A study of the impact of service user engagement as peers and partners in commissioning and leading health and social care services with clinicians

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Background and context
- Since April 2013, Clinical Commissioning Groups (CCGs) have been responsible for over two thirds of the National Health Service (NHS) budget in England.¹

- CCGs are legally required to involve and engage service users (patients and carers) and the public.²

- Second domain of competence: meaningful engagement with patients, carers and their communities.

- Most clinical commissioners are GP practitioners. Emphasis on clinical engagement. Leading defined health and social care work streams.

Methodology and methods
- Case study design using an ethnographic approach. Two cases – one city CCG and one rural CCG

- Key research question:
What does it mean to work in partnership as clinicians and service users to commission and lead services?

Qualitative methods
- Focus groups
- Observations at meetings
- Interviews using semi-structured questionnaire

- Gain access via CCG engagement leads
- Project duration six to eight months
- Participants are patients, carers, members of the public and clinical commissioners participating in work streams for the CCG

- Project advisory group to provide patient and public involvement guidance throughout project:
  - Study design
  - Data collection
  - Analysis and interpretation
  - Dissemination

- Researching the culture and social practices of engagement to commission and lead health and social care services.

- Tacit knowledge or ‘know how’ and social relations to work in a ‘trusted peer’ relationship

Ongoing work
- Seeking NHS ethical approval – proportionate review
- Establishing project advisory group
- Critiquing practice-based theories to learn how knowledge is constructed and interpreted
- Emerging evidence base to articulate concept of ‘trusted peer’ relationship
- Locating contribution to postgraduate curricula for commissioning and leading health and social care services

Purpose
- Identify and share on a national basis how commissioners, leaders and members of the public can engage as trusted peers in making significant decisions which shape local health and social care services;

- Inform curriculum design on partnership, public engagement, and clinical leadership for students and postgraduate health professionals.

References

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