

Item and Reference: North West Surrey CCG: Re-commissioning of NHS 111 service, SC092

Date: 14 September 2016

Recommendations:

1. That, in order to assist with public engagement, NW Surrey CCG seek to distil the vision for NHS 111 procurement into a clear statement about what they wish to achieve;
2. That NW Surrey CCG clarify how they will seek to engage vulnerable and disadvantaged groups

Response:

Our Patient and Carer Advisory group meets on a regular basis and Healthwatch Surrey are now joining these meetings and assisting us in our engagement campaign. Collectively we will devise a clear statement on what we wish to achieve to assist with our public engagement as suggested by the Board. This work is currently on going and the engagement campaign is likely to commence from May onwards. We are finalising our stakeholder mapping which includes equality and diversity leads from key stakeholders. Healthwatch Surrey have also agreed to disseminate information via their database/existing channels of vulnerable/disadvantaged groups and other stakeholders.

Lyn Reynolds, Acting Associate Director of Strategic Commissioning, North West Surrey CCG.

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