

**Paula Swan Chief Officer  
Croydon CCG**

NHS England (London region)  
Skipton House  
80 London Road  
London  
SE1 6LH

Date 24/01/17

Dear Paula

### **Report on patient and public participation statutory obligations, 2015/16**

Thank you for submitting your report to NHS England for review. The feedback being shared in this letter has been based on the CCG's annual report on patient and public participation, 2015/16.

This year we provide separate assessments for meeting the collective duty to involve and meeting the individual duty. This is to help CCGs identify where any improvements are needed.

Our assessment of Croydon CCG's delivery of its statutory obligations for the collective duty to involve is **GOOD**. Our assessment of the individual duty is **GOOD**.

Please note that this is not a formal NHS England assurance rating as there is no longer a unique component for patient and public participation within the assurance framework. However the outcome of the evaluation has been shared with the local office Director of Commissioning Operations and Assurance team, and will be factored into future formal assurance assessments.

The reasons for this outcome are:

- The report showed an excellent understanding of health inequalities within its population and contributing factors. There was a clear vision for engagement which informs commissioning, and this is embedded across the CCG. However how the vision relates to the wider CCG strategy is unclear
- There were some excellent examples of how it met the collective duty by engaging different groups using diverse methods, and demonstrating changes to commissioning as a result (e.g. urgent care). The report provided evidence of how providers are held to account and how quality concerns could be raised, but it was less clear on how patient feedback is shared within the CCG and with partners

- On the individual duty, there were examples given of self-management and initiatives to improve personalised care. There has been only limited take up of personal health budgets, although this was acknowledged as an area for improvement
- Throughout the report there was a clear reflection on the CCG's current position and it gave detailed actions needed to achieve future goals, e.g. Equality Panel and joint working with Healthwatch
- There was evidence that the level of engagement has improved at the CCG since 2014/15. It is encouraging that the new engagement lead has been building stronger relationships with local patient groups. We welcome the CCG's assessment that more work is needed in this area and recommend the CCG consider training for staff and PPV partners to help improve the situation further.

We are happy to have an informal discussion with you to identify areas to improve further. If you think that would be helpful, or if you want to meet to discuss any of the above, please contact Jamie Keddie, Quality Manager (Jamie.Keddie@nhs.net).

Yours sincerely

Dr Jane Fryer  
**Interim Director of Commissioning Operations, South London**