

Health & Social Services Committee

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Date of Meeting: Wednesday 24 May 2006

Venue: Committee Room 2, Senedd, National Assembly for Wales

Title: Health Commission Wales - User participation in planning service provision

Purpose

To provide the Committee with information on how Health Commission Wales engages service users in the planning of specialist health services for the people of Wales.

Summary

At the Health & Social Services Committee held on 8th March it was agreed that Health Commission Wales (HCW) would provide further information to the Committee on users' participation in planning service provision.

This paper will

- Outline the involvement of user representatives in HCW corporate structure.
- Provide examples and further information on user participation in planning for specialist health services for the people of Wales.

Corporate structure

HCW incorporates representation from users and the public through access to information and their involvement in key decision-making / advisory structures within the organisation.

National Commissioning Advisory Board

The NCAB's role is to advise the HCW Chief Executive and to consider and sign off the HCW National Commissioning Strategy and Annual Commissioning Plans. Its membership includes the Chief Executive

- Board of Community Health Councils in Wales, and a representative from Wales Council for Voluntary Action.

The NCAB meeting is held in public, board papers are routinely sent to member to the press. Following their requests, board papers also are routinely sent to a number of patient representative groups. It is planned that NCAB minutes will be available on the HCW website.

Clinical Governance Committee

The Clinical Governance Committee's membership includes a CHC representative. The role of the Committee is to ensure that processes exist and are in operation to meet the Clinical Governance requirements for HCW in line with WHC (2003) 69. The committee provides advice to the NCAB and HCW Chief Executive.

User participation in planning for services

HCW involves/has involved users in planning for services in a range of circumstances. A selection of examples is given below.

Strategic Review of Adult Secure Mental Health Services for Wales.

This strategic review of services has been planned to comply with policy implementation guidance issued by WAG in September 2004. - Stronger in Partnership – Involving service users and carers in the design, planning, delivery and evaluation of mental health services in Wales.

A scoping workshop for the review is planned for 10 May 2006. There will be user representatives from the National Alliance of User Representatives, Hafal and units providing secure mental health services. Users will be supported to consider how they will contribute to the strategic review process and to determine the methodology and process for engagement.

The project plan includes a discrete User Task and Finish Group to ensure

- The user perspective is an integral part of the review process
- Users are involved in the design, planning, delivery and monitoring of all secure care services
- The views of families and carers of patients within secure care services are represented / explored.

Neurosciences Review

The Neurological Alliance and other user representatives contributed to four focus groups that were held as part of the review. A Consultation/ Public engagement exercise is currently underway to identify the best site for neurosurgery services in the future.

Parent representatives were incorporated into the option appraisal process. This informed the decision to commission elective paediatric neurosurgery from a single provider in Wales.

Neonatal Services Review

There was parent and user representation on the working groups for the review. The Project Board, which oversees the review, includes representatives from BLISS (the premature baby charity) and CHCs.

- Thoracic Surgery Services Review (South Wales)
- Consultation with CHCs will be an integral part of the review process.

User participation to the planned option appraisal process has been invited from the

- British Lung Foundation,
- Roy Castle Foundation,
- Canserve (Local patient group).
- Strategic Review of Burn Care

Welsh patient representatives have been fully involved in the current strategic review of burn care services. This has included the South West / Wales Burn Network which incorporates Swansea as a major provider of this service.

Cystic Fibrosis Review

The UK Cystic Fibrosis Trust and its Welsh Branch were fully involved in the review and development of the adult cystic fibrosis service at Cardiff & Vale NHS Trust. HCW also engaged with a group of user/ carer representatives, to receive recommendations on the developments required in the service.

Reprovision of CAMHS services from Harvey Jones Adolescent Unit, Cardiff

HCW has sought views from users of the Harvey Jones Adolescent Unit through question and answer sessions in relation to reprovision of this service. Feedback from these sessions has informed the development of plans for future services.

The plans to reprovide this service will be on a new site, consultation will take place in line with WHC (2004) 84.

Renal Project Board for Reprovision of Carmarthen Dialysis Services.

HCW is currently commissioning reprovision of the dialysis service to increase capacity and improve the environment of care. The service will be in a new building on the existing site. A project board is overseeing the implementation of the project plan, which includes user representation. The user representation for this project includes the Welsh Kidney Patient Association and a local patient group.

Development of an assisted fertility / IVF Policy

HCW worked in partnership with the policy division to develop and implement access criteria for assisted fertility. The working group that developed the criteria included a user representative. Consultation on the criteria took place through recognised user groups recommended by the user representative.

When the access criteria changed as part of the development of the policy, HCW wrote to all those on the waiting list for the service (approx 600) to seek their views on the proposed changes. These views were incorporated into the information to inform the final decision on the service to be provided.

Development guidance for Adult Long Term Ventilation.

Patient and carer representatives are members of the group that are developing guidance for the commissioning of adult long-term ventilation service for adults.

Tender for home-care company to provide Home Parenteral Nutrition (HPN).

A component of the HPN service is now provided by a single home care following a tender process. There was user and carer representation on the panel that received presentations from the providers, considered the tenders and made the final on decision on service supplier.

HCW continues to develop comprehensive mechanisms to work with partners and involve users in planning of services, such as:

Commissioning through networks

Network arrangements are in place for several specialised services commissioned by HCW. User representatives are a component of each Network Board, which enable patients, carers and user groups to influence decision-making in relation to the service.

Examples of services for which these network arrangements exist are:

- Cardiac services
- Cleft Lip and Palate services
- Cancer services.
- Day to day contact with HCW and users of specialised services.
- Officers from HCW are in regular contact with both formal and informal user representative groups. These include:
 - Attendance at user-group meetings.
 - Presenting to / attendance at conferences.

- Response to requests for information.
- Response to /monitoring of complaints.

User involvement by providers of specialised services.

HCW relies on feedback from providers of specialised services in their work with users as they develop and provide services. This will be a component of quality monitoring of services by HCW and implementation of provider's public patient involvement action plans.

Conclusion

HCW has provided a summary and examples of the framework for, and the range of approaches through which users participate in the formulation of service provision.

Action for Health and Social Services Committee.

The committee is asked to note the contents of this report.

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