

## West Norfolk Community Engagement Forum

### Terms of Reference

#### 1. RATIONALE

- 1.1 West Norfolk Clinical Commissioning Group (CCG) is committed to public engagement and consultation, making sure we hear from all the people and communities in West Norfolk - everyone's opinions matters. To help us achieve this we ensure we use a variety of different mechanisms, methods and approaches. There are many established organisations, support groups and patient groups that already exist in West Norfolk and the aim of the Community Engagement Forum is to bring those groups together and encourage active participation and two-way debate with the CCG.

#### 2. PURPOSE

2.1 The West Norfolk Community Engagement Forum (CEF) will:

- Provide a channel of two-way communication between patients, the CCG and the community it serves, patient representatives, local groups, voluntary sector organisations or representatives with an interest in health and care in West Norfolk, and the CCG.
- Facilitate the engagement of the West Norfolk community in the planning, design and commissioning of local health services.
- Ensure that feedback from, and the views of, members of the wider West Norfolk population are raised and debated as appropriate.
- Operate as a key local forum for the CCG to raise awareness of its commissioning plans and decisions, service development and CCG activity.
- Support the CCG in identifying commissioning priorities.
- Offer practical support to projects where community engagement is required.

#### 3. AIMS

- 3.1 The CEF will help to ensure that the voice of West Norfolk CCG's patients, carers and the public, including seldom-heard groups, is embedded in the business of the CCG, embracing a 'no decision about me without me' promise, actively promoting the principles of the NHS Constitution and actively facilitating the CCG's commitment to develop services and pathways as co-production with patients.
- 3.2 The Community Engagement Forum is an advisory body and has no decision-making powers.

## 4. MEMBERSHIP

- 4.1 The membership of the Forum has been drawn from representatives of statutory, voluntary and community sector organisations and patient groups in West Norfolk.
- 4.2 Membership of the CEF will also include senior managers of the CCG and other health and social care professionals will be invited to the meetings at times that might be relevant to the topics under discussion.
- 4.3 The Forum will be chaired by a Lay Member of the WNCCG Governing Body.
- 4.4 The Accountable Officer will be a member of the Forum with the Chief Finance Officer as Deputy.

## 5. ROLES AND RESPONSIBILITIES

- 5.1 Members of the Forum will engage with their individual groups and organisations, discussing issues and canvassing opinions, and representing those views to the Community Engagement Forum and helping to inform the Forum's agenda.
- 5.2 During CEF meetings, all members of the forum will:
  - Actively contribute to the agenda and/or background papers.
  - Speak clearly and concisely using language and terminology that all Members will understand.
  - Express opinions during debate, but listen to and value others when it is their turn to speak.
  - Adhere to professional and respectful behaviour during meetings.

## 6. ADMINISTRATION

- 6.1 Support for the Forum will be provided by WNCCG Communications and Engagement staff.
- 6.2 The secretariat to the forum will:
  - Circulate the minutes and action notes of the forum within three weeks of the meeting to all members.
  - Circulate papers for the forum within five working days of the meeting to all members. Papers not available at that date will be inadmissible.
  - Present the minutes to the governing body of West Norfolk CCG.
  - Canvas agenda items from all involved

## 7. DECLARATIONS OF INTEREST

- 7.1 At the beginning of each meeting, members must declare any potential conflict of interest relating to any specific agenda item being considered. Members may request not to be named in the minutes due to confidentiality, where appropriate.

## 8. OBJECTIVES OF THE COMMUNITY ENGAGEMENT FORUM

- Encourage and enable patient and public participation from all a full range of sectors of the populations, including seldom heard groups.

- Give its views and advice to the CCG on matters of strategy and policy, priorities, investments, disinvestments, and on performance and quality of services provided in the local NHS and priorities for CCG commissioning.
- Suggest or develop creative means of engaging local people and investigate novel public consultation methodologies.
- Ensure effective two-way dialogue between [the local population](#), patient groups and the CCG.
- Provide patient and public input to CCG awareness campaigns and actively promote public awareness of health and social care issues.
- Assist the CCG to develop the capability and processes to secure a co-production approach to service and pathway design.
- Consider and provide input to responses to local, regional, governmental, Department of Health [and Social Care](#), and NHS consultation exercises.
- Provide patient and public feedback on ~~all~~ aspects of service provision.

## 9. FREQUENCY

~~9.1~~ CEF meetings will be held on a quarterly basis, in ~~a~~ [locations that allows maximum participation. central to West Norfolk.](#)

## 10. REPORTING

10.1 The Community Engagement Forum will report to the Governing Body via the Lay Member responsible for Patient ~~& and~~ Public Involvement ~~and~~, ~~and the sharing of minutes of its meetings with the Governing Body~~ [publication of its meeting minutes on the CCG's website.](#)

## 11. EQUALITY AND DIVERSITY

11.1 The CCG and the CEF are committed to ensuring that they treat patients, carers, the public and employees fairly, equitably and reasonably, and that there is no discrimination against individuals or groups on the basis of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.

## 12. REVIEW

These terms of reference will be reviewed on an annual basis

Agreed by the Community Forum: 18<sup>th</sup> July 2019

Approved by Governing Body:

Next rReview date: ~~January 2018~~ [July 2019](#)