

SCOPE OF WORK

1. BACKGROUND

- 1.1 The Commission for Patient and Public Involvement in Health (CPPIH) was established by the NHS Reform and Healthcare Professions Act 2002 to ensure that the public are placed at the heart of the NHS and have real power in health-related decision making. It is responsible for promoting the involvement of members of the public in relation to the development of health policies, and for drawing attention to matters of concern in health and related issues. Under Patient and Public Involvement (PPI), every Primary Care Trust and NHS Trust will have a Patient and Public Involvement Forum, the fundamental core of involvement, comprising 15 – 20 volunteer members. These will be supported and serviced by community-based Local Networks, each of which will provide administrative and infrastructure support to at least two PPI Forums in its local area. A Local Network Provider (LNP) will be contracted to the Commission and will work to a Regional Centre, which will have the same boundaries as Regional Government. The Commission is based in Birmingham where its work is governed by a Board of Commissioners under a Chair, appointed by the Secretary of State, to whom it is accountable. It is independent of the NHS
- 1.2 The contract will commence on **1 September 2003** and will be for a period of **2 years**, with the possibility of one-year extensions depending on the performance of the organisation contracted to provide the Local Network .

2. SCOPE OF WORK

- 2.1 Local Networks and PPI Forums are key components in the overall structure. Local Network Providers will be expected to draw on their extensive knowledge, on their well-developed networks, and on their experience of working within their local communities to support the PPI Forums. These, in turn, will:
- a. Be the main vehicle for the public to influence strategic priorities and day-to-day management of health services in their local area.
 - b. Be the independent critical friend on wider health issues in their community, such as environmental pollution.
 - c. Review services from the patient perspective and monitor responses from the local health services to complaints.

2.2 In order to achieve this, it is envisaged that the work of a Local Network Provider will fall broadly into three areas as follows:

- a. From the outset the Local Network Provider will be a key enabler of the PPI Forums. It will contribute to the effective operation of knowledge and information management within PPI by enabling PPI Forums to develop networks and by facilitating their access to external information sources. Such sources might include Government information, research, the NHS, Voluntary Groups. A Local Network Provider will be an important component of the overall communications strategy by promoting effective communication between external networks, organisations or groups with a health related dimension and with the general public.
- b. Second, a Local Network Provider will provide training and development opportunities for PPI Forums, with the specific aims of building local capacity for, and involvement in, informed dialogues, and of developing local expertise in health matters. This might take the form of structured, monitored programmes for the PPI Forums and for individual PPI Forum members, thereby improving their contribution to the PPI Forum and to its ongoing development. In this they will be assisted by the Regional Centres.
- c. Third, a Local Network Provider will add value to PPI by supporting the establishment of and recruitment to the PPI Forums, and by meeting their administrative requirements. A Local Network Provider will provide, and work from, readily accessible community-based, local premises.

3. PROGRAMME OUTCOMES

3.1 The role of the Local Networks will be crucial to the achievement of the CPPIH objectives, and Contractors will be expected to deliver requirements within timescales, and in line with performance management processes. The broad outcomes of the programme of putting Local Networks in place will be as follows:

- a. A PPI Forum will have been recruited for each Primary Care Trust and NHS Trust by no later than 1 April 2004, and preferably by the end of December 2003.
- b. Regular meetings of the PPI Forums will be taking place by no later than 1 April 2004.
- c. Administrative and infrastructure support will be in place fully to service the needs of each PPI Forum.

- d. An effective information management and handling system will be in place, fully supported and facilitated by the Local Network Providers, servicing the knowledge needs of the PPI initiative.
- e. Open and effective lines of communication will exist between PPI Forums, and between PPI Forums and the Commission. Strong links will also have been established and developed with external networks, organizations or groups with a health-related dimension, including the continuing development of relations between the Forums and existing support networks. The Local Network Provider will have a key role in facilitating and supporting this function.
- f. A widely recognised, well-publicised and easily accessible route will have been established for patients and the public to connect with their local PPI Forums, supported by Local Networks.
- g. Local Network staff and Forum members will have had their training and development needs identified, and programmes for meeting those needs will be in progress.
- h. A start will have been made to developing local capacity for, and involvement in, informed dialogues within and beyond the health community, to enable local expertise in current health matters to expand.

4. THE REQUIREMENT

4.1. To achieve these outcomes, a Local Network Provider will;

4.1.1 Support the Operation of the Knowledge and Information Management by:

- a. Enabling individual patients and the public to connect with their local PPI Forums.
- b. Enabling PPI Forums to network with one another and with other health-related forums.
- c. Arranging and supporting approximately 6 meetings per annum of each PPI Forum.
- d. Supporting communication between PPI Forums and the Commission in both directions.
- e. Facilitating communication between PPI Forums and other organisations/groups/networks within the local 'health community'.

- f. Facilitating communication with other local organisations / groups with an interest in health matters.
- g. Facilitating communication between PPI Forums and Government agencies.
- h. Enabling access by PPI Forums to relevant databases and other external information sources.
- i. Commenting on PPI Forum reports, identifying local trends and reporting up to Regional Centres and out to other organisations / groups on trends and issues.
- j. Co-ordinating Local Network reports.
- k. Utilising information appropriately from PPI Forum reports.
- l. Dealing with local media enquiries, with support from the Regional Centres, on PPI Forum issues.
- m. Appropriately referring national media requests to the Regional Centre or to the Commission headquarters.

4.1.2 Contribute to the on-going Development of Patient and Public Involvement by:

- a. Participating in the performance management process to assure its performance against objectives agreed with its Regional Centre. (see also para 5.2)
- b. Ensuring Local Network staff are adequately trained to meet the demands of the job.
- c. Contributing to the performance management of the PPI Forums it supports.
- d. Contributing to the identification of training and development needs of the PPI Forums at both Forum and individual levels as part of the performance management process.
- e. Providing training and development opportunities for PPI Forums and their individual members to meet the identified needs.

- f. Encouraging attendance at and participation in training and development activities for the purpose of expanding expertise and knowledge across the networks.
- g. Maintaining attendance and training records for PPI Forum members.
- h. Promoting the open, proactive, interactive and high integrity culture essential to the vigour of PPI fulfilling public sector values.
- i. In conjunction with PPI Forums, developing local initiatives and networks to enhance understanding of PPI in the community.
- j. Promoting an enthusiasm for participation in PPI in the community.

4.1.3 Support the Recruitment of Patient and Public Involvement Forums and Service their Administrative Needs by:

- a. Contributing to the development of criteria for PPI Forum membership.
- b. Identifying, using local knowledge and networks, potential sources for initial PPI Forum membership.
- c. Liaising with the Regional Centre in developing approaches to individuals identified as potential PPI Forum members.
- d. Inviting applications from the local community as a whole for membership of the PPI Forums.
- e. Administering the recruitment process to the PPI forums conducted by the Regional Centres.
- f. Ensuring that appropriate PPI Forum staff contractual arrangements are in place and are adhered to within the Local Network.
- g. Controlling the use of funds by the PPI Forums.
- h. Maintaining appropriate accounting records for the PPI Forums.
- i. Dealing with routine Forum correspondence IN / OUT.
- j. Maintaining a knowledge and information handling and administration system which is used for:
 - i. Recording
 - ii. Codifying
 - iii. Storing

- iv. Enabling and controlling access
 - v. Tracking
 - vi. Assuring appropriate handling of sensitive/confidential material
- k. Dealing with requests for information.
 - l. Providing and maintaining local community-based premises for use by the Local Network staff and the Forums it supports.
 - m. Providing appropriate office equipment for use by Local Network staff and PPI Forums.
 - n. Accounting for and securing centrally provided resources.
 - o. Maintaining stationery stock in type and quantity appropriate to the needs of the Local Network and the PPI Forums.
 - p. Assuring Data Protection Act/Freedom of Information Act compliance.
 - q. Maintaining a safe and clean working environment in compliance with extant Health and Safety at Work legislation.
 - r. Ensuring compliance with the Race Relations (Amendment) Act 2000
 - s. Ensuring compliance with Commission policy on Employment Legislation, Diversity, Equal Opportunities and Human Rights.
 - t. Ensuring compliance with all primary and secondary legislation.

5. PROCESSES AND RESPONSIBILITIES

5.1 The Commission will oversee the operation of the Local Networks through the Regional Centres to achieve its objectives. In order to support the requirements defined at Part 4, the Commission will provide centrally:

- a. A standard package of Information Technology/Administrative equipment to each Local Network.
- b. Funding for initial recruitment of PPI Forum members
- c. Funding for initial training of PPI Forum members

5.2. The Director of a Regional Centre will be responsible for:

- a. Setting performance objectives for the Local Network Provider.

- b. Monitoring the performance of the Local Network Provider in relation to the set objectives.
- c. Assuring that the Local Network Provider complies in all respects with the terms of the contract.
- d. Providing such support to the Local Network Provider as is specified in the contract.
- e. Arranging and attending regular Contract Monitoring Meetings with the Local Network Provider.
- f. Dealing with requests for contract variance by the Local Network Provider.
- g. Funding travel and subsistence for PPI Forum members when called to meetings outside the local area.

5.3. The Contractor will:

- a. Provide and manage the service to PPI Forums in accordance with the terms of the contract and the objectives set by the Regional Centres, and in response to the needs of the PPI Forums.
- b. Provide health related reports/information as required by the Commission.
- c. Participate in performance management processes to promote continuous performance improvement in service delivery.
- d. Attend regular Contract Monitoring Meetings and other meetings as required by the Director of Regional Centre
- e. Provide the Commission with timely and ongoing evaluation and quality assurance information regarding Patient and Public Involvement in Health within its area.

6. TENDER EVALUATION TIMETABLE

- 6.1 The Commission will answer any questions regarding these documents submitted in writing/by e-mail **from 10am on 28 Apr 02 to 5pm on 16 May 2003**. Individual responses will be made by either post or e-mail (the same medium as the question will be used for the individual response). All questions(unattributed) and their subsequent answers will be posted on the Commission's website for the information of all organizations invited to tender.

6.2 The deadline for receipt of tender bids is **Noon on 23 May 2003.**

6.3 Interviews will be held between **16 June 2003 and 16 July 2003.**

6.3 The Contract will be awarded no earlier than **15 August 2003.**

7. PROJECT TIMETABLE

7.1 The project for the provision of Local Networks is ongoing, in accordance with the description provided at paragraph 1.2 of this section.

8. EXPENSES

8.1 Expenses for travel and subsistence will be payable in accordance with CPPIH policies.