



**Norfolk and Waveney**  
Clinical Commissioning Group

**NHS Norfolk and Waveney CCG**  
**Patient, public and stakeholder engagement framework**  
**during COVID-19 and restoration of services**

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## **Purpose of the Framework**

This framework outlines the principles for engagement, our key actions, and our approach to our legal duties to consult and involve under section 14Z2 of the Health and Social Care Act 2012 during the COVID-19 pandemic, and during the transition following COVID-19 where services are gradually 'restored'.

The NHS has recognised the coronavirus pandemic as a level 4 incident which means that local NHS activity became subject to command and control by NHS England and Improvement with the Department of Health and Social Care. Under the 2013 Health Scrutiny regulations 23[2] the NHS is able to change services without consultation in emergency situations or where patients would otherwise be at risk.

In order to continue to contain the coronavirus whilst beginning the process to restore other elective services, it is likely that the NHS in Norfolk and Waveney will need to make substantial changes rapidly, and without consultation in advance.

This framework sets out a strategic approach to stakeholder engagement during that time that includes:

- principles to guide our engagement approach
- how we will engage with patients during this time
- communicating change to the public
- governance processes
- liaising with strategic local, regional and national partners

The COVID-19 engagement framework supports the detailed strategy, tools and templates, together with learning and development that Norfolk and Waveney CCG routinely uses. It aims to support staff in planning, designing, undertaking and evaluating stakeholder engagement activities during the Coronavirus pandemic and the period of restoration until a 'new normal' is created.

## **Principles**

We will continue to observe the 'Nolan Principles' for the ethical standards expected of public office, which are Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.

We will also continue to follow best practice within the context of the Covid-19 national incident in allowing local patients, public and stakeholders the maximum possible time to engage with us, and to provide a variety of innovative options to feedback during a time when meetings and the movement of local people are restricted. This will also reflect our commitment to providing our information in a range of formats such as easy read and large print where possible.

All changes will be considered 'temporary' and will be reviewed at a later date. The timescale for the review of local service changes is likely to be set nationally. We will undertake to keep our local populations abreast of the situations as they unfold and to involve local stakeholders in the review process.

Following any period of review, should there be a requirement to make any changes permanent, we will undertake a period of engagement and consultation as appropriate, involving both Healthwatch organisations, and the Health Overview and Scrutiny Committees in Norfolk and Suffolk.

## **How we will engage**

There will be a much higher than normal need to engage using online opportunities. Where possible we will hold online meetings, live social media events and podcasts. Whilst this has a positive effect in reaching out to people in a more innovative way, it should not be forgotten that many may still face barriers to engaging in this way, such as lack of, or poor quality, internet connection.

To counteract that we will also use a wide range of existing channels and networks to reach into communities, such as volunteer schemes, local authority networks, and town and parish councils, SMS Text, and telephoning people. We will continue to work in partnership with patient experience and engagement colleagues in service providers across Norfolk and Waveney.

We will wherever possible offer our engagement in a range of formats such as large print and easy read.

We will make a record of this time by:

- Documenting clearly our decisions to take any actions
- Documenting all feedback gathered during this time

## **Communicating change to the public**

Whilst we are not able to engage in our usual way in the development and early planning stages, we can actively communicate change, and gather feedback on the views of people accessing those services, or affected by the change.

We will use a variety of mechanisms to do this as laid out in our communications and engagement strategy:

<https://www.norfolkandwaveneyccg.nhs.uk/publications/governance/29-communication-engagement-strategy-march-2020/file>

## **Governance processes**

The CCG Governing Body and Trust Boards will monitor the safety and quality of all changes through their governance and quality processes.

The CCG will also work with both Healthwatch organisations and HOSCs in Norfolk and Suffolk to support them in their role of scrutiny over local services. We will involve them about any upcoming changes and work with them to set the appropriate level of consultation and engagement as stated above.

## **Liaising with strategic local, regional and national partners**

The CCG will comply as far as possible with the protocol for joint working which sets out the roles, actions and expectations for NHS commissioners, local authorities, NHS providers, Care Quality Commission and NHS England & Improvement, when a hospital, services or facility closes at short notice:

<https://www.england.nhs.uk/wp-content/uploads/2018/02/joint-working-protocol-december-2017.pdf>