

**Publishing Approval Reference 000697**

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Dear Accountable Officer

**Compliance with statutory guidance on patient and public participation in commissioning health and care: the CCG Improvement and Assessment Framework (IAF) Patient and Community Engagement Indicator**

As you will know, under the National Health Service Act 2006 (as amended by the Health and Social Care Act 2012), CCGs have a statutory duty to involve the public in commissioning (section 14Z2). In addition to meeting statutory responsibilities, effective patient and public participation helps CCGs to commission services that meet the needs of local communities and tackle health inequalities.

NHS England has a legal duty (section 14Z16) to assess how well each CCG has discharged its public involvement duty (section 14Z2), as well as a commitment to supporting continuous improvement in public participation. A robust, and improvement focused, process of national assessment has been now been carried out for 2018/19 to reach final RAGG\* ratings and scores for individual CCGs.

I am writing to inform you that the final RAGG\* rating and score for 2018/19 for your CCG following the national assessment and moderation process are as follows:

**NHS West Norfolk CCG**

| Domain A | Domain B | Domain C | Domain D | Domain E | Final Score | Final RAGG* |
|----------|----------|----------|----------|----------|-------------|-------------|
| 2        | 2        | 2        | 1        | 2        | 9           | AMBER       |

If you are the Chief Officer of more than one CCG you will receive a separate email notifying you of the assessment outcome for each relevant CCG.

Please see section 3.4 of the [Guidance for CCGs](#) for information about the scoring approach for the indicator. All RAGG\* ratings and scores are final and will be published

as part of the Q4 2018/19 CCG Improvement and Assessment Framework Dashboard and on the MyNHS site.

## **Supporting improvement**

We know that CCGs are keen to continue their improvement journeys. To support this, we have gathered many examples of excellent practice and will share these with CCGs and other system partners over the course of the year. The process has highlighted just how much work has been happening across the country to develop even better approaches to engaging with people and communities, and this is something we want to support people to share and learn from.

Over the coming months we will:

- send each CCG a detailed assessment summary, focusing on those criteria that were identified as requiring improvement following 2018/19 assessments, to guide your improvement work;
- share the many examples of good practice identified as part of the 2018/19 assessments as well as signposting CCGs to other resources;
- organise a series of webinars focusing on domains which scored least highly in 2018/19 assessments, co-delivered by CCGs who are doing well in these areas;
- offer each CCG that has rated Amber in 2018/19 a one to one improvement and support session (either by telephone, webinar or in person);
- work with our regional NHS England and Improvement colleagues on activities to further support improvement.

We would be grateful if you could share this letter with relevant colleagues in your CCG, including engagement, participation and communications teams, your PPI Lay Member and, where appropriate, with your CSU.

If you have any queries please contact my team at [england.nhs.participation@nhs.net](mailto:england.nhs.participation@nhs.net)

Yours sincerely

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