

ICB Public Involvement and Engagement Advisory Committee

Date of meeting	25 October 2023
Title of paper	Engagement and involvement approach to support a Primary Care Procurement Evaluation Strategy
Presented by	Neil Greaves, director of communications and engagement
Author	Neil Greaves
Agenda item	9
Confidential	No

Executive summary

A Procurement Evaluation Strategy (PES) is developed following a decision to procure a service. The development and agreement of a PES is a critical part of the wider procurement process. The ICB has reviewed the current inherited Primary Care PES and applied learning from recent procurement exercises.

The Primary Care PES review and development has been independently led by NHS Shared Business Services (SBS) and has involved senior representatives from all ICB Directorates and current procurement support partners. The review and development has been significantly informed by patient feedback.

On 12 October, the Primary Care Commissioning Committee endorsed a new Procurement Evaluation Strategy. This paper aims to outline the engagement and involvement approaches which underpin the PES.

Advise, Assure or Alert

Assure the committee:

- The approach to support the implementation of the Primary Care Procurement Evaluation Strategy is aligned to the principles within the ICB strategy for working in partnership with people and communities

Advise the committee:

- A Primary Care Procurement Evaluation Strategy has been approved which has been informed by patient feedback and incorporates learning from recent procurement exercises

Recommendations

The Public Involvement and Engagement Advisory Committee is asked to:

- Note the Procurement Evaluation Strategy and improvements to the approach to engaging and involving local people in the process
- Endorse the approach to engaging and involving local people and patients in primary care procurement processes

Which Strategic Objective/s does the report contribute to		Tick
1	Improve quality, including safety, clinical outcomes, and patient experience	✓
2	To equalise opportunities and clinical outcomes across the area	

3	Make working in Lancashire and South Cumbria an attractive and desirable option for existing and potential employees	
4	Meet financial targets and deliver improved productivity	✓
5	Meet national and locally determined performance standards and targets	✓
6	To develop and implement ambitious, deliverable strategies	✓

Implications

	Yes	No	N/A	Comments
Associated risks			X	
Are associated risks detailed on the ICB Risk Register?			X	
Financial Implications			X	

Where paper has been discussed (list other committees/forums that have discussed this paper)

Meeting	Date	Outcomes
Primary Care Commissioning Committee	12 October 2023	The Primary Care PES was approved
Primary Care Commissioning Committee	20 July 2023	Recommendations for the PES which included feedback from members of public were endorsed.

Conflicts of interest associated with this report

Detail to include actions taken or insert 'not applicable'

Impact assessments

	Yes	No	N/A	Comments
Quality impact assessment completed			X	
Equality impact assessment completed			X	
Data privacy impact assessment completed			X	

Report authorised by:

Craig Harris, Chief Operating Officer

ICB Public Involvement and Engagement Advisory Committee

Engagement and involvement approach to support Procurement Evaluation Strategy

1. Introduction

- 1.1 This paper provides an outline approach to involvement and engagement to support a Lancashire and South Cumbria Procurement Evaluation Strategy which has been endorsed by the ICB Primary Care Commissioning Committee in October 2023 (as set out in appendix a).
- 1.2 The principles of the approach in the paper are aligned to the approaches set out in the ICB strategy for working in partnership with people and communities and the steps of the engagement spectrum: inform, listen, discuss, collaborate and codesign and empower.
- 1.3 It is important to note that no single engagement exercise is the same and this provides a broad framework built upon best practice engagement and involvement. Local engagement will always be developed working with local communities and with full consideration of the population, demographics, diversity of communities and the purpose of the engagement.

2. Engagement and involvement activity aligned to the engagement spectrum

- 2.1 The methods to support the implementation of the Procurement Evaluation Strategy have been aligned to the engagement and involvement spectrum set out in the ICB strategy for working in partnership with people and communities:

Inform	<p>Keep patients and the public informed and updated at each stage of a procurement process including any decisions made by the ICB Primary Care Commissioning Committee.</p> <p>Ensure ICB decision making is transparent and decisions about local services, where possible, are agreed in meetings held for members of the public to observe.</p> <p>The ICB will use a range of methods to inform and communicate effectively with the public and patients. This will be informed by the local demographic and codesign with patient and public groups and may include (where appropriate):</p> <ul style="list-style-type: none">• Posters and printed materials in the practice and community locations and community notice periods• Materials in accessible formats or translated in a range of languages relevant to the local community
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	<ul style="list-style-type: none"> • Face-to-face discussions at local events • Virtual meetings with community groups • Letters or emails to patients • A website page which includes regular updates on the current stage of the process • Social media • Community or commercial radio • Other channels where appropriate
Listen	<p>Listen to concerns of local residents and ensure these are taken into consideration and influence decision making.</p> <p>Undertake engagement with patients and the community to understand what is important to local people in relation to the service and ensure this is used at different stages of the process to ensure this contributes to the process. This includes:</p> <ul style="list-style-type: none"> • Ensure evaluation reports which demonstrate what is important to local people are presented at and contribute to ICB decision making • In the event of a full procurement exercise, make the evaluation of public engagement to available for those completing tenders so they can respond to patient need • In the event of a full procurement exercise, ensure the evaluation panel reviews the evaluation of public engagement to ensure scoring takes into consideration what matters to local people
Discuss	<p>Openly discuss (with patients, Patient Participation Groups (PPGs), community groups and other partners) at all stages of the process. This includes discussions with groups and forums in relation to procurement processes, decisions and local concerns to provide reassurance and to understand local issues which may be important to consider.</p> <p>The ICB will discuss with patients, members of public and staff what lessons can be learned from engagement activities or the procurement process as a whole to embed continuous improvement for future procurement processes.</p>
Collaborate and Codesign	<p>Work with PPGs, public groups, patients and practice staff to collaborate and build relationships which can support greater involvement of patients and the local community in a procurement process.</p> <p>Codesign engagement programmes and activities with PPGs, patients and local communities to understand best how to reach groups,</p>
Empower	<p>Enable up to four patients registered with a GP practice to be part of the evaluation panel where they will be trained,</p>

	<p>supported and involved in scoring specific questions relating to patient experience, local needs and patient involvement. Key considerations include:</p> <ul style="list-style-type: none"> • All members of the public will receive full training and support to be able to contribute to the evaluation panel • The ICB will primarily seek to work with PPGs to coordinate local volunteers to take part in evaluation panels • Where patients are not able to join, the ICB will seek involvement from members of the public who are part of the Citizen’s Health Reference Group who are volunteers. • Where possible, those invited to evaluation panels will be inclusive of the practice population – including young people and health inclusion groups where possible. • Conflicts of interest will be managed for those invited to evaluation panels and managed appropriately. Conflicts which may restrict attendance on the evaluation panel include being a relative or family member of a member of staff at a practice.
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3. Next steps

- 3.1 The ICB will embed this framework and approach as part of implementing primary care procurement processes and will review and learn lessons to continuously improve engagement and involvement of local people and patients.
- 3.2 The ICB will develop a programme of training and support for patients and members of the public to empower them to be able to take part in evaluation panels.

4. Recommendations

- 4.1 The Public Involvement and Engagement Advisory Committee is asked to:
 - Note the Procurement Evaluation Strategy and improvements to the approach to engaging and involving local people in the process
 - Endorse the approach to engaging and involving local people and patients in primary care procurement processes

Neil Greaves

Director of Communications and Engagement

17 October 2023