**Patient and Family Representative Engagement Request Form**

***Partnering with patients in the planning, design and delivery of healthcare services is an important way to improve care quality and accountability in the system. If you would like to seek involvement from patient representatives in a programme/project that you are undertaking, please fill out the details below.***

**Section 1**

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| Date: 11th July 2019 | Key Contact Person: Brid Boyce/Aoife Lawton |
| Division/Programme:  Health Service Executive | Email:brid.boyce@hse.ie  Aoife.lawton@hse.ie |
| Project/Initiative Name: HSE National PPPG Governance Group | Phone Number: 061-483246/01 635 2190 |

**Section 2**

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| Please provide some background information about your group/project/initiative.  In 2015, the Department of Health (DoH) was requested by the Minister for Health to develop Standards for Clinical Practice Guidance following the Report of the Chief Medical Officer into Portlaoise Perinatal Deaths (2014).These standards were developed by (NCEC) in the DoH and published in November 2015. The NCEC Standards for Clinical Practice Guidance supports a number of existing national key frameworks such as:   * Safer Better Healthcare (HIQA 2012); * Building a Culture of Patient Safety (DoHC 2008); * Quality Framework for Mental Health Services (MHC 2007) and other key documents.   **Phase I** of the PPPG project commenced with the development of a National Framework for PPPGs to guide services on how to comply with the NCEC Standards when developing PPPGs and was published in December 2016 and is available on the PPPG website [www.qualityimprovement.ie](http://www.qualityimprovement.ie). It is a guidance document for HSE staff and HSE funded services to assist them in meeting the (NCEC) Standards for Clinical Practice Guidance ( 2015) when developing national/regional and in very limited circumstances local PPPGs while maintaining a standardised approach.  A number of key supporting resources and tools was developed in 2017 to support staff with the implementation and are available on the PPPG website including a PPPG Training Programme and an e-learning PPPG video. Information sessions on the roll out of the PPPG Training Programme commenced in 2018.  Phase I is now completed and Phase II commenced in April 2019.  Phase II involves the setting up of HSE National PPPG Governance Group and the establishment of a National Central Repository (NCR) for all national HSE approved PPPGs |
| 1. At what stage are you in your project? Please select one.   **√** Planning   * Implementation * Evaluation   Further information: We had an initial 1st meeting of the PPPG Governance Advisory group on the 01/07/2019 and require the input from a service user/patients perspective. The purpose of this group is to provide clear governance to standardise the process for the development and approval of all HSE national PPPGs being developed and to over see the establishment of a HSE NCR where they can be accessed, and downloaded by staff and the public. |
| 1. Why do you want to engage patient representatives in this project? What would successful engagement look like?   To ensure the patient voice is heard and that the health service implements a standardised approach to the development of national policies, procedures, protocols and guidelines. |
| 1. What input is your project/initiative seeking from patient representatives?   The project seeks to hear from a patient representative about their perspective on the importance of this project for patient care and patient safety. |
| 1. What decisions are not open to input from patient representatives?   Operational decisions process will not require patient representation. |
| 1. Who are the decision makers for your project?   A Quorum (Five Group Members plus the Chair) will be required for key decision making.  The PPPG Governance Group will report periodically to the HSE leadership team on the implementation status of Phase II of the project. |

**Section 3**

Please indicate below which level of engagement you are seeking. Check all that apply.

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| **Level of Engagement** | **√** |
| * **Consulting** – getting feedback to help inform a decision or determine a direction to take. This level of engagement is required when we need to listen to the patient perspective to inform decision making at the stage where policies or programme decisions are still being shaped. | **√** |
| * **Involving** – working with patient representatives to ensure that the patient voice is understood and considered. A two way information exchange takes place and patient representatives have an interest in the issue and will be directly affected by the outcome. Involve level of engagement encourages discussion among all stakeholders. | **√** |
| * **Collaborating** – partnering with patient representatives in decision making. This level of engagement allows for patients to shape policy and programme decisions that affect them. There is opportunity for shared agenda setting and more flexible time frames for deliberation on issues. | **√** |

**Section 4**

Please use the questions below as a checklist to prepare for engaging patient representatives in the work of your group/project/initiative.

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| Are there specific objectives related to involvement of patient representatives in your work that need to be met? If yes, ensure that these are reflected in the Terms of Reference. | N |
| Will patient representatives need any information in advance or throughout the process to engage effectively? | Y |
| Will any training/background information on the work of your group be provided to patient representatives prior to the first meeting? | Y |
| Is there someone on your group who could act as a “mentor” to patient representatives? Someone who patient representatives could liaise with and who could provide support to them? | Y |
| Have Terms of Reference been drafted for your group? If yes, please attach to this form. | Y |

**Section 5**

1. How many patient representatives would you like to involve in your committee/project/initiative? (**Note**: ***It is recommended to have more than one patient representative as part of a group or committee***).

One Patient Representative

1. Please list any specific criteria for engagement of patient representatives (i.e. skills, past experience or other).
2. Please tell us if the engagement opportunity is:

* One time event
* Short term (few meetings over a limited time, e.g. 3 to 6 months)
* On-going (longer term commitment – up to one year)

**√** On-going (longer terms commitment from one to three years)

Additional comments:

1. Please list the key dates planned in the work of your group/project/initiative, including dates and locations of meetings.

Dates of Meetings to be confirmed but will be circulated in a timely fashion

1. How will patient representatives be expected to participate? (tick all that apply):

**√** In person

**√** Teleconference

* Webinar
* Not sure

Members will be invited to attend an initial face-to-face meeting followed with teleconference facilities as appropriate (approximately 1 hr). In the event that members cannot participate it is expected the member will communicate with the chair in advance of the meeting. (Where meetings need to be more frequent, this will be discussed and agreed as a group).

**Section 6**

Please note that you **must** cover travel expenses, as well as any out of pocket expenses incurred by patient representatives for the purposes of engagement. For more information on reimbursing expenses to patient representatives please see the following link: <http://hse.ie/eng/about/Who/QID/Person-Family-Engagement/ResourcesQID/Policy-for-the-reimbursement-of-service-user-expenses-2017.pdf>

**Please e-mail this form and any other supporting documentation to** [**mila.whelan@hse.ie**](mailto:mila.whelan@hse.ie) **.**

**A member of the Patient and Family Engagement team will contact you to follow up on this request.**

**Thank you.**