

## Competency 3 – Knowledge Management Summary

**PCTs proactive build continuous and meaningful engagement with the public and patients to shape services and improve health**

*PCTs are responsible through the commissioning process for investing public funds on behalf of their patients and communities. In order to make commissioning decisions that reflect the needs, priorities and aspirations of the local population, PCTs will have to engage the public in a variety of ways, openly and honestly. They will need to be proactive in seeking out the views and experiences of the public, patients, their carers and other stakeholders, especially those least able to act as advocates for themselves.*

### Competency Overview

Knowledge Management is fundamental to achieving a high standard in Competency 3, and success in this competency will reflect a PCT that is aware of the issues and agendas within the community it serves.

To achieve improvement in the patient experience, PCTs must at least demonstrate that they actively review trends in patient feedback, including complaints, PALs and patient survey data. Reaching level 4 requires the PCT to demonstrate how integrated data relating to the totality of the patient experience systematically drives commissioning decisions.

The table below summarises the KM-related inputs and outputs that relate to this Competency.

Competency 3 – Knowledge Management Overview		
Category	Components	Information Requirement
Input	a) Public relations	A public relations database containing communication and engagement details.
Outputs	b) Public and patient engagement	PBC survey results from “engagement with local population”. Patients and public survey relating to review of PCT services. Survey results used for commissioning plan. Shared document repository with other PCTs. Address database of disengaged groups.
	c) Influence on local health opinions and aspirations	Provider survey result from “The PCT has substantially and proactively shaped the health opinions and aspirations of the local population leading to demonstrable change”
	d) Delivery of patient satisfaction	Patient survey result from statements indicating “overall satisfaction”.