

NHS DORSET CLINICAL COMMISSIONING GROUP
GOVERNING BODY MEETING
ENGAGEMENT AND COMMUNICATIONS FRAMEWORK 2019/2020 TO
2020/2021

Date of the meeting	15/05/2019
Author	P Malins Head of Engagement and Communications
Sponsoring Board members	T Goodson, Chief Officer K Taylor, Lay Member Patient and Public Engagement
Purpose of Report	To provide the Governing Body with an update on the CCG's refreshed Engagement and Communications Framework, aligned to the 2019/2021 to 2020/2021 Operating Plan.
Recommendation	The Governing Body is asked to approve the report.
Stakeholder Engagement	Staff engagement via annual NHS staff survey and through briefings and staff events. Stakeholder engagement via annual stakeholder survey. Stakeholder and partner engagement through networks, meetings and events.
Previous GB / Committee/s, Dates	Updates on the Engagement and Communications Framework were provided in May and October 2018.

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	✓		✓

9.3

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: EP

1. Introduction

- 1.1 The Engagement and Communications framework has been reviewed and refreshed in line with the CCG's two year Operational Plan 2019/2020 to 2020/2021, to take account of the way in which engagement and communications functions have evolved in response to national and local changes to health and care services.

2. Report

- 2.1 The CCG puts public engagement at the heart of everything we do. We are committed to meaningful individual and public participation and to the appropriate and timely involvement of our stakeholders. Providing local people with timely and accurate information and involving them in discussions about developments in their services, helps us to achieve our mission of "supporting people in Dorset to lead healthier lives".
- 2.2 The review and refresh of the Engagement and Communications Framework was informed by the insight from staff, partners and stakeholders which in turn has informed the objectives and actions set out in the delivery plan.
- 2.3 The revised framework is presented in line with the revised CCG's three objectives for 2019/2019 and the supporting themes which underpin the delivery of these objectives.

3. Conclusion

- 3.1 The Governing Body is asked to **approve** the content of this report.

Author's name and Title: P Malins, Head of Engagement and Communications

Date: 29 April 2019

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APPENDIX	
Appendix 1	Engagement and Communications Framework 2019/2020 to 2020/2021