

HEALTH HELP NOW – HARROW

GOVERNANCE PROPOSAL /TERMS OF REFERENCE

Introduction

Ensuring the safety and efficiency of the Harrow Health Help Now website and mobile app requires a governance process that balances patient safety and the ability to innovate.

The purpose of this document is to provide a model Terms of Reference for Harrow's Health Help Now Clinical Assurance Group (CAG) which describes the interface between GP's, CCG and the SECSU.

Role of the Clinical Assurance Group (CAG)

The CCG Health Help Now Clinical Assurance Group (CAG) comprises a number of primary care clinicians and professionals with health informatics expertise.

The CAG evaluates and assures the clinical content of the Health Help Now website and app every 2 months.

The CAG evaluates existing content and decides pertinent updates to local services, and whether to alter or add new symptoms and advice articles. This could also include design and functionality development requests if required.

Once the group has met the amendments to content will be shared with the SECSU Account Manager for Health Help Now.

The CCG has purchased editing services then upon receiving the documented changes/minutes the website and app will be updated within a working day.

All health edits (with exception to localised service changes) will be shared amongst clients via the SECSU Account Manager.

Whereby there are disagreements between clients as to the publishing of this information then the SECSU Health Help Now Assurance Group will make the final clinical decision.

The CAG's principal functions include:

- To provide clinical website/app content updates and provision of clinical assurance and share this with the SECSU Account Manager and in turn the SECSU Health Help Now Assurance Group through minutes of meetings
- Support to patients on the practical application of Health Help Now
- To drive forward the use of the Health Help Now in improving the health care of the local population
- To report any unintended consequences, patient safety incidents or complaints to the SECSU Account lead for Health Help Now and also through internal CCG reporting mechanisms.

CAG's principal objectives are:

- Improved safety and effectiveness of this information system, reducing risks of harm to patients
- Revision of Clinical terminologies and content as required
- Data protection, consent and confidentiality
- Document local management of the clinical content
- Maintain an accurate Directory of Services (DOS)
- Ensure localised services, symptoms and advice articles are reviewed and updated
- Support and promote discussion between the implementers of the health website and app solutions (SECSU) and the end users of this service.
- To listen to feedback received through the 'contact us' on the website and app

Accountability

- The CAG is accountable to the CCG Unscheduled Care Board
- The Clinical Lead for CAG is accountable to the CCG Clinical Advisory Board.
- With respect to their role on CAG, for example when representing CAG to other agencies, CAG members are accountable to the CAG Clinical Lead. The CAG clinical lead is responsible for ensuring advice and communications on behalf of CAG are in line with its Terms of Reference.
- Those members contributing to CAG on behalf of an associated organisation are accountable through their organisation's governance or management structure.
- Individual Group members are primarily accountable to their own professional bodies and registrations.
- The CAG will report on clinical content updates after every meeting and on any issues to the SECSU Account lead and in turn the SECSU Health Help Now Assurance Group.
- The SECSU Health Help Now Assurance Group is accountable to the SECSU Information Governance Group and will report on compliance with the contract terms and on any internal issues and mitigating actions that may impact on the safety and effectiveness of the website and app.

CCG Group members:

- Dr Krishni Kumar (Clinical lead)
- Dr Shaheen Jinar (Clinical leader)
- Sarah Crouch (PHE Lead) TBC
- Patient rep (TBC)
- CCG management lead
- LAS (optional)
- Representative from education sector (TBC)

Communications

CAG communications:

-
- There will be a clear process of engagement including communication link for the SECSU system user group, and SECSU Account lead, or other customers to utilise the expertise of CAG and report any system issues/ updates required
 - CAG and SECSU will employ electronic media to keep stakeholders informed about CAGs areas of work
 - Bi-Annual user group conference managed by SECSU.

Meetings

The CAG Working group will meet bi-monthly. Meetings minutes will be recorded and held in accordance. Minutes will be made available to SECSU account lead as a matter of course as soon after the CAG meeting as possible. Changes to the content needs to be clearly documented.