

## **Torbay Care Trust: Annual Report on Consultation 2009/10**

The new duty on Primary Care Trusts, to report on consultations on commissioning decisions, came into effect from 1 April 2010. It covers the period 1 April 2009 to 31 March 2010.

A report must be published by the 30 September 2010 on the consultation activity that has been undertaken, which has had an impact on commissioning decisions by the Primary Care Trust.

The summary of activity is available at  
<http://www.torbaycaretrust.nhs.uk/publications/eq>

In this report, the challenge is ensuring that we involve all the contact and engagement activities with the public, service users, patients, carers and members of the public that staff at Torbay Care Trust come into contact with. This would be impossible, if you consider the number of interactions and conversations that occur on a daily basis. However, staff have come forward with the outcomes of specific pieces of work where they have set out with the intention of obtaining information about services, which will be fed back into the decision-making process around what services will be commissioned in the future, and therefore have influenced this process. Where the feedback has directly affected the commissioning process is identified in the accompanying table, but as all feedback will affect service delivery whether this is advised to the commissioners by the provider (more regular), or directed by the commissioners after consideration

The summary of this is available on <http://www.torbaycaretrust.nhs.uk/publications/eq>

The values which underpin the process of public engagement should really be advised by our public, but we always start with these basics, and ask people if they agree and want to add to them:

- We will treat everyone as an individual
- We will try to engage every group or individual when ever possible
- Listen hard and talk less
- Feedback

In developing this engagement process, and to incorporate the **social movement theory** which uses the principle of engaging the hearts and minds of people and staff to bring about real improvements for people, our Board has agreed (June 2010 Board meeting) that we use the **Experience-Based Design** (EBD) approach developed by the NHS Institute for Innovation and Improvement. This involves using a variety of different methods with staff and service users (interviews, story-telling, films in addition to more usual processes), and then enabling service users and staff to jointly become engaged in service improvement and commissioning work. EBD is a recognised process with standards, which provides a living and uncensored snapshot of the views and opinions of people at a particular point in time.

During 2010 and 2011, there will be a variety of consultations that relate both to our ongoing work, and to the guidance arising from the Coalition Government. These include the ongoing work of Quality, Innovation, Production and Prevention (QIPP) and that of Transforming Community Services (TCS). With reference to the latter, the

Torbay Care Trust Chief Executive Officer and the Project Director have been talking to a number of statutory and non-statutory groups and organisations across South Devon, and working closely with Torbay LINKs to involve other organisations in the development of Healthwatch.

#### Annex 1: ENGAGEMENT ACTIVITIES RELATED TO TORBAY CARE TRUST (TCT) PROVIDER/COMMISSIONED SERVICES