



**NHS Lanarkshire
A Picture of Health**

**Independent Review of Engagement and
Consultation Process**

May 2006

Introduction

NHS Lanarkshire has undertaken a major engagement process to review health and healthcare in Lanarkshire since February 2004. This culminated in a public consultation running from 30 January – 28 April 2006.

NHS Lanarkshire is required to demonstrate it has complied with Scottish Executive guidance on community engagement in relation to all major strategic change. This guidance is set out in;

- NHS HDL (2002) 43 Consultation and Public Involvement in Service Change – Draft Interim Guidance
- Informing, Engaging and Consulting the Public in Developing Health and Community care Policies and Services, Guidance for the Scottish Executive Health Department and NHS Scotland, 2004
- National Standards for Community Engagement, Communities Scotland, 2005 (for looking forward)

The output of the independent review is a document in 2 parts:

1. **Appendix 1** – a template outlining and benchmarking NHS Lanarkshire's performance during the engagement and consultation process for "A Picture of Health" against Scottish Executive guidance. The template incorporates all 3 sets of guidance and references evidence. This evidence has been verified independently.
2. **Appendix 2** - a summary of the themes and comment from the public consultation. The evidence for this summary is drawn from transcripts of the public meetings.

The review was also informed by interviews which took place with the Director of Modernisation, Employee Director, Director of Nursing, a Public Involvement Independent Advisor who is also secretary of a LHCC Health Advisory Group and a member of a community council. The Scottish Health Council declined to be interviewed at the present time as it is conducting its own review of the consultation process.

Findings

Appendix 1 sets out the evidence against which NHS Lanarkshire has been measured. All of the requirements of the 3 sets of guidance are included in the template.

NHS Lanarkshire has been able to produce evidence for all the areas with the exception of ongoing evaluation and decision-making. The decision on the future of services has not yet been taken by the Board. There is little evidence to suggest ongoing evaluation of the process.

The evidence for compliance with the national guidance and standards has been independently verified and is considered to be robust.

NHS Lanarkshire has fulfilled the national guidance and met the standards.

Appendix 2 sets out the main themes emerging from, and gives a flavour of, the public meetings.

There were 14 public meetings held throughout Lanarkshire. The transcripts indicate that many people attending had significant fears about the options outlined and had concerns about the effect of any changes, particularly in relation to the provision of accident and emergency services. This tended to be the dominant focus of the meetings with feelings running high and significant scepticism about the future of acute provision. This particularly focused on the future potential closure of Monklands Hospital.

Explanations from panel members of clinical reasons for the presented options were treated by some with derision. There was considerable heckling of panel members during the meetings requiring the independent chairs to assertively maintain order.

The political context within which the consultation was set was apparent, including the participation of elected representatives raising issues on behalf on constituents.

The focus on one hospital becoming Level 2 had a significant impact on the ability to discuss changes in primary and community care.

The large public meetings did not lend themselves to a positive engagement of the issues although they presented an opportunity for members of the public to express their views.

devlinbeattie partnership ltd
14 Myrtle Park, Glasgow G42 8UQ
T: 0141 423 2442
E: info@devlinbeattie.co.uk
W: www.devlinbeattie.co.uk