

**NHS DORSET SYSTEM CONTRACT REVIEW MEETING
GOVERNING BODY MEETING
NHS CONSTITUTION**

Date of the meeting	15/11/2017
Authors	J Green, Head of Information Governance/Customer Care
Sponsoring Board Member	Dr Yule, Locality Lead for North Dorset
Purpose of Report	To assure the Governing Body that progress is being made in achieving the requirements of the NHS Constitution.
Recommendation	The Governing Body is asked to note the report.
Stakeholder Engagement	All staff via the Directorate representatives.
Previous GB / Committee/s, Dates	Quality Group -15/09/2017

Monitoring and Assurance Summary

This report links to the following Strategic Principles	<ul style="list-style-type: none"> • Services designed around people • Preventing ill health and reducing inequalities • Sustainable healthcare services • Care closer to home 		
	Yes [e.g. ✓]	Any action required?	
		Yes Detail in report	No
All three Domains of Quality (Safety, Quality, Patient Experience)	✓		✓
Board Assurance Framework / Risk Register	✓		✓
Budgetary Impact	✓		✓
Legal / Regulatory	✓		✓
People / Staff	✓		✓
Financial / Value for Money / Sustainability	✓		✓
Information Management & Technology	✓		✓
Equality Impact Assessment	✓		✓
Freedom of Information	✓		✓
I confirm that I have considered the implications of this report on each of the matters above, as indicated	✓		

Initials : JG

1. Introduction

- 1.1 The NHS Constitution (NHS C) was first published on 21 January 2009. It was one of a number of recommendations in Lord Darzi's report 'High Quality Care for All'. It sets out a ten-year plan to provide the highest quality of care, and service, for patients.
- 1.2 The Constitution is renewed every 10 years, with the involvement of the public, patients and staff. It is accompanied by the Handbook to the NHS Constitution, to be renewed at least every three years, setting out current guidance on the rights, pledges, duties and responsibilities established by the Constitution. These requirements for renewal are legally binding.
- 1.3 The introduction of the Health and Social Care Act 2012 has strengthened the legal foundation of the NHS C, and placed new duties on NHS England and Clinical Commissioning Groups to promote it. The current Constitution can be obtained from the [Department of Health](#) website.
- 1.4 The Information Governance/Customer Care Team continue to work with staff to promote the NHS C and with Directorates to ensure that evidence of compliance is provided. A member of the Team has been designated lead on the NHS C.

2. Report

Principles that Guide the NHS

- 2.1 The seven principles that guide the NHS are:
 - The NHS provides a comprehensive service, available to all;
 - Access to NHS services is based on clinical need, not an individual's ability to pay;
 - The NHS aspires to the highest standards of excellence and professionalism;
 - The NHS aspires to put patients at the heart of everything it does;
 - The NHS works across organisational boundaries and in partnership with other;
 - Organisations in the interest of patients, local communities and the wider population;
 - The NHS is committed to providing best value for taxpayers' money and the most effective, fair and sustainable use of finite resources;
 - The NHS is accountable to the public, communities and patients that it serves.

NHS Values

2.2 The NHS Values provides common ground for co-operation to achieve shared aspirations at all levels of the NHS. These values are:

- Working together for patients;
- Respect and dignity;
- Commitment to quality of care;
- Compassion;
- Improving lives.

NHS C Working Group

2.3 The NHS C Working Group has held several meetings since the date of the last report. During these meetings, considerable progress has been made on the ways in which NHS Dorset Clinical Commissioning Group (CCG) evidences the requirements of the NHS C. New ideas on how best to improve the way the CCG promotes the NHS C have been discussed and incorporated along with changes to the way NHS Dorset CCG displays the NHS C, and all evidence supporting it. An NHS C Toolkit has been created.

2.4 It has been identified that even though members of the public are aware of the NHS C the majority are not fully aware of how it affects them as residents of Dorset. To that end Dorset CCG had a dedicated NHS C stand at the Dorset CCG AGM held on 12 July 2017. This gave members of the public, and CCG staff, an opportunity to engage with staff working on the constitution and ask questions regarding the way we adhere to the NHS C.

2.5 Following the success of the NHS C stand at the AGM there will be a display stand at the Care Home Conference on 1 November 2017. This will give those attending a chance to find out more about the way Dorset CCG are compliant with the NHS C and provide the ability to see how it impacts on the services they provide.

2.6 The Customer Care/Information Governance Lead has been in discussion with the Project Management Office (PMO) with regards to how best we can promote the NHS C in the future, especially on the CCG Internet site. At every possibility, NHS Dorset CCG will promote the NHS Constitution to the public.

2.7 It has now been agreed that the CCG NHS C Toolkit will be available on SharePoint. This will allow all members of the working group to upload new evidence.

Evidence Submission

- 2.8 The NHS C Working Group will continue to meet regularly to ensure the CCG is constantly striving to improve the way we promote and display the NHS C to the organisation, outside agencies and members of the public.
- 2.9 Spreadsheets with examples of how the evidence supporting the NHS C is being recorded can be requested from Joyce Green.
- 2.10 All evidence for each Directorate is being transferred onto similar spreadsheets and these will be available on the intranet shortly.

3. Conclusion

- 3.1 The CCG has a duty to promote the NHS C in the exercise of its functions, which means:
- act with a view to ensure that health services are provided in a way which promotes the NHS C; and
 - promote awareness of the NHS C among patients, staff and members of the public.
- 3.2 The Customer Care/Information Governance Lead for the NHS C and working group continue to work towards improving the CCG's compliance against the requirements of the NHS C.

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