

Action Learning Set (ALS) - London CCG PPE Lay Members

Reflection on Learning

Purpose of this note

This note draws together some of the themes that emerged during this action learning set and identifies some challenges for the future.

Background

The learning set was part of a programme commissioned by NHS England (London region) and the set met four times. It began in September 2013 and the last session was held in May 2014. Attendance at each of the meetings was usually between 8 to 12 lay PPE members. A full list of participants is attached at the end of this report.

At its first meeting the learning set identified a number of priorities that it wished to consider during the remaining 3 sessions:

- Developing a realistic relationship with the public with regard to involvement
- Relationships with other parts of the local system such as the CSU, Healthwatch and the Health and Wellbeing Board
- Lay members expertise and authority - how to effectively influence
- Developing more consistent good practice across London - the creation of a "London Model"

The learning set used a combination of:

- Accepted action learning set methodology with participants developing a shared agenda of topics that they wished to discuss and working with each other to improve knowledge and develop personal strategies for change back in the organisations they represented; and
- A quick round-up from all participants at the beginning of each session to share concerns - this was used to develop topics for further development during the session. Learning sets were then used to explore these in greater detail with short presentations by a number of lay members.

These topics included:

- Whole system PPI - relationship between PPGs/CCG/NHS Providers and Local Authorities
- Sharing CCG PPI Strategies from 4 members - strengths and challenges
- CCG Manifesto - produced by NHS Clinical Commissioners - analysing this report, agreeing and writing a formal response to NHS Clinical Commissioners

Support for lay members

One of the threads that ran through all sessions was the relative isolation and lack of power that CCG PPI lay members can encounter on occasions. This should not be read as a lack of capability among lay members - all of whom had significant skills, experience and a clear personal vision of public involvement.

Rather, it is an indication of the tactical struggle that lay members often face. They have to carve out a role and ensure that the organisation does not drift into operating as a local delivery organisation of a national body.

This meant that as well as championing PPI they were also required to be skilful at determining which tactics to use in order to promote cultural change in the CCG. It did feel as though lay

