

**SUBJECT: PATIENT FOCUS PUBLIC INVOLVEMENT STRATEGY
ACTION PLAN UPDATE**

1. PURPOSE

This paper is intended to:

- provide an update for the Board on the implementation of NHS Lanarkshire's *Patient Focus and Public Involvement Strategy – 2006-2010*
- request Board approval for the revised Action Plan for the Strategy

2. BACKGROUND AND KEY CHANGES

In December 2006 Lanarkshire NHS Board approved the Patient Focus and Public Involvement Strategy – 2006-2010. This followed a consultation process with a wide range of stakeholders. In the covering paper to Lanarkshire NHS Board, it was agreed that the Action Plan related to the strategy should be reviewed after a year to reflect developments. This paper provides an update of the Action Plan.

The Action Plan provides a summary of a range of workstreams each of which have individual action plans.

The updated Action Plan:

- outlines the progress made as at March 2008
- sets out for each of the workstreams a lead officer, an Executive Lead and the governance arrangements to ensure implementation
- identifies three main indicators as measures of overall achievement in relation to Patient Focus Public Involvement as:
 - Patient feedback through the Better Together programme
 - Public and Patient Partnership Forum feedback utilising a survey
 - The Scottish Health Council Annual Assessment

Since the finalisation of the Strategy in 2006, additional work streams for Patient Focus Public Involvement have arisen. The updated Action Plan covers these for completeness. These are:

- Better Together (Scotland's Patient Experience Programme)
- Carers Information Strategy
- Transport Initiatives
- Refreshing Volunteering

- Advocacy
- Review of Contracts with Voluntary Organisations

Actions have also arisen as a response to a survey and report by the Scottish Consumer Council and an independent survey was commissioned by NHS Lanarkshire to measure the effectiveness of current public engagement and communication practice.

In addition, some changes have taken place in the actions identified as a response to the decision to retain full Accident and Emergency Services at Monklands Hospital.

The Annual Planning Cycle developed by the Modernisation Board includes a commitment to review the Patient Focus and Public Involvement Action Plan on an annual basis.

3. RECOMMENDATIONS

The Board is requested to:

- note the progress in relation to the Patient Focus and Public Involvement Strategy Action Plan
- approve the updated Action Plan

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