

NHS DORSET CLINICAL COMMISSIONING GROUP
GOVERNING BODY MEETING
NHS CONSTITUTION ANNUAL REPORT

Date of the meeting	16/11/2016
Author	J Green, Head of Information Governance/Customer Care
Sponsoring Board member	Dr S Yule, Locality Chair 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	N/A

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 NHS C brings together what patients and staff can expect of the NHS. It establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively.
- 1.3 NHS Dorset Clinical Commissioning Group (CCG) is committed to promoting the NHS C and to achieving the principles, values, rights, pledges and responsibilities outlined. The CCG also acknowledges it is required by law to take account of the NHS Constitution when making decisions and taking actions.
- 1.4 The Information Governance Team and the NHS C Working Group continue to promote the NHS C and ensure that evidence of compliance is provided.

2. Report

NHS Constitution Group

- 2.1 At meetings of the above group held throughout the year a number of actions were identified:
 - a. Promotion of the NHS C to the public is a requirement. It was agreed that it is not easy to find the link to the NHS C on the CCG Website. The link needs to be on the front page of the CCG internet if at all possible. It was also felt that it would be beneficial to have a named contact on the website;
 - b. Workforce to be contacted to discuss whether the NHS logo can be included on email signatures;
 - c. Review newsletters that are sent out from the CCG to check whether NHS Constitution can be included into these;
 - d. "Mystery shopping". To be taken forward and discussed with Healthwatch;
 - e. It was felt that that it would be useful for the document "Patient and Public Awareness of the NHS Constitution" to be reviewed at the Easy Read group and PPEG. <http://www.patients-association.org.uk/wp-content/uploads/2015/01/NHS-Constitution-Report-Final.pdf>. To be discussed with the Patient and Public Involvement Lead;

- f. To discuss with Workforce as to whether questions around the understanding of the NHS Constitution could be included in the staff survey;
- g. Discussion took place regarding information and awareness of the NHS Constitution for members of the public and how this could be taken forward. It was felt that a leaflet would be useful, which could be included within the complaint response letter, given out by Healthwatch and Dorset Advocacy;
- h. The Service Delivery Representative would look at whether there was a possibility that a leaflet on the NHS C could be included in the Telehealth Packs;
- i. Information to staff on the NHS C is to be provided and leaflets printed to be given to members of the public/patients. This can also be placed on the website;
- j. Design a poster to display in GP Practices (for those in agreement to do so) and involve the Primary Care Commissioning Team.

The above actions are in progress.

Directorate Evidence Submissions

- 2.2 Directorates ensure that their evidence submissions are completed and regularly updated. Whatever project, undertaking, report that is written, it should have a link to the relevant area of the NHS C. This is to be assisted by NHS C group representatives.
- 2.3 All evidence is linked to a numbered element of the NHS Constitution. This is demonstrated in a spreadsheet which lists:
 - Element Nos;
 - Evidence;
 - Documentation of Evidence;
 - Evidence Location.

The spreadsheets are held by the Information Governance (IG) Team. For a small example of a Directorate Evidence spreadsheet please see appendix 1.

- 2.4 The IG Team are currently in the process of linking all Directorate evidence to the CCG Values as listed below:
 - Honest;
 - Courageous;

- Responsible;
- Collaborative;
- Responsive;
- Caring.

Going Forward

2.5 The Head of IG/Customer Care has met with the Innovation Lead to explore and discuss how the CCG can improve the recording of evidence for the NHS C and demonstrate this on the CCG Website.

3. Conclusion

3.1 The CCG has a duty to promote the NHS Constitution in the exercise of its functions which means:

- To act with a view to ensure that health services are provided in a way which promotes the NHS Constitution, and
- Promote awareness of the NHS Constitution among patients, staff and members of the public.

3.2 It has been identified by the working group that gathering the evidence and promoting the NHS C has to be a greater priority within Directorates as the points in 3.1 needs to be evidenced robustly. A lot of work has been undertaken but there is more that can be done.

3.3 The Information Governance Team and the NHS C Working Group continue to work towards improving the CCG's compliance against the requirements of the NHS C.

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Date : 31 October 2016

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APPENDICES	
Appendix 1	Sample of Evidence of NHS Constitution Compliance

Sample of Evidence of NHS Constitution Compliance

ELEMENT NO. (S)	EVIDENCE OF MEETING THE CONSTITUTION	DOCUMENTATION OF EVIDENCE	EVIDENCE LOCATION
ORGANISATIONAL DEVELOPMENT			
2, 3, 4, 6, 7, 8, 9, 11, 14, 18, 25, 29, 30, 31, 82, 83, 84, 85, 95, 98, 103, 105, 106, 117	Statutory and mandatory training in line with NHS guidance: Equality and Diversity; Information Governance; Health and Safety; Manual handling.	% of staff compliant with training	Workforce scorecard – available as evidence if required, contains compliance rates Information available on the intranet for staff in the following location: http://intranet.dorsetccg.nhs.uk/support/workforce/statutory-and-mandatory-training.htm
2, 4, 6, 7, 8, 14, 18, 25, 105, 117	Equality Strategy and Public Sector Equality Duty	Equality Strategy Document	Link to document http://www.dorsetccg.nhs.uk/Downloads/aboutus/Policies/Corporate/Equality%20strategy.pdf
2, 4, 6, 7, 8, 14, 18, 25, 84, 85, 105	Equality Act	Document	Link on CCG website to document and information page: http://www.dorsetccg.nhs.uk/aboutus/equality-act-2010.htm https://www.gov.uk/equality-act-2010-guidance
3, 9, 13, 21, 95, 96, 97, 108, 109	Annual appraisal process	Appraisal form and associated documents	Link to intranet page http://intranet.dorsetccg.nhs.uk/support/workforce/appraisals.htm
3, 9, 13, 21, 95, 97, 108, 109	Annual Appraisals	% of staff compliant with annual appraisals	Workforce scorecard – available as evidence if required, contains compliance rates

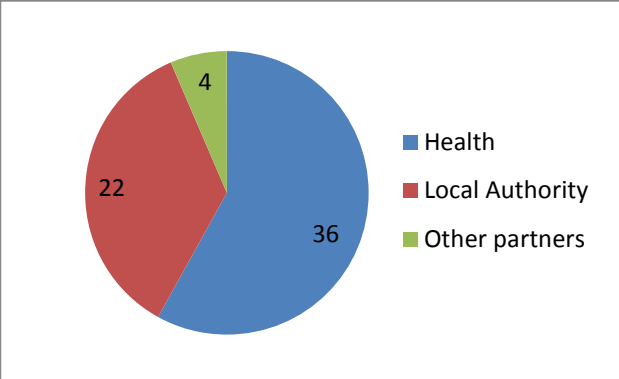
ELEMENT NO. (S)	EVIDENCE OF MEETING THE CONSTITUTION	DOCUMENTATION OF EVIDENCE	EVIDENCE LOCATION
9, 21, 77, 95, 96, 104	Terms of employment	Documents as evidence Agenda for change email address. Supported by national Agenda for Change.	Hard copies of terms of employment given on commencement of employment Agenda for change email contact: AgendaForChange@nhsemployers.org Link to intranet page with details and contacts regarding pay roll: http://intranet.dorsetccg.nhs.uk/support/workforce.htm Link for Agenda for Change, employee terms and conditions: http://www.nhsemployers.org/PayAndContracts/AgendaForChange/TermsAndConditionsOfServiceHandbook/Pages/Afc-Handbookrp.aspx
9, 13, 21, 95, 96,	Clear job descriptions provided for all staff	Copy given to staff on commencement of post	All staff provided with a copy at start of employment Link to intranet providing current relevant job descriptions: http://intranet.dorsetccg.nhs.uk/support/workforce/recruitment.htm
80, 81,	Trade union support for staff	Quarterly meetings held	Quarterly meetings held Right to union representation is also cited within the HR policies available for staff Information for staff on intranet: http://intranet.dorsetccg.nhs.uk/support/workforce/trade-union.htm
2, 4	Recruitment guidance: fair and ethical	Manager Guidance: Interviews and Verbal Offers Recruitment process flow chart	Link to web page on intranet giving support and guidance on recruitment: http://intranet.dorsetccg.nhs.uk/support/workforce/recruitment.htm
9, 95, 96	Induction Guidance	Guidance for new staff and line managers	Intranet pages with links to supportive documentation and other information: http://intranet.dorsetccg.nhs.uk/support/workforce/recruitment.htm

ELEMENT NO. (S)	EVIDENCE OF MEETING THE CONSTITUTION	DOCUMENTATION OF EVIDENCE	EVIDENCE LOCATION
93, 94	Pension scheme	All staff entitled to be part of the pension. Named contact for enquiries and support provided	Link for information and contacts provided on intranet: http://intranet.dorsetccg.nhs.uk/support/workforce.htm Information provided on commencement of work for NHS – automatically enrolled into pension scheme – opt out forms available – information website with forms and details: http://www.nhsbsa.nhs.uk/4208.aspx
ENGAGEMENT AND COMMUNICATION			
79, 95	Staff Bulletin on desktops	Available daily on desktops when PCs started up	Can be accessed daily when logging onto PCs
79, 95	Commissioning Support Bulletin Email	Sent weekly to all staff	Emailed out weekly to all staff by the communications email address: communication@dorsetccg.nhs.uk
1, 5, 6, 10, 11, 13, 16, 27, 36, 55, 57, 115	Communications and Engagement Strategy	Strategy document	Engagement Principles: http://www.dorsetccg.nhs.uk/involve/engagement-principles/
3, 5, 6, 10, 13, 16, 36, 55, 57, 60, 115	Social media interaction	Twitter handle Facebook page	Link to Facebook page: https://www.facebook.com/NHSDorsetCCG Twitter handle: @DorsetCCG https://twitter.com/@DorsetCCG
6, 10, 11, 13, 16, 36, 44, 55, 57, 60, 115	CCG Website	Web address	Link to website: http://www.dorsetccg.nhs.uk/

ELEMENT NO. (S)	EVIDENCE OF MEETING THE CONSTITUTION	DOCUMENTATION OF EVIDENCE	EVIDENCE LOCATION
STRATEGY AND PLANNING			
1, 5, 6, 7, 10, 11, 12, 13, 16, 18,	CCG Mission, Aims and Values	Contained in Strategy and Delivery Plan and plan on a page – to be incorporated in all work streams across the organisation	Links to Strategy, delivery plan and plan on a page: http://www.dorsetccg.nhs.uk/aboutus/our-strategy.htm
1, 5, 10, 11, 16, 45,	Partnership working	Better Together, Urgent Care Programme, Clinical Services review	Links to Strategy and Delivery Plans available on intranet: http://www.dorsetccg.nhs.uk/aboutus/our-strategy.htm
12	Financial Aims	Set out in Strategy and Delivery Plan	Links to Strategy and Delivery Plans available on intranet: http://www.dorsetccg.nhs.uk/aboutus/our-strategy.htm
2, 7, 10, 56, 57,	Providing documents in alternative versions and media	Strategy available and produced in a variety of formats	LD and Easy read Versions location on the drive: N:\Strategy\Strategic planning_management\Strategy\2014_19 Strategy Development (Yr 2)\comms
1, 3, 5, 6, 10, 11, 16	EPRR Multiagency working – CGG part of local resilience forum	Linking frequently with local authority, police, fire etc	Dorset LRF Vulnerable People Identification Plan: LRF Plan
1, 3, 5, 6, 10, 11, 16	EPRR - LHRP Sub Group (Local Health Resilience Partnership)	Working together in times of emergency for people	LHRP terms of reference: LHRP ToR

ELEMENT NO. (S)	EVIDENCE OF MEETING THE CONSTITUTION	DOCUMENTATION OF EVIDENCE	EVIDENCE LOCATION
CSR Process			
1, 5, 10, 11, 16, 45	Partnership working	Dorset Care Record	<p>The nine Health and Social Care partners in Dorset are currently involved in the selection process for the Dorset Care Record, to join up clinical and case management records between them.</p> <p>Written tender responses are being evaluated, and end user demonstrations undertaken. We hope to have a preferred bidder by early April, and this will then be taken to approval through the partner organisations by July 2016.</p>
1, 5, 10, 11, 16, 45	Partnership working	Informatics Group 2020 Vision	A Dorset Informatics Group has been established with technology leads. On 13 January a Technology Enabled Transformation of Health and Social care in Dorset event took place, which was well attended and had multi-agency representation.
9, 10, 12, 21, 46,	Dorset's Vision	http://www.dorsetsvision.nhs.uk/ https://www.youtube.com/watch?v=16Rlek71UDc Need for Change	<p>The Clinical Services Review (CSR) was brought about to ensure financial as well as clinical sustainability of healthcare system in Dorset. The CSR process seeks to ensure that future services are fit for purpose.</p> <p>Dorset is leading the way with the CSR being undertaken before financial pressures make decision making more difficult.</p> <p>CSR ambitions include delivering care that meets national quality standards CSR process and consultation planned to meet best practice.</p> <p>Improved patient outcomes/maximum health gain for the local population within available resources is at the heart of the CSR ambition.</p>

ELEMENT NO. (S)	EVIDENCE OF MEETING THE CONSTITUTION	DOCUMENTATION OF EVIDENCE	EVIDENCE LOCATION
1, 5, 10, 11, 12	Integrated Community Services Vanguard	ICS Vanguard	<p>Developing new models of integrated community services is to support GPs, as CCG commissioning members, to:</p> <ul style="list-style-type: none"> • Work and engage with other health and social care providers and stakeholders through the clinical delivery groups and the community health and social care transformation board • Engage with other health and social care providers and stakeholders to develop and agree a proposal, implementation plan and subsequent delivery plan. This plan will describe how current services can be delivered collaboratively within existing resources or in different ways <p>The vision so far for community services, has been developed through extensive consultation with clinicians through clinical working groups, and therefore the proposals developed should reflect the ethos and principles which have emerged and been published as part of the design phase of the Clinical Services Review.</p>
1, 5, 10, 11, 12	Integrated Community Services	ICS Delivering the Vision ICS Workshop	<p>An integrated Community Services Delivering the Vision Workshop was held on 30 October 2015.</p> <p>Attendees were asked to consider what had been missed in illustrating the Dorset vision and what were the barriers and opportunities to achieve the vision. Taking into account:</p> <ul style="list-style-type: none"> • Achieving partnerships for integrated service provision between NHS sectors, social care/ Local Authorities, the community and voluntary sectors and other partners • Changes required in how we commission services to achieve integrated service provision and effective partnerships <p>Overall there were 62 attendees. The split by local authority and health attendees is shown in the diagram below:</p>

ELEMENT NO. (S)	EVIDENCE OF MEETING THE CONSTITUTION	DOCUMENTATION OF EVIDENCE	EVIDENCE LOCATION								
			 <p>The pie chart displays the following data:</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Health</td> <td>36</td> </tr> <tr> <td>Local Authority</td> <td>22</td> </tr> <tr> <td>Other partners</td> <td>4</td> </tr> </tbody> </table> <p>There was representation from:</p> <ul style="list-style-type: none"> • NHS Dorset CCG – including the Patient and Public Engagement Group (PPEG) • South Western Ambulance Service NHS Foundation Trust • Wessex Local Medical Council • Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust • Dorset Healthcare University NHS Foundation Trust • Dorset County Hospital NHS Foundation Trust • Poole Hospital NHS Foundation Trust • Primary Care • Dorset County Council • East Dorset District Council • East Dorset and Christchurch Borough Council • Bournemouth Borough Council • Weymouth and Portland Borough Council • Borough of Poole • Public Health 	Category	Count	Health	36	Local Authority	22	Other partners	4
Category	Count										
Health	36										
Local Authority	22										
Other partners	4										

ELEMENT NO. (S)	EVIDENCE OF MEETING THE CONSTITUTION	DOCUMENTATION OF EVIDENCE	EVIDENCE LOCATION
			<ul style="list-style-type: none"> • Bournemouth Churches Housing Association • Dorset Race Council
Quality			
3,4,9, 10, 11, 13, 20, 21, 25, 35, 46, 47, 56, 60, 62	Quality Framework	Policy Documents	Supports the commissioning of high quality, excellent care for the local population. The CCG received assurance of the quality of services it commissions through ongoing governance processes.
1, 3, 5, 7, 10, 11, 13	The Quality team has a commitment to health and wellbeing		Representation on Health and Wellbeing boards
1, 2, 3,9, 10, 11, 12, 13, 20, 21, 46, 47,48, 115	Unannounced Inspections of Provider Organisations	Care Home data base report monitoring table Letters and reports to providers	Carried out to check quality and standards of services provided, sleeping arrangements Care Home Visits - care reviewed against Nursing Service Specification and Care Contract for CHC/ CCG funded service users Home Care provider visits Supported Living provider visits Joint visits with Local Authority N:\Quality & Professional Practice\Restricted Access\Quality Care Homes\Care Homes Unannounced visit reports in Provider Documents folders
1,2,3,4,5,6,7,8,9,10,11,12,13, 14,15,16,18, 19, 20,21,25,27,28, 29,30,31, 34,35, 37, 38, 44, 45, 46,	Care Act Safeguarding meetings NHS England assurance framework for	Minutes of all meetings, saved on the N:drive quality and professional practice / department /	Adults – Representation on Dorset, Bournemouth and Poole adult safeguarding boards and adult safeguarding subgroups – training and workforce, quality assurance, significant case reviews, policy and procedures Representation on the Mental Capacity oversight group Representation on the LAT safeguarding and adult safeguarding forums

ELEMENT NO. (S)	EVIDENCE OF MEETING THE CONSTITUTION	DOCUMENTATION OF EVIDENCE	EVIDENCE LOCATION
56, 58, 61,62, 63	safeguarding	safeguarding Care Home Quality team Report for adult safeguarding boards November 2015	Representation on the national adult safeguarding forum N:\Quality & Professional Practice\Department\MEETINGS AND REPORTS\Safeguarding adults\DSAB\2015\Dec 15
1,2,3,4,5,6,7,8,8,10,18, 20, 21,25,27, 35, 44, 46, 56, 58, 63	Care act NHS England assurance framework for safeguarding	Minutes of meetings on N Drive quality and professional practice / restricted / safeguarding	Leading the local providers of health care in the NHS through safeguarding, this meeting is a joint meeting with frontline social care professionals, SWAST and police
1,2,3,4,5,6,7,8,8,10,11, 12,13,18, 20,21,25,27, 35, 37, 39, 40, 41,44, 56, 58, 59, 60, 61, 62	NHS England assurance framework for safeguarding	Ulysses	The CCG attends enquiry planning meetings and case conferences, to ensure the patient is in the centre of the process and their outcomes are met and that individuals receive appropriate care and treatment