

Agenda No 8(2)

AGENDA MANAGEMENT SHEET

Name of Committee	Health Overview and Scrutiny Committee
Date of Committee	15th June, 2005
Report Title	Process for responding to reports or requests for the PPIF or the Committee
Summary	The Committee to receive details of the proposed process for South Warwickshire PCT to respond to reports and requests from the Committee and the PPIF. Copy correspondence attached.
For further information please contact:	Alwin McGibbon Health Scrutiny Officer Tel: 01926 412075 alwinmcgibbon@warwickshire.gov.uk
Would the recommended decision be contrary to the Budget and Policy Framework?	No.
Background papers	None



Process for responding to reports or requests for the PPI Forum (PPIF) or the
Overview and Scrutiny Committee (OSC)

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Introduction

South Warwickshire Primary Care Trust (PCT) has a duty to consult with its public about the planning and provision of services, the development and consideration of proposals for changes in the way those services are provided, and decisions that affect the operation of those services.

In addition to these requirements we would wish to engage with the OSC and PPIF in areas of activity which will assist wherever possible in further understanding the needs of our population, increasing their understanding of the role the PCT plays and what it is able to do, ensuring that we communicate effectively with them around issues that they have questions about and do all that we can to build a strong open relationship.

There is a danger that requests for engagement with an organisation that provides such a wide range of services involving so many staff can become lost if an appropriate process is not set in place. The PCT aims in all of its contacts with the OSC and PPIF to:

- Respond in a timely way
- To make the most appropriate staff for each request available to assist with the enquiry
- To be as open as possible with all information requests supplying information to support the answer to the initial request wherever possible
- To ensure that we are able to support you with general information and discussion that informs you about the NHS processes, changing demands and regulations

The frequency for requests has increased and to ensure that we continue to achieve our aims of delivering you the quality of response that you require we have drafted a process for dealing with requests that we would like to discuss and develop with you so that we can introduce a process that has been jointly agreed as the way for the PCT to deal with your requests.

What this means on a practical level?

Type of requests likely to be received

OSC &PPIF requests

- Visit
- General information
- Specific information relating to a service
- Issue of concern
- Reports produced
- Admin

PCT requests

- Requests to assist in listening to public views and clarifying any miscommunications
- Involvement in consultation work
- Involvement in production of options for identified issues prior to consultation
- Raising issues of public concern and developing ways to address these

Contents of requests

Request formulated by OSC/PPIF.

It would enable us to ensure that we respond to your request fully first time if your request included the following details

- An outline of what is being requested specifying if this is in relation to the whole PCT or one area/site etc
- Background on what has brought about the request
- Any specific answers that you are seeking
- Any specific actions that you are requesting
- A named contact with contact details who can discuss the details of what is needed should there be any need for clarification
- Any timescales that you would like us to consider i.e. discuss response at a set meeting date etc

Process for handling requests

Requests need to be received at a central point to ensure that are issued to all the appropriate people and answered fully and on time. The Head of communications will be the central point for the PCT.

Requests will be logged and passed to the appropriate committee or named individual for action (this will depend entirely on the nature of the request) response time will also be logged and chased by the communications department if necessary.

Within 5 working days of the request being received by the PCT a response will be issued that acknowledges receipt and outlines the action that the PCT is taking in order to fully answer the request and states the timescales that will be associated with this. Wherever possible a full response will be issued within 20 working days however there are occasions when certain committees may be required to consider the request and they do not meet within the preferred time period. In these cases response times will be discussed and agreed with the requester.

Depending on the nature of the request, action will be needed from one or more of the following individuals or groups:

- PCT Board
- Professional Executive Committee (PEC)
- Assurance Committee
- Operations Executive Committee
- Commissioning Committee
- Human Resources and Organisational Development Committee
- Public and Patient Involvement Joint Steering Group
- Individual Executive Director
- Head of Department
- Chief Executive
- Chairman

When a request has been considered by the appropriate group(s)/person(s) it may be that they require it to go to additional groups in which case an update will be issued that states the initial response and the need for further input, we would

however try to ensure that all the required parties were involved immediately so that a full response could be issued.

Responses would include:

- A summary of the initial request
- A list of the individuals or groups involved in the response
- A summary of the response including the reasons for this
- Any supporting documentation that is appropriate/helpful
- Details of any actions that are required to be undertaken by the PCT (or any other organisations) as a result of the request along with timescales for these actions to be completed
- The name of the person who has been made responsible for ensuring that the actions are completed

This would be forwarded to the communications team to log that a response had been produced and it would be formally issued in writing via email and or post.

Where the PCT is issuing a request to the OSC/PPIF

Request formulated by PCT to OSC/PPIF

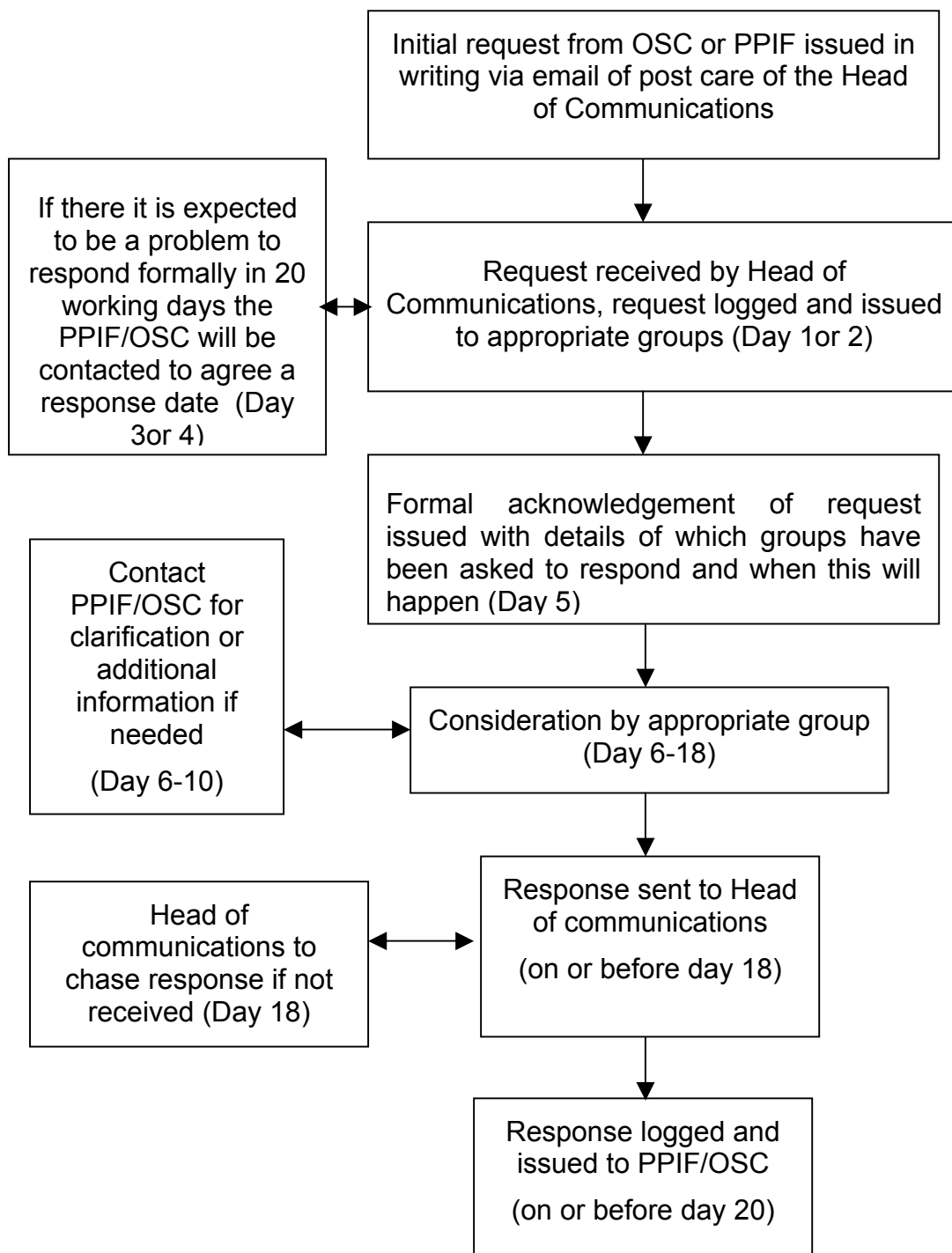
To assist you in responding to our requests we will included the following details

- An outline of what is being requested
- Background on what has bought about the request specifying all appropriate details such as the area this is in relation to
- Any specific questions that we are seeking your response to
- Any specific actions that we are requesting you to undertake
- Any actions that we are planning that we would like your views on
- A named contact with contact details who you can discuss the details of what is needed should there be any need for clarification
- Any time restrictions we are required to work to or where we have control of these plan to work to

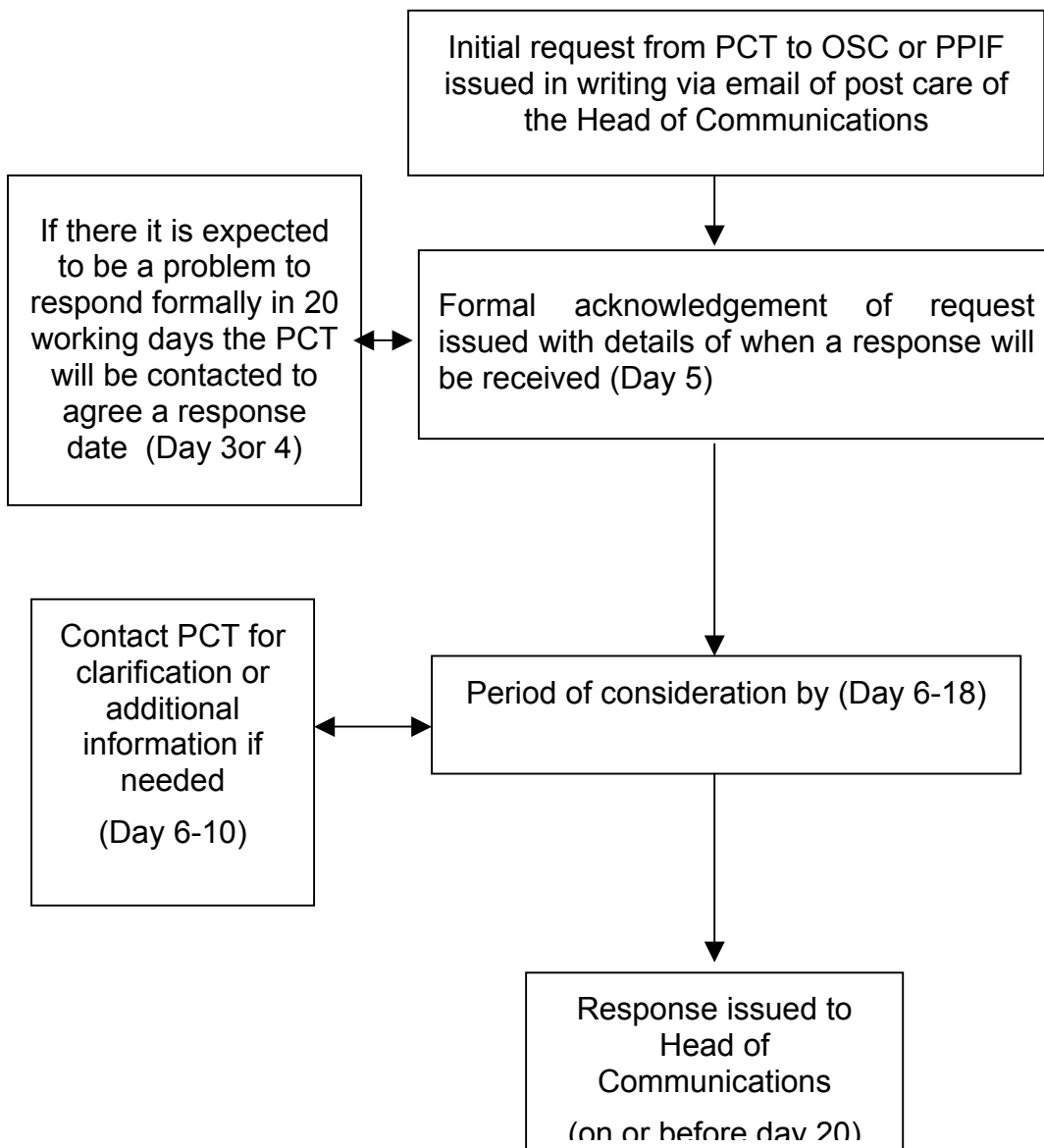
The request will be formulated by one of the groups listed above and will be sent to the communications department to log the request and formally issue this.

We would request that the OSC/PPIF issue a response within 5 working days of the request being received acknowledging receipt and outlining the action that they will be taking in order to fully answer the request and state the timescales that will be associated with this. Wherever possible a full response will be issued within 20 working days however there are occasions when this may not be possible. In these cases response times will be discussed and agreed with the PCT.

PROCESS FOR PPIF AND OSC REQUESTS



PROCESS FOR PCT REQUESTS



CONTACT DETAIL

Letters to be marked URGENT OSC/PPIF REQUEST

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South Warwickshire Primary Care Trust
Westgate House
Market Street
Warwick
CV34 4DE

Emails title/subject to read URGENT OSC/PPIF REQUEST

Email sarah.banister@swarkpct.nhs.uk