

**Engagement and Participation Committee (EPC) Report to Grampian NHS Board  
Committee Meeting on 11 December 2019**

---

**Purpose of Report**

This report updates the Grampian NHS Board on key issues arising from the Committee meeting on 11 December 2019, which the Committee considered would be of interest to Board members.

The Board is asked to note the following key points:

**1. The Dr Gray’s Hospital (DGH) Proposed Paediatric Service Model - Consultation and Engagement Report and Engagement Evaluation**

The DGH Proposed Paediatric Service Model Consultation and Engagement was shared and discussed at the EPC. The consultation findings showed a high level of support for the proposed future model of care, and also evidenced the need to implement this model as soon as possible.

As a result, implementation of the model began once the report had been shared with and approved by the commissioning DGH Planning and Implementation Group.

The communication and feedback of the review outcome is still to take place to all stakeholders identified through stakeholder analysis and the local community.

Risks identified:

Discussion of this review and the other recent and ongoing Grampian-wide reviews, raised some concern that there is no established process to ensure outcomes of service reviews/consultations are fed back to stakeholders in a timely and effective way.

The committee discussed this may be due to the length in time since the last Grampian-wide review, which was the Maternity Services Review in 2010. It was identified that greater clarity is needed at the outset of projects over the respective roles and responsibilities of the Public Involvement Team and Service leads in feeding back to patients, staff and communities following pieces of engagement. The Patient Services Manager will follow this up.

Opportunities identified:

The Committee agreed to seek further assurance with the System Leadership Team that services commissioning consultation and engagement processes continued on to feedback consultation outcomes, as or before they move onto the implementation stage.

**2. The Grampian-wide Palliative and End of Life Care Review - Consultation and Engagement Report and Engagement Evaluation:**

The Palliative and End of Life Care Review Consultation Report, which included a section which evaluated the engagement that took place, was shared and discussed at the EPC.

The overall consultation and engagement response to the draft Framework was mainly positive with over 90% of respondents fully or mostly supporting its vision, proposed principles and priorities of focus.

The responses and views gathered will further shape the final Grampian-wide Strategic Framework which has been discussed at the Chief Officers meeting in November 2019, and was due for discussion at a System Leadership Team meeting in January 2020.

*Risks identified:*

It was agreed that the engagement, consultation and development of the Framework was an excellent piece of work. However discussion also took place about the support being in place to allow the work that now needs to happen to feedback the outcome and take forward implementation.

*Opportunities identified:*

The committee was assured that a project team had been established to take this work forward and that feedback of the outcome would be communicated in due course.

**3. The Grampian-wide Mental Health and Learning Disability (MHL) Review - Consultation and Engagement Report and Engagement Evaluation:**

The MHL Review Consultation and Engagement Report and Engagement Evaluation Report was shared and discussed at the EPC.

The reports demonstrated the range of themes and views that had been gathered from staff, stakeholders, patients, families and carers. These views were used to inform the proposed MHL Framework. The Framework was then submitted to the joint chairs of the IJBs and discussed in full.

A Transitions Steering Group and Transformation Board will be established in early 2020 to take forward the implementation of the Framework, and coordinate communication and feedback on the Framework to all stakeholders identified through stakeholder analysis.

*Risks identified:*

It was agreed that managing expectations of service users and staff, and the ability to shift resource through joint working are both areas that will need to be carefully managed, and that statements and messages around these areas should be strengthened to support this.

*Opportunities identified:*

A key highlight from the Engagement Evaluation Report was that a Lessons Learned Log should be compiled and transferred into the plans to implement the framework.

#### **4. Feedback Service Quarterly Report:**

Kate Danskin, Chief Nurse, attended the meeting to discuss the requirements of the information to be provided to the EPC. She confirmed that a quarterly report was presented to the Clinical Governance Committee. Due to time constraints it was agreed to discuss this item in detail after the meeting and inform the Committee members at the next meeting.

##### *Risks identified:*

Discussion took place about the content of the feedback quarterly report, if this information is relevant to the EPC and if this is required/duplicating what is already being discussed in the Clinical Governance Committee.

##### *Opportunities identified:*

It was agreed that the EPC should consider what information would be helpful to be included in the feedback quarterly report, and that this would be explored at the workshop being held on 13 February.

**Amy Anderson**  
**Engagement and Participation Committee Chair**  
**December 2019**