



# **PFPI STRATEGY ACTION PLAN**

**OCTOBER 2008**

## 1. **Purpose of Update of Action Plan**

In December 2006, NHS Lanarkshire 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 NHS Lanarkshire 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.

NHS Lanarkshire Patient Focus and Public Involvement Strategy reflects the Board's commitment to work in partnership with the people of Lanarkshire to improve health, reduce health inequalities and build trust and confidence in our relationships with the public, staff and organisations with whom we work.

In support of this commitment, we have developed a set of organisational values through meaningful public and staff contribution.

In pursuit of improvement we will value:

- Quality, Patient-Focused Services
- Quality, Healthcare Environment
- Continuous Improvement
- Involvement
- Communications
- Respect
- Fairness and Consistency
- Competence and Continuous Learning

Further details on the Values are available on our website.

This Action Plan provides a summary of a range of workstreams each with individual action plans and governance arrangements to ensure their implementation. NHS Lanarkshire has identified three main indicators as measures of overall achievement in relation to Patient Focus Public Involvement. These are:

- Patient feedback through the Better Together programme
- Public and Patient Partnership Forum feedback utilising a survey
- The Scottish Health Council annual assessment

## 2. **Additional Priorities**

Additional priorities /objectives have been included in the Action Plan for completeness. These include:

- Better Together
- NHS Carer Information Strategy
- Transport Initiatives
- Refreshing Volunteering
- Advocacy
- Review of Contracts with Voluntary Organisations

The rationale for including these areas is set out below.

### **Better Together**

In February 2008, the Scottish Government launched *Better Together: Scotland's Patient Experience Programme*. The aim of Better Together is to ensure that best practice in involving patients in decision-making and learning from their experiences is shared across NHS Boards in Scotland.

Implementation of Better Together will be a partnership between NHS Boards, a National Co-ordination Centre, the Scottish Government, NHS Quality Improvement Scotland, NHS Education Scotland, the Scottish Public Services Ombudsman, the Scottish Consumer Council and the Scottish Health Council. NHS Quality Improvement Scotland and the Scottish Health Council will review the work undertaken by NHS Boards to ensure that they are driving forward year-on-year improvements to local services and patients' experiences.

The Better Together Patient Experience Programme will:

- Work with patients and carers to determine what they want from the NHS
- Use patient surveys to collect information on their experiences
- Build on evidence already collected through Patient Focus Public Involvement procedures and from NHS complaints procedure

### **NHS Carer Information Strategy**

In March 2007, NHS Lanarkshire Board agreed a *NHS Carer Information Strategy*. This Strategy was subsequently agreed by the Chief Executives of North Lanarkshire Council and South Lanarkshire Council, and the Chairs of North Lanarkshire Carers Together and South Lanarkshire Carers Network. An Action Plan was agreed locally and this was submitted to the Scottish Government in October 2008. NHS Lanarkshire has received favourable feedback to this submission and a formal response is awaited from the Scottish Government. Following approval of the Action Plan by the Scottish

Government, the Minister will formally endorse the NHS Lanarkshire Carers Information Strategy. In support of the implementation of the Action Plan, the Scottish Government has allocated additional ring-fenced funding for Carer issues for a 3 year period with total funding of £970k from 2008/09-2010/11.

Implementation of the NHS Carer Information Strategy will be monitored through its Action Plan and through annual reports to the Scottish Government. This will be supported by the Carers Advisory Group, which brings together representatives of the two Local Authorities and North Lanarkshire Carers Together and South Lanarkshire Carers Network with NHS Lanarkshire. This group will be responsible for the implementation, monitoring and evaluation of the action plan and will develop reporting procedures to inform the annual reports. This annual report to the Scottish Government will be signed off by the Chief Executives of NHS Lanarkshire, North and South Lanarkshire Councils and the Chairs of North Lanarkshire Carers Together, South Lanarkshire Carers Network and Princess Royal Trust Lanarkshire Carers Centre.

During 2008/09 a number of actions are being progressed including:

- the appointment of the NHS Carers Support Team to support NHS staff and partner agencies to empower carers by ensuring that all carers are identified, recognised as key partners and referred to appropriate support services;
- the appointment of a Public Health Nurse to the young carers service in South Lanarkshire Council who will identify young carers and, where applicable, refer them to young carers services and support networks;
- a review of the information given by health care professionals to carers which will be undertaken by the Patient/Carer Information Officer, in partnership with Carer organisations.

The financial commitment for year 2008/09 is £308k, which is inclusive of the additional allocation from the Scottish Government. This consists of the recurring expenditure of £200k from NHS Lanarkshire and £108K from the additional allocation from Scottish Government.

## **Travel Initiatives**

### *Access to Healthcare*

NHS Lanarkshire is developing travel plans in line with the Scottish Government National Transport Strategy, which is also reflected in *Better Health, Better Care* (2007). Initially the requirement is around major hospitals.

A Travel Plan is a package of measures and policies developed by an employer to encourage staff to use sustainable transport modes and to reduce reliance on the car, especially single occupancy car use.

A three year Staff Travel Plan has been launched following on from a travel survey conducted in January this year in which almost 1000 NHS Lanarkshire employees took part. It found almost three quarters use their car to travel to work. The Staff Travel Plan aims, through a set of measures to reduce this figure and make people think about alternatives to the car. A follow-up travel survey will take place in early 2009.

NHS Lanarkshire is also using the opportunity of the travel plans to improve access to healthcare facilities for patients and visitors. To support this, Patient and Visitor surveys are being undertaken at the three acute hospitals as well as Airdrie, Central (Cumbernauld), Lanark and Motherwell health centres.

### *Evening Visitors Pilot*

A frequently raised issue during Patient and Carer engagement has been difficulties, particularly for older people and people visiting the acute hospitals in the evening. To investigate this, NHS Lanarkshire ran an Evening Visitors Pilot, which was based around the provision of a service for the residents of the Monklands area who access Monklands Hospital. This pilot ran from January to June 2008. The proposal built on the experience from the hospital evening visitor service provided by Community Transport in Glasgow. The pilot exercise has been extended until March 2009 to allow a detailed assessment of options for extending this service to other hospitals to be fully considered. These options are being developed in conjunction with Community Transport partners.

### **Volunteering**

In line with the Scottish Executive *Volunteering Strategy (2004)*, NHS Lanarkshire recognises, values and supports the important part volunteers play in the life and the work of the Board and the wider community. A Volunteering Policy was agreed in May 2007. In February 2008 the Scottish Government issued *CEL10 (2008) Refreshed Strategy for Volunteering in the NHS in Scotland*. This sets out a three-year strategy and action plan for refreshing volunteering within the NHS in Scotland. As part of the Strategy, NHS Boards are required to work in partnership with Volunteer Development Scotland to achieve the Investing in Volunteers standard by March 2011. In setting out the NHS Lanarkshire approach to achieving the Investing in Volunteering standard, the target date for achieving the standard is November 2009 and individual action points have been added the Volunteering section of the action plan to cover the audit, initial workshop, self assessment, development plan and final assessment stages of the accreditation process. The Quality Assurance stages of the accreditation are done within a timescale set externally.

### **Advocacy**

In February 2001, the Scottish Executive issued *Independent Advocacy: A Guide for Commissioners*, which required NHS Boards, in conjunction with the local partners, to develop a plan for advocacy services within the area. A *Lanarkshire Advocacy Plan* was produced in November 2002. Following consideration by the respective joint planning groups in each Council area, the *Lanarkshire Advocacy Plan (2004-2007)* was presented in two separate parts to reflect the planning arrangements that NHS Lanarkshire had with the two local authorities.

Independent Advocacy is very much part of the NHS Patient Focus Public Involvement agenda, hence the review of *Lanarkshire Advocacy Plan* will be overseen through the PFPI Action Plan.

The first draft of the review will be available by end of January 2009 for wider consultation. The purpose of the review is to establish the current situation and to identify the gaps and areas for further development.

## **Review of Contracts with Voluntary Organisations**

A review of the contractual agreements with the Voluntary sector will be undertaken in conjunction with Local Authority partners. This will support changing arrangements as they develop as a consequence of the Scottish Government concordat with local government.

NHS Lanarkshire has agreed to review the allocation of funding to voluntary organisations and a steering group has been appointed to look at the current funding streams, the allocation of funding and implementing a Partnership Agreement with the voluntary organisations and, where there is joint funding between NHS Lanarkshire and Local Authorities, a tripartite agreement will be put in place. NHS Lanarkshire funds voluntary agencies in excess of £2,000,000 per year.

A database has now been established and a complete review of the funding arrangements is currently underway, and engagement with the relevant voluntary organisation will take place to discuss future arrangements. An application pack for funding has now been developed and will be implemented in January 2009.

### **3. Changes to Existing Actions**

Some changes have taken place on the actions identified in the Action Plan.

NHS Lanarkshire Board has initiated an Action Plan in response to a survey and report by the Scottish Consumer Council on the experience that members of the public had in contacting their local NHS. This includes a number of actions to make it easier for members of the public to contact NHS Lanarkshire and receive the information they require from the right person first time. The development of Customer Care Policy and standards are a key development in this process to help ensure that all public contacts with NHS Lanarkshire are dealt with to a consistently high standard. The Customer Care Standards have recently been completed and a training pack has been developed. The Corporate Management Team approved the Policy and Standards and these will be presented to the Board in November. A phased implementation process will commence in December 2008. In addition, a General Enquiry Line service has been introduced to provide a central point for the public to gain access to information about NHS Lanarkshire services.

NHS Lanarkshire commissioned an independent survey to measure the effectiveness of current public engagement and communication practice and to identify the ways in which the public wish to be engaged and informed in the future. This considered what the public views were in terms of methods used now to engage and inform, and to find out how the public would like to be informed and engaged in the future. A programme grid was developed highlighting the outcomes from the survey and identifying the actions which exist, are under development or new, to address each of the points raised.

#### **4. Agreement of Actions for 2008/09 with Scottish Health Council**

A public event was held in conjunction with the Scottish Health Council on 19 June 2008 to engage stakeholders on the actions identified in the March 2008 review of this Action Plan. This event confirmed the Action Plan. The Action Plan now provides the basis of the quarterly returns made by NHS Lanarkshire to the Scottish Health Council. The comments made on the Action Plan at this event were:

##### **Advocacy**

- Raise the awareness of advocacy services
- More advocacy services for children and carers
- Increase sustainability for advocacy services

##### **Carers**

- Improve identification of carers through Single Shared Assessment and acute hospitals
- GP Register for carers - need to have the buy in of the carer
- Clearer information around what each of the Carer organisations do
- Improve identification of young carers
- Support carers when caring ends

##### **Communications**

- Get simple communication right for patients coming in to hospital
- Use national organisation guidelines where possible, particularly lifelong conditions, charities, NHS QIS
- Websites should be invested in but not appropriate for all
- Help patients to write complaints/enquiries – promoting alternative methods of communication
- Use existing local publications/partnership newsletters including Pulse
- Simplify public documents

##### **Diversity, Equality and Spirituality**

- Importance of genuine inclusion for all communities (*Fair for All*)
- Use the work already done on spiritual care
- Prioritise work and investment based on the needs of populations
- Be aware of the health improvement needs of minority populations
- Beware of barriers to engagement
- Value and embed impact assessment

- Promote diversity champions
- Seek dialogue with Councils to work together on common agenda
- Create economies of scale in interpretation and translation

### **Public Partnership Forums**

- PPF Reference Group to share minutes
- Use plain English/clear communications
- Community friendly venues
- Communications via NHS Lanarkshire to avoid confusion
- Need to link to hard to reach groups
- Promote PPFs in their areas by making use of local press, websites, local road shows, leaflets etc
- Important that PPFs feed into joint planning
- Link into Carer, Community and Youth groups that already exist

### **Service Improvement and Redesign**

- GPs are key to improving services/access to services for patients
- Need sufficient timescales to comment on consultations
- Involve patients with long term conditions who are not in hospital
- Communication needs to be targeted to patient's condition
- Venues need to be local and accessible
- Ensure consultation mechanisms are accessible – easy read etc.

### **Transport**

- Need to get the North Lanarkshire Community Transport Initiative up and running
- Many areas do not have adequate public transport services
- Need to be more flexible around Lanarkshire re: community transport

### **Volunteering**

- Encourage younger volunteers
- Create Voluntary groups within GP practices
- Encourage work with Council for the Voluntary Sector (CVS) to update contact lists
- Increase partnership working with voluntary groups

## ACTION PLAN

Priority/ Objective	Actions	Timescales	Outcome	Performance Indicator	Progress November 2008	Lead Contact(s)	Executive Lead	Governance Group
Delivering Equality, Diversity and Spirituality	Deliver NHS Lanarkshire Equality, Diversity and Spirituality Strategy and Action Plan 2004–2008	2004-2008	NHS Lanarkshire delivers on legislative duties for community engagement	Scottish Health Council (SHC) Quarterly Report  Reports to the Board’s Equality, Diversity and Spirituality Governance Committee	Monitoring through the Equality, Diversity and Spirituality Action Plan: <ul style="list-style-type: none"> <li>• Delivery against the Race Equality Action Plan</li> <li>• Developed enhanced relationships with Lanarkshire Ethnic Minority Action Group (LEMAG) and providing continuing support</li> <li>• Delivery against the Disability Equality Action Plan</li> <li>• Established a Disability Engagement Group (DEG)</li> <li>• Delivery against Gender Equality Action Plan</li> </ul> <p>Specific effective community engagement arrangements established for ethnic minority and disabled communities. Work commenced with the Public Partnership Forums (PPF) to broaden their active membership to include minority or potentially excluded communities</p>	Hina Sheikh and Josephine Donaghy	Kenny Small	Equality, Diversity and Spirituality Governance Committee
	Implement Spiritual Care Policy in line with Government guidelines	2008-2010	Centralised and co-ordinated Spiritual Care department and redesign of services to meet health and spiritual needs of the diverse population	SHC Quarterly Report  Reports to the Board’s Equality, Diversity and Spirituality Governance Committee	Spiritual Care Committee established under Bob Devenny’s leadership. NHS Lanarkshire is currently implementing a business case to modernise and invest in spiritual care across acute and primary care services consistent with the Spiritual Care Policy  Four new full time Spiritual Care Chaplain posts appointed	Bob Devenny		

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Delivering Equality, Diversity and Spirituality (continued)	Upgrade spiritual care facilities in line with Government Guidelines and Equality legislation		Improved facilities to accommodate new staff and multi-faith requirements		Matrix of requirements for acute hospital sites drawn up and forwarded to David Browning	Bob Devenny	Kenny Small	Equality, Diversity and Spirituality Governance Committee
Delivering Equality, Diversity and Spirituality (continued)	Undertake diversity impact assessments on all PFPI projects	Ongoing	Redesign of services to reflect diversity needs	LEMAG and DEG included in all consultation processes  Completion of diversity impact documentation and sign off by Equality, Diversity and Spirituality Committees	Equality and Diversity Impact Assessment (EDIA) established as an absolute requirement in development of all strategies, policies and plans. Major training programme in EDIA delivered to senior managers, including all involved in PFPI work	Hina Sheikh		
	Provision of interpreting services	Ongoing	Appropriate patient engagement and informed consent	No patient to have consultation without appropriate interpreting service.	Comprehensive review of Interpreting Services currently underway to establish clearer understanding of need and demand, more effective strategic West of Scotland linkages, value for money in the model, and more responsive, comprehensive coverage across NHS Lanarkshire	Hina Sheikh		
	Contribution to multi agency advocacy services.		Patients from minority ethnic groups will have access to advocacy and information.	Number of referrals to Ethnic Minority Law Centre	Current Advocacy Plan is in the process of update. EDIA will be undertaken in the process of updating the Plan and account taken of the outcomes of assessment of the new Plan.	Hina Sheikh		

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Developing Community Health Partnerships and Public Partnership Fora	The development of Public Partnership Fora (PPF) for the North and South Lanarkshire Community Health Partnerships (CHP)	Ongoing	<p>The public and patients will be appropriately informed, engaged and consulted about the services offered by the CHPs and increasingly the Acute Services Division</p> <p>The development of PPF structures based on locality structures and the identification and support of public and voluntary sector representatives on the CHP boards.</p>	<p>Availability of information on key CHPs services and arrangements.</p> <p>Existence of PPF structures</p>	<p>North and South PPFs are continuing to develop their structures and mechanisms with support from the PFPI facilitator.</p> <p>Recent development days have resulted in action plans which are currently being harmonised with the PPF chairs to ensure consistency across Lanarkshire.</p> <p><b>North Lanarkshire PPF</b></p> <p>Further development events have been held this year and proposed actions agreed around improving communications and the flow of information as well as improving the engagement of NHS Lanarkshire with the PPF and of the PPF with the wider community. These actions were set out in a report to the Stakeholder Engagement Group and await the endorsement of the Modernisation Board.</p> <p>A Young Person Health Reference Group has been formed which will allow a similar structure and process to be implemented for young people with methodologies more in keeping with how young people communicate.</p> <p>North Lanarkshire Partnership is renewing its Community Engagement Strategy.</p>	<p>North Lanarkshire PPF/ Stephen Kerr</p> <p>South Lanarkshire PPF/ TBC (previously Roy Watts)</p>	Colin Sloey and Alan Lawrie	CHP Operating Management Committees

Priority/ Objective	Actions	Timescales	Outcome	Performance Indicator	Progress November 2008	Lead Contact(s)	Executive Lead	Governance Group
Developing Community Health Partnerships and Public Partnership Fora (continued)					<p><b>South Lanarkshire PPF</b></p> <p>The PPF has produced a comprehensive progress report on its development and activities for the CHP in July, and has followed this with a 5 year development programme that will be submitted shortly to the CHP Operating Management Committee. The Locality PPFs have focussed initially on :</p> <ul style="list-style-type: none"> <li>• Hospital discharge and care homes in East Kilbride</li> <li>• The Community Health Initiative in Rutherglen/Cambuslang</li> <li>• The development of a satisfactory communication strategy in Clydesdale</li> <li>• The developing strategy for carers and the handling of long-term conditions in Hamilton</li> </ul> <p>This is being followed through in practical action to enhance public involvement and awareness and influence in developing services.</p> <p>The PPF is following up its seminar on 'Engaging with Young People' with the report of this event being taken to Locality PPFs to establish what mechanisms are required to contact and involve teenagers. Ways of communicating with and involving 'Hard to Reach' groups will be reviewed</p>	<p>North Lanarkshire PPF/ Stephen Kerr</p> <p>South Lanarkshire PPF/ TBC (previously Roy Watts)</p>	Colin Sloey and Alan Lawrie	CHP Operating Management Committees

Priority/ Objective	Actions	Timescales	Outcome	Performance Indicator	Progress November 2008	Lead Contact(s)	Executive Lead	Governance Group
Developing Community Health Partnerships and Public Partnership Fora (continued)			Patients, carers and the public will be better able to improve their own health	The development and delivery of locality joint health promotion programmes on: <ul style="list-style-type: none"> <li>• Smoking cessation</li> <li>• Breast feeding</li> <li>• Schools</li> <li>• Healthy eating</li> <li>• Fuel poverty</li> <li>• Cardiac rehabilitation</li> <li>• Alcohol and drugs</li> </ul>	<p><b>Both PPFs</b></p> <p>£150,000 has been provided across NHS Lanarkshire to promote community engagement within the localities.</p> <p>Within each locality, work is also ongoing re PPF development through community fora in the North and Locality PPFs in the South.</p> <p><b>North Lanarkshire PPF</b></p> <p>North Lanarkshire is about to roll out a Healthy Living Centre model that will tackle health improvement at locality level and through a process of community engagement. This will result in locality focussed services built around a set of core elements, vital to bringing about health improvement.</p> <p>In addition we will continue to expand the coverage of anticipatory care through the Keep Well process.</p> <p><b>South Lanarkshire PPF</b></p> <p>The PPF used its participation in the Carers road show in East Kilbride and 60<sup>th</sup> Anniversary fun day in Strathclyde park to conduct a survey of the health concerns of the general public and to put people in touch with the PPFs and Public Health Practitioners. 600 'hits' were achieved. The results will be reported in due course.</p> <p>The Rutherglen and Cambuslang PPF looks to build on the work of the Community Health Initiative.</p>	North Lanarkshire PPF/ Stephen Kerr  South Lanarkshire PPF/ TBC (previously Roy Watts)	Colin Sloey and Alan Lawrie	CHP Operating Management Committees

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Developing Community Health Partnerships and Public Partnership Fora (continued)			A diverse and inclusive range of patients, carers and the public will engage and inform service design.	All public engagement on service redesign will meet Performance Assessment Framework Standard 5 and comply with the Disability Discrimination Act, Race Equality Act and Community Engagement Standards  Existence of PPF structures  Participation of Public and Voluntary sector representatives on Boards	Opportunities are being taken to increase participation in NHS Lanarkshire and joint work programmes and activities, e.g., through membership of Service Improvement Boards and Joint Services Management Group; strengthening links with Public Health practitioners re: Health Improvement at locality level.	North Lanarkshire PPF/ Stephen Kerr  South Lanarkshire PPF/ TBC (previously Roy Watts)	Colin Sloey and Alan Lawrie	CHP Operating Management Committees
Improving Services Through Strategic Redesign	Public and patient involvement in redesign workshops	Ongoing	Ability to demonstrate the impact of patient involvement in redesign	Patient/public participation in workshop and an audit trail of discussion and outcomes  Audit trail available in workshop reports, attendee lists and patient narratives	During 2008, the strategic planning structure for modernisation has been reviewed. This has included a review of the Modernisation Board and the establishment of a sub structure of Service Improvement Boards (SIB). The North and South PPFs have identified representatives for the Modernisation Board and most of the SIBs.  During the period April–September 2008 the following workshops have taken place and included representation from PPFs, carers, service users and voluntary groups:	Tony Fitzpatrick (Interim)	Ian Ross	Modernisation Board

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Improving Services Through Strategic Redesign (continued)					<ul style="list-style-type: none"> <li>• Managed Care Network for Older People</li> <li>• Falls Prevention and Bone Health Strategy Development</li> <li>• PFPI Action Plan Event</li> <li>• Cancer Services</li> <li>• Neurology Services (patient and care narratives were collected)</li> </ul>	Tony Fitzpatrick (Interim)	Ian Ross	Modernisation Board	
	Production and circulation of engagement and consultation documents as appropriate on redesign proposals for each major element	Ongoing	Documentation available for each redesign proposal that explains implications and clarifies options	Production of engagement and consultation documents	<p>Approaches to using Lean redesign and Kaizen methodology are being piloted and as part of this the ability to feed in Patient experiences is being considered.</p> <p>Patient information and public communication developed as appropriate to support service change e.g. primary optimal reperfusion</p>	Tony Fitzpatrick (Interim) and Karon Hamilton			
	Refresh the NHS Lanarkshire Framework for Public and Patient Involvement in light of the anticipated Scottish Government Directorate for Health and Well Being guidance on involving, engaging and consulting	Ongoing	Ensure NHS Lanarkshire meets standards as required	Review completed and actions identified/taken	We still await the final Scottish Government Directorate for Health and Well Being guidance on informing, engaging and consulting and on independent scrutiny to allow us to update our Framework. We have recently responded to the Scottish Health Council consultation on draft criteria for determining what significant service change is. However, in the meantime, we are considering the development of a local template to assist staff to take a view on what approaches best fit with particular scenarios.	Shona Welton and Tony Fitzpatrick (interim)			
	Organisation and delivery of public engagement events	Ongoing	Engagement event	Event organised in compliance with national standards for community engagement	Stakeholders events were held to support drafting the NHS Lanarkshire response to Better Cancer Care Consultation took place on the 'New Horizons' Modernising Primary Care Service document.	Tony Fitzpatrick (Interim)			

<b>Priority/ Objective</b>	<b>Actions</b>	<b>Timescales</b>	<b>Outcome</b>	<b>Performance Indicator</b>	<b>Progress November 2008</b>	<b>Lead Contact(s)</b>	<b>Executive Lead</b>	<b>Governance Group</b>
Improving our Communication with Patients	Introduction and commissioning of new independent advice and complaints service.	In place September 2006	Procurement of an independent advice and complaints service from Local Citizens Advice Bureaux	Existence of a contract that meet Scottish Government guidelines as audited by Scottish Health Council	Local Independent Advice and Support Services (IASS) is in place. NHS Lanarkshire is participating in an external review of IASS commissioned by Citizens Advice Scotland.	Shona Welton	Colin Sloey	Health and Clinical Governance Committee
	Development of the patient information sections of the NHS Lanarkshire Website	Ongoing	Improved access to appropriate information	Increasing hits on website on line satisfaction survey	Patient information on the web is in development in tandem with a re-development of the Intranet resource and of the website itself. Recent areas of work include sourcing and adding easy-read information for people with a learning disability.	Shona Welton and Karon Hamilton	Paul Wilson	
	Develop and implement an Action Plan in response to Scottish Consumer Council Survey	August 2007 to April 2008	Improve the experience of members of the public contacting NHS Lanarkshire	Monitoring achievement of Action Plan	Customer Care standards drafted following receipt of Scottish Consumer Council report on contact with NHS Boards. Draft based on example of good practice given by Scottish Consumer Council and on British Standard Institute Standard 2007	Karon Hamilton	Ian Ross	Stakeholder Engagement Group
	Undertake public engagement survey	Survey complete January 2008.  Action plan to be developed April 08	To improve public engagement and information	Survey completed and monitoring achievement of Action Plan	General enquiry line in place  Survey completed. Programme of work drafted to address each of the key survey result areas.	Karon Hamilton		

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Improving our Communication with Patients (continued)	Continuation and roll out of patient information project into Primary Care	Ongoing	Patient information meets required standards and patients are better informed	Progress measured against Project Management targets and national standards	Arrangements for approval of patient information leaflets extended into Primary Care through links between Patient Information Manager and Clinical Governance Co-ordinators  Patient Information Manager working with groups of community-based staff directly in the development of specific information products	Shona Welton	Paul Wilson	Health and Clinical Governance Committee
	Extension of NHS Lanarkshire standards for the production of patient information to cover all forms of written communication as part of the development of customer care standards	Ongoing	Written communication meets required standards and patients are better informed	Scottish Consumer Council Action Plan	Draft Guide to Good Communications developed by Patient Information Manager and Communications Manager following on from Scottish Consumer Council report. Draft developed in conjunction with the Disability Action Group Communications Sub-group and has been the subject of engagement with the PPFs. This will supersede the Guide for Developing Patient Information and links with the Customer Care Standards.	Shona Welton		
Demonstrating Change	Complete and submit the Scottish Health Council PFPI Quarterly Assessment Portfolio	Quarterly	Report on and evidence how PFPI activities have improved services and health	Feedback and commentary from Scottish Health Council on each Quarterly return, plus Annual Review report from Scottish Health Council	First quarterly return for 2008/09 submitted 18.09.08. Awaiting Scottish Health Council feedback. Next return will be due December 2008.	Nan Reid	Ian Ross	Health and Clinical Governance Committee (Patient Focus)  Modernisation Stakeholder Engagement Group (Public Involvement)

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Implementing Better Together	NHS Lanarkshire to participate in the Better Together programme.  To contribute to the national programme by participation.	Ongoing	To gain information on patient experience and to use this to improve patient experience	Performance measure will be determined by the Scottish Government in partnership with NHS Boards	Local co-ordinating group in place which is meeting monthly. Group has been considering what techniques might be applied once programme results are available and how the Better Together programme links with other areas such as Senior Charge Nurse Objectives and Lean.	Shona Welton	Paul Wilson	Health and Clinical Governance Committee (Patient Focus)
	To complete the first inpatient survey in Autumn 2008 which will inform further developments.	Spring 2009			National inpatient survey has been drafted for piloting before the end of 2008.  Update: The national inpatient survey has been cognitively tested, but has yet to receive ethical approval and be piloted. Full roll-out is not anticipated before Spring 2009.	Shona Welton		
Implementing the NHS Carer Information Strategy	Implementation of the NHS Carer Information Strategy Action Plan	Ongoing	To deliver more effective partnership working between the NHS and carers by recognising the role of carers as key partners in the provision of care	Implementation and monitoring of the NHS Carer Information Strategy Action Plan by the Carers Advisory Group and the Scottish Government	Work being progressed via the Carers Advisory Group; specifically: <ul style="list-style-type: none"> <li>• Funding proposals in relation to the Carers Funding Allocation submitted to the Scottish Government for approval;</li> <li>• A successful PFPI consultation exercise was held on 19 June 2008. Issues raised will be reflected in the future work of the Group</li> <li>• The appointment of the NHS Carers Support Team to support NHS staff and partner agencies to empower carers</li> <li>• The appointment of a Public Health Nurse to the young carers service in South Lanarkshire Council</li> <li>• A review of the information given by health care professionals to carers</li> </ul>	Robert Peat	Ian Ross	Modernisation Board

<b>Priority/ Objective</b>	<b>Actions</b>	<b>Timescales</b>	<b>Outcome</b>	<b>Performance Indicator</b>	<b>Progress November 2008</b>	<b>Lead Contact(s)</b>	<b>Executive Lead</b>	<b>Governance Group</b>
Supporting Transport Access for the Public to Healthcare	Pilot an Evening Visitor Transport Service	January – June 2008	To determine whether there is a demand for an Evening Visitor Service within Lanarkshire	Number of passengers.  Number of requests.  Satisfaction surveys.	Pilot established and operational.  Pilot now being extended to the end of the year. Full evaluation will be presented to Modernisation Board for consideration.	Graham Johnston	Ian Ross	Modernisation Board
Supporting Transport Access for the Public to Healthcare (continued)	Patient/Visitors Survey	February 2008	Surveys undertaken at three general hospitals and four large health centres	Satisfaction surveys	Survey analysis now underway. This will inform development of improved transport developments.  Development of improved transport arrangements including engagement with SPT around regional transport strategy to improve public transport to NHS facilities.  Work now commencing with Community Transport Partners to determine opportunities to consider use of demand responsive transport.  Further survey planned early 2009  3 year Staff Travel Plan launched following on from a travel survey in January 2008.  A follow-up Staff travel survey planned early 2009.  Engagement with SPT around regional transport strategy to improve public transport to NHS facilities  Further survey planned early 2009	Graham Johnston	Ian Ross	Modernisation Board

Priority/ Objective	Actions	Timescales	Outcome	Performance Indicator	Progress November 2008	Lead Contact(s)	Executive Lead	Governance Group
Provision of High Quality Volunteering Opportunities in NHS Lanarkshire	Implementation of CEL 10(2008) Refreshed Strategy for Volunteering in the NHS in Scotland	Local Action Plan commenced by April 2008	Working towards achieving of volunteer standards	Local Steering Group for Investing in Volunteering Standards and Scottish Executive	Investing In Volunteers steering group will be established in Autumn with first meeting in January 2009 with Volunteer Development Scotland (VDS) run workshop. Volunteer input would be via a focus group which would incorporate volunteers from diverse range of activities to support this work. CVS and Volunteer Centre Network will also be involved in this work.	Katrina Murray	Paul Wilson	Modernisation Board
		Achieve Investing in Volunteers (IiV) Standards by November 2009						
		Carry out a pre-IiV Audit by December 2008	Audit of current patterns and deployment of all direct and PFPI volunteers in Lanarkshire	Numbers of Volunteers involved Where Volunteering Tasks Numbers of Paid staff supporting volunteers	Audit on numbers of volunteers complete. More expansion required on volunteer tasks and paid staff support.  Progress on the action points is dependent on how the previous actions are achieved and will not be started until the audit is complete.			
		Carry out the self- assessment process for IiV by February 2009	Self assessment checklist completed and submitted to assessor	Feedback from Assessor				
		Establish a development plan for IiV by March 2009	Development plan determined by feedback from IiV assessor	Development plan with manageable actions to fill gaps in development plan.				

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Provision of High Quality Volunteering Opportunities in NHS Lanarkshire (continued)	Implementation of CEL 10(2008) Refreshed Strategy for Volunteering in the NHS in Scotland (continued)	Meet the demands of the final assessment for IiV by September 2009	Final assessment carried out	Achievement of award				
	Improving volunteer experience	Ongoing	Volunteers well supported (informed and encouraged to contribute)	Through implementation of standards	Volunteers' week and activities. Recognition of contribution event as part of NHS 60 years celebration.  Volunteer reception took place on the 8 October 2008.	Katrina Murray		
	Develop capacity of voluntary organisations who operate within Health	Ongoing	Improved quality of volunteering promoted through the provision of training and support	Evaluation of training	Proposed development of new guidelines on interface between work experience and volunteering particularly aimed at young people and school students. Preparation for discussion at Staff and Organisational Development group November 2008. Increase of volunteering opportunities for 16-25 year olds in a variety of setting and provision of extra support to volunteers looking for pre-study experience.	Katrina Murray		

Priority/ Objective	Actions	Timescales	Outcome	Performance Indicator	Progress November 2008	Lead Contact(s)	Executive Lead	Governance Group
Provision of High Quality Volunteering Opportunities in NHS Lanarkshire (continued)	Develop new volunteer projects: <ul style="list-style-type: none"> <li>• Kilbryde Hospice</li> <li>• Red Deer</li> <li>• Mental Health Befriending</li> <li>• Paediatrics</li> </ul>	Ongoing	New projects in place	Through Voluntary Services Work Plan	New Volunteer projects established in Wester Moffat Hospital, Kilbryde Hospice and Patient Nutrition.  Capacity building work with the Little Haven  Current priority is developing volunteering within Acute Sites, however would support GP practices to develop individual projects if GP's are keen to start. This could include working with local support groups and local branches of national organisations.	Katrina Murray	Ian Ross	Modernisation Board
Access to Advocacy	Revision and rewrite of the Advocacy Plan	January 2009	Plan rewrite in line with current requirements	PFPI Group and progress reported to Scottish Health Council	Information largely gathered and write up initiated. First draft, once available, to be discussed by membership of the Lanarkshire Advocacy Planning Group (LAPG). Representation on LAPG from both local authorities, North Lanarkshire Advocacy Partnership and South Lanarkshire Advocacy Network.	Shelagh Garey	Ian Ross	Modernisation Board
	Greater integration of Advocacy in NHS Lanarkshire structures	April 2008	Advocacy included in PFPI Action Plan and part of review of voluntary sector contractual agreements.  Linked to CAB independent advice and support service	PFPI Group	Advocacy included in Action Plan and review of voluntary sector contractual agreements  Draft Advocacy Partnership Agreements being considered with both Councils	Shelagh Garey		

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Review of Contacts with Voluntary Organisations	Development of a database of all the agencies currently funded  Agree criteria with Local Authorities when awarding funds  Agree tripartite agreements with Local Authorities and Voluntary Organisations	April 2008	Clarify funding and service provision arrangements with Voluntary organisations	Inter-agency Groups, CHP and Planning Departments	Steering Group now established with a remit of reviewing all schemes currently funded, develop application pack for Voluntary organisations, agree and implement partnership agreements.  This Group will also make decisions on all applications received and will ensure close monitoring of the identified budget for Voluntary organisations.	Robert Peat	Ian Ross	Modernisation Board