space for vigorous debate and disagreement, while maintaining relationships and constructive ways of working together.
- Liaise with key contacts in the CCG to co-ordinate training sessions for the group to build and maintain the confidence, skills and knowledge of the PRG members.
- Link with the PEEF by presenting reports of key conclusions and reflections.

The Vice-Chair

- Supports the Chair.
- Serves as Chair, in their absence, to fulfil the aims outlined above.

The Chair and the Vice Chair will serve for a total of 12 months. Selection will be based on a ballot of PRG members.

9. CONFIDENTIALITY

In certain circumstances the CCG will advise members of any information supplied to the PRG that must be treated as confidential information. Members will not disclose information to anyone other than those to whom they have been authorised.

10. MANAGING CONFLICTS OF INTEREST

- The Head of Communications, Engagement Officer or the Chair will make sure that relevant interests are declared prior to the meeting or at the beginning of every meeting.
- The Head of Communications or Engagement officer has responsibility for deciding whether there is a conflict of interest and what to do about it. In making such decisions, the Head of Communications or Engagement officer may wish to consult with the Chair on issues relating to governance.

- All decisions, and details of how any conflict of interest issue has been managed, should be recorded in the minutes of the meeting. The Head of Communications or Engagement Officer has ultimate responsibility for deciding whether there is a conflict of interest and take the appropriate course of action in order to manage the conflict of interest.
- Where PRG members have a material interest in the subject under discussion, they should either be excluded from relevant parts of meetings, or join in the discussion but not participate in any decision-making itself (ie, not have a vote).
- If anyone is aware of any interest, whether previously declared or not, that relates to the scheduled or likely business of the meeting they will:
 - Bring this to the attention of the Chair
 - Tell the Chair of any arrangements for managing the conflict of interest, or potential conflict of interest – these arrangements must be confirmed by the Head of Communications and Engagement.
 - If no arrangements have been confirmed, the Chair may require the individual to withdraw from the meeting or part of it.
 - New interests should be made at the beginning of the meeting and at the beginning of the agenda item.
- If the Chair has a personal interest, previously declared or otherwise, that relates to the scheduled or likely business of the meeting, they must make a declaration and the Vice Chair will act as Chair for the relevant part of the meeting.
 - Where arrangements have been confirmed with the Head of Communications and Engagement for the management of the conflict of interests or potential conflicts of interests in relation to the Chair, the meeting must ensure these are followed.
 - Where no arrangements have been confirmed, the Vice Chair may require the chair to withdraw from the meeting or part of it. Where there is no Vice Chair, the members of the meeting will select one.
- Where significant numbers of members of the PRG have to withdraw from a meeting or part of it, because of arrangements agreed for the management of conflicts of interest or potential conflicts of interest, the Chair or acting Chair, Head of Communications or Engagement officer will make the decision about whether or not the discussion can proceed.
- In making this decision the Chair will consider whether the meeting is adequate in numbers in accordance with these Terms of Reference. If there are not enough members the discussion will not take place at that time.

11. DISPUTE RESOLUTION

- Members of the PRG are committed to resolving conflicts by themselves, with the support of the Head of Communications or Engagement officer where necessary.
- In the case of a dispute that cannot be resolved and hinders the objectives of the PRG, the CCG reserves the right to suspend disputants from meetings and recommend mediation by a neutral third party.
- The decision to suspend would be reviewed only on the recommendation of the third party neutral.

12. REVIEW

The terms of reference will be reviewed annually or in-light of substantial organisational or policy changes.