

Programme grid

Action: New (N)/Existing (E)/ Under Development (UD)	Desired Outcome	Responsible	Timescale/Progress
1.	Survey Section: NHS Lanarkshire keeping people up to date regarding changes in its services(Fig 1)		
	Comment re survey results: Very positive feedback identifying that NHSL information is relevant and accessible		
1.1	Review engagement structure through revised Modernisation Board arrangements and in light of any revised Scottish Government Engagement Standards (informing, Engaging, Consulting) (N)	<ul style="list-style-type: none"> Clarity around roles and responsibilities for engaging & informing Standards shared with all NHSL staff 	PM/KH SW June (following Beardsmore development event) To be confirmed (once SGov standards published)
1.2	Revise framework paper on consulting and engagement methods (UD)	<ul style="list-style-type: none"> Providing clarity on methods for engaging & informing 	SW/PM (Linked with timing of 1.1)
1.3	Produce public leaflet re NHSL responsibility and methods for informing, engaging, consulting (N)	<ul style="list-style-type: none"> Providing public and staff clarity on NHSL roles and responsibilities 	SW Timescale to be confirmed (once SGov standards published)
1.4	Establish standard corporate checklist/template providing process for service change (N)	<ul style="list-style-type: none"> Providing standard approach by all staff 	KH Draft in progress
2.	Survey Section: Ease of getting information re NHSL services, plans, activities and range of methods used and those preferred (Fig 2/3/4)		
	Comment re survey results: Very positive feedback 4 out of 5 respondents find it easy to get info.		
2.1	Feedback survey results to: NHSL Board, staff, Public and PPFs (N)	<ul style="list-style-type: none"> Increase awareness of survey outcomes 	KH Completed feedback to Board, staff & PPFs. Results. Survey on public website & press release being issued wk beg 5 May.
2.2	Launch General Enquiry Line (replacing	<ul style="list-style-type: none"> Improve public experience 	KH (SCC sub group) Complete (Comms Plan)

	Linkline) and improve inserts in telephone directory and contact us details (UD)	when contacting NHSL. Information source for staff	of SEG)	around General Enquiry Line in place)
2.3	Develop and Implement customer care standards (UD)	<ul style="list-style-type: none"> Improve staff effectiveness and improve public experience when contacting NHSL 	KH (SCC sub group of SEG)	Standards drafted and feedback provided from Disability forum, PPFs, Staff OD Group. Subject to CMT & Board approval to be piloted Nov 08.
2.4	Develop the NHS Website (UD)	<ul style="list-style-type: none"> Improve public experience when contacting NHSL. Information source for staff 	CB	First phase development to be completed Dec 08
2.5	Develop a communications toolkit (to reinforce current communication techniques and to identify public's desire for greater use of leaflets and posters; NHSL staff; voluntary and community groups; local newspapers; and NHSL helplines) (N)	<ul style="list-style-type: none"> Improving staff awareness of communication techniques 	MM	Timescale to be confirmed
2.6	Continued use of Pulse, weekly brief and Firstport to inform staff (E)	<ul style="list-style-type: none"> Keep staff well informed 	Communications Dept & IM&T (staff Gov action plan)	Ongoing
2.7	Reminder through Pulse/Weekly brief re availability of clinical patient information leaflets	<ul style="list-style-type: none"> Staff awareness of information resources 	Communications Dept/SW	tbc
3.	Survey Section: Desire to know more about specified services/issues (Fig 5)			
	Comment re survey results:			
3.1	Develop proactive publicity through proactive Communications Officer post.	<ul style="list-style-type: none"> Improved staff and public awareness of NHSL services 	MM	Officer appointed May 08 – work plan under development
3.2	Target proactive publicity in the areas of greatest interest to members of public	<ul style="list-style-type: none"> Satisfying areas of public interest 	MM	As 3.1
3.3	Web development to actively promote services of greatest interest to members of public	<ul style="list-style-type: none"> Making information more accessible 	CB	Ongoing

4.	Survey Section: Getting involved in development of Health services in Lanarkshire (Fig 6)			
	Comment re survey results: Half the people surveyed did not know enough ways to get involved in developing NHS health services			
4.1	Actively support the development of the PPFs. (UD)	<ul style="list-style-type: none"> Assisting PPFs in their role to have widest impact in terms of community engagement 	SKerr/Roy Watts with SEG support	Ongoing
4.2	Refresh the APOH Stakeholder list (UD)	<ul style="list-style-type: none"> Updated list with individuals who wish regular communications on service change from NHS 	Project Officer (Stakeholder Engagement Group)	Project Officer appointed end May 08. Need to link with 4.1
5.	Survey Section: Want to be more involved in the development of health services in Lanarkshire (Fig 7, 8, 9)			
	Comment re survey results: Vast majority said they would not want to be involved in the development of services. Only one in eight said that they would like to get involved			
5.1	Use existing systems for disseminating information and highlighting how people can get involved. (E)	<ul style="list-style-type: none"> Continued satisfaction with the systems used Keep distribution lists up-to-date 	Project Officer (SEG)	As 4.2
6.	Survey Section: Have you heard of Public Partnership Forums (Fig 10/11)			
	Comment re survey results: Three out of ten members of the public stated they had heard of PPFs. One in 20 were involved			
6.1	Support the development of PPFs to raise public awareness of their role, remit and ways to get involved with them. (UD)	<ul style="list-style-type: none"> Assisting PPFs in their role to have widest impact in terms of community engagement 	SKerr/Roy Watts with SEG support	Ongoing
7.	Survey Section: Good ways to involve the Community re decision making of NHS (Fig 12)			
	Comment re survey results: Comments received endorsed existing practice.			
7.1	Continue good practice initiatives including: <ul style="list-style-type: none"> Offering freepost to return inputs to consultation/engagement (E) Offering transport assistant to attend public meetings (E) Holding public meetings at different times, 	<ul style="list-style-type: none"> Continued public satisfaction on the support mechanisms in use. In line with community engagement standards (1.1) 	PM/SW/KH	Linked with 1.1

	including evenings, to suit members of the public (E)			
7.2	Provide template for managers to complete when considering any type of service change (N)	<ul style="list-style-type: none"> Ensuring consistent approach to service change considerations Needs to link with community engagement standards (1.1, 1.2, 1.3) 	KH	Draft in preparation. Submit to Modernisation Board for implementation.
7.3	Continued use of suggestion/comment leaflet (freepost) to influence change (E)	<ul style="list-style-type: none"> Providing public opportunity to submit views on service provision 	SW	Ongoing
8.	Survey Section: Views on importance of being informed and involved in decisions taken (Fig 13)			
	Comment re survey results: Respondents identified significantly more importance on being informed of decisions than being involved in decision making.			
8.1	Revise NHSL informing, engaging, consulting framework to ensure a variety of techniques are used (UD)	<ul style="list-style-type: none"> Providing consistent approach to engaging and informing. (linked with 1.2) 	SW/PM	As 1.2
8.2	Establish database of carer, patient, voluntary groups for managers to use when using the above framework.(N)	<ul style="list-style-type: none"> Providing awareness of existing stakeholders (linked with 4.2) 	Project Officer (SEG)	As 4.2
Survey of Public Partnership Forum Members				
9.	Keeping PPFs up to date re changes in services (Fig 14-26)			
	Comment re survey results: Very positive feedback on type of info provided. One third think NHSL doesn't consult enough			
9.1	Feedback survey results to PPFs (N)	<ul style="list-style-type: none"> Raise awareness of public and PPF survey results 	KH	Completed
9.2	Ask PPFs how they intend to address their awareness raising and offer support to publicise their role and remit to the public and to NHSL staff. (N)	<ul style="list-style-type: none"> More public awareness and participation in PPFs (linked to 4.1 & 6.1) 	SKerr/Roy Watts with SEG support	As 4.1 & 6.1
9.3	Ask PPFs to identify any actions they intend to take as a result of the survey results (N)	<ul style="list-style-type: none"> Action plan from PPFs 	SKerr/Roy Watts with SEG support	PPFs developing action plans

9.4	Support the development of the PPFs and in particular improve the links between PPFs and NHSL (UD)	<ul style="list-style-type: none"> Improved communication and liaison between PPFs/NHSL (linked to 4.1 & 6.1) 	SKerr/Roy Watts with SEG support	As 4.1 & 6.1
9.5	Identify current supporting roles within the two PPFs (N)	<ul style="list-style-type: none"> Streamline communication links 	SKerr/Roy Watts with SEG support	Ongoing
9.6	Proactive Communications Officer post to publicise services/issues PPFs identified as being of interest (N)	<ul style="list-style-type: none"> Increased knowledge and awareness of issues of particular interest. 	MM	Ongoing
9.7	Ask for PPF comment on the NHSL programme of actions.(N)	<ul style="list-style-type: none"> Mutual acceptance of action points. 	KH	Shared and welcomed by both PPFs.