

# JHOSC Meeting

28<sup>th</sup> November 2016



Improving adult planned inpatient orthopaedic surgery in south east London

Consultation document and plan

# Consultation document

## Further development of content informed by:

- Summary overview of consultation document shared with JHOSC 11/10
- NHS trusts for comments on two occasions
- Patient representatives through our Patient and Public Advisory Group and Reading Group
- Consultation questions and content discussed at Planned Care Reference Group and SEL Stakeholder Reference Group
- Communications and Engagement Steering Group Members (comprising C&E leads from each CCG), and NHS Trust communications and engagement leads
- OHSEL Planned Care Planning Group
- Consultation questions and documentation independently assured by The Consultation Institute



# Changes made to consultation document

## Responding to feedback

- Developed a more straightforward description of ‘existing hospital improvement plans’
  - This means ‘existing NHS trust plans to expand and improve their services in order to meet future demand and GIRFT recommendations’
  - Includes how this information has been used as a comparator when evaluating the consolidated options
- Accepted edited drafts from each trust about their existing plans to improve services (based on their June 2016 evaluation submissions)
- Produced a clear narrative around the scoring and recommendation of options
- Developed and updated financial analysis; travel analysis and a clear patient journey, supported with an infographic for ease of understanding
- Included more evidence around development of wider MSK pathway (out of hospital care)
- Further developed consultation questions to ensure optimum data capture and ease of analysis
- Added STP context for connection to overall plans for local health and care

Resulting in a **simplified consultation document** describing key arguments and recommendations

- supporting documentation available for people to examine the detailed evidence
- to be hosted on digital consultation hub
- submitted for plain English kite marking (or equivalent) – IN PROGRESS

A partnership of NHS providers and Clinical Commissioning Groups serving the boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark, with NHS England



# Consultation plan

## Aims of the consultation

- The aim of our consultation is to create meaningful engagement with local people and stakeholders to inform them about our proposals for change; actively listen to their feedback and ensure their feedback impacts the final decision.
- Our approach to consultation will be **responsive and proportionate** to those it will affect the most.
- Our work is guided by the seven best practice principles from The Consultation Institute: integrity; visibility; accessibility; transparency; disclosure; fair interpretation; publication.



# Best practice

We are working with the following partners to deliver a **best practice** and **objective** consultation:

- **Who helped shape our communications and engagement approach**

This plan has been informed through discussions with the programme's Patient and Public Advisory Group, Planned Care Reference Group, Stakeholder Reference Group, Equalities Steering Group and the Communications and Engagement Steering Group.

- **The Consultation Institute assurance**

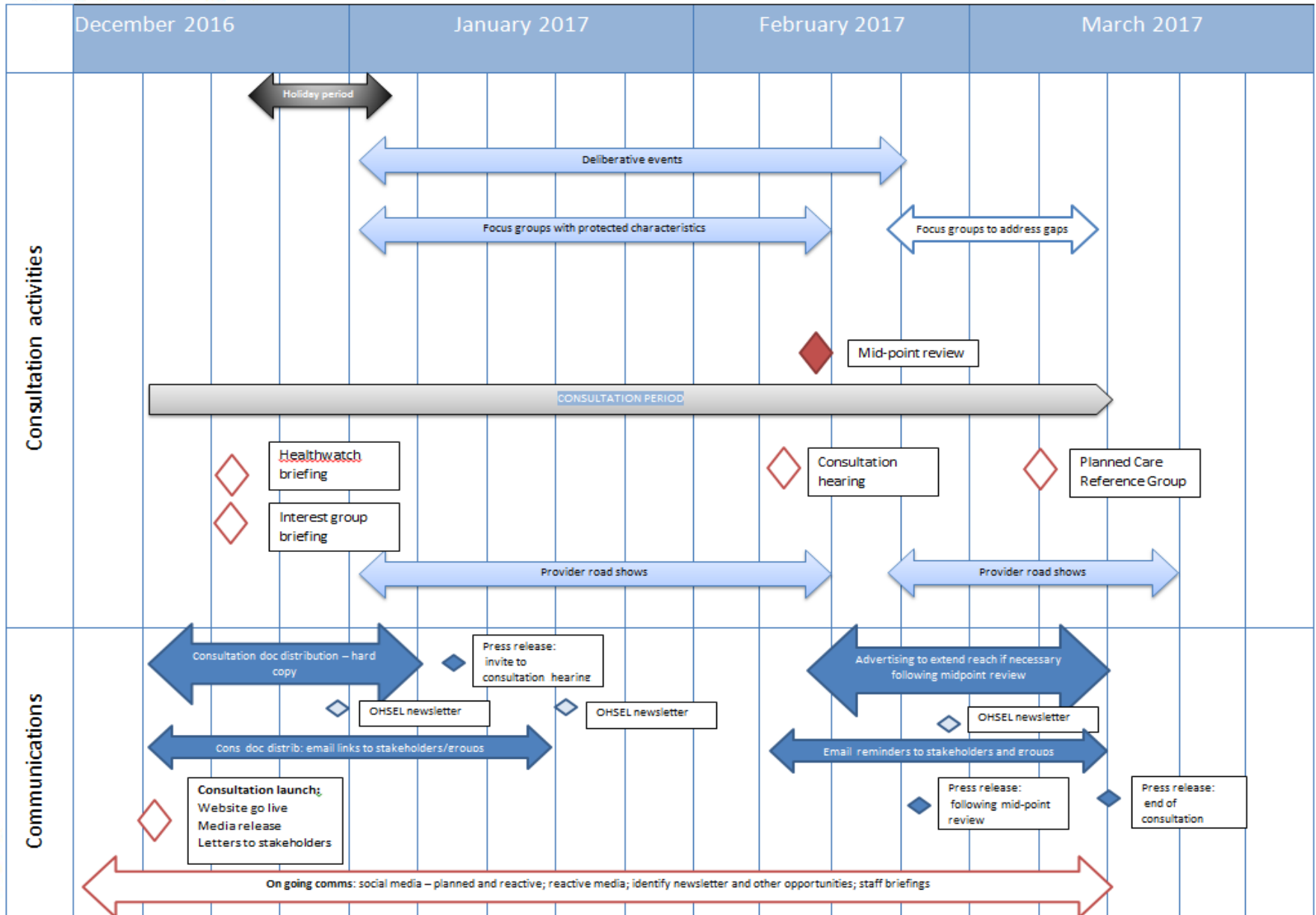
Our consultation is subject to assurance by The Consultation Institute (TCI) and we have already been awarded with a Certificate of Consultation Readiness for our pre consultation engagement

*“The pre-consultation programme you have undertaken appears both thorough and of high quality. We are confident that you are in a position to both ensure the best options are taken into consultation and that you will be starting consultation on the strongest footing.”* - The Consultation Institute

- **Independence and objectivity**

We will be working with independent delivery partners to deliver activities and to receive, analyse and report on the findings.





# Who are we consulting?

Patient and the public	Healthcare professionals/providers	Third sector/partner organisations	Political
Residents who access services in south east London	GPs and primary care staff	Voluntary and community sector providers	Local MPs and elected members
Residents who access services outside of south east London	Orthopaedic staff	Independent sector	Mayor of Lewisham
Patients who use services in south east London but live elsewhere	CLAHRC and other research bodies	Orthopaedic charities	London Assembly members
Local patient/resident groups	CCG staff and commissioners	Voluntary community sector (user/carer/advocacy)	Joint Health Overview and Scrutiny Committee
Interest/issues groups	GP members	HealthWatch organisations	Health and wellbeing boards
Equality groups – most impacted	British Orthopaedic Association	Council for voluntary services	Other LA stakeholders - OSC chairs, Directors of Adult / Children's Social care
Patient Participation Groups (PPGs)	Provider trusts (including out of area)	Health Education South London (HESL)	
Media	Local medical councils	Local CEPNs	
	Department of Health	Universities and Medical Schools	
	NHS Improvement	Provider governors and membership	
	Staff Unions	Academy of Royal Medical Colleges	
	Acute provider staff (non-orthopaedic)	Health Improvement Network (HIN) South London	
	Community services providers/staff	Housing organisations	
	Mental health trusts / staff	Staff in neighbouring areas	
	London Ambulance Service		
	Physiotherapists – acute and community		
	Neighbouring CCGs (Wandsworth, Croydon, Tower Hamlets, Newham, City and Hackney, Dartford Gravesham & Swanley)		
	Provider Governors and Members		

# Communications materials

- Consultation document, both printed and digital, including versions: full; summary; easy read; large print; and audio. Other languages will be available on request. We are submitting our documentation for Plain English editing.
- Freepost feedback forms
- Consultation website hub
- Presentations for: staff, public and patients, stakeholders, including Easy Read version
- Posters for GP surgeries, pharmacies, hospital orthopaedic outpatients and other public sites
- Postcard take-away including space for short feedback and capturing names and addresses
- Infographics – printed and digital
- Banners for CCG and trust websites
- Short animation – covering case for change; patient journey; and call to action
- Video of clinicians describing how the new service model will work and describing the changes from current services
- Video archive of the consultation hearing available on demand (likely to be live streamed)
- Pull-up banners
- Targeted advertising to extend reach – e.g. Facebook, promoted Twitter posts and local media





## How will we consult? Summary of key activities (1)

**We have a detailed plan per stakeholder (slide 10). Key activities include:**

### Focus groups

Under the Equality Act 2010, we have a duty to consider potential impacts of any potential service change, on people with **protected characteristics**. In order to help us understand these potential impacts in detail, we will be running focus groups with these populations. **We will hold additional sessions with communities who are most impacted by any change.** These focus groups will be delivered by an independent organisation to preserve objectivity of response.

### Deliberative events

We will hold a number of deliberative events across the patch (at least one per borough and more in most impacted boroughs) to enable members of the public, voluntary community sectors stakeholders and interested groups to share their views. The events will be held in areas that maximise coverage across the boroughs and surrounding areas. They will include both **information giving by local clinicians and leaders, as well as table discussions to allow people to share their views and respond to the consultation questions.** These events will be independently delivered and facilitated to ensure their outputs are objectively captured.



## How will we consult? Summary of key activities (2)

### Road shows on hospital sites

To provide opportunities for staff and existing patients to find out about the consultation and share their views, we will run a road show in **key orthopaedic areas in each affected trust**. During these sessions we will raise awareness of the consultation and signpost people to our consultation website and response form. We will also provide copies of the consultation document and leaflets for people to take away and consider.

### Consultation hearing

We will run a **'consultation hearing'** and **invite people to submit evidence in advance**. This will be held **mid-way** through the consultation and will be independently facilitated and chaired. It will give interested people and groups the opportunity to challenge our case for change and to provide their own evidence for how services should be run. The consultation hearing will be independently filmed and broadcast.

### Briefings

We will hold briefings with key stakeholders – including Healthwatch and interest groups. We aim to hold these briefings **early on in the consultation period** to enable these stakeholders to cascade information to their membership and contacts.



## How will we consult? Summary of key activities (3)

### Planned Care Reference Group (PCRG)

Towards the end of the consultation period, we will hold another meeting of the PCRG to play back some of the feedback that we have heard to date and to invite you to add to it.

### Mail outs

In order to reach past, present and future (those on waiting lists) service users, we will work with local provider trusts to circulate information via their patient lists. We will also publicise our deliberative events and road shows through these mail outs and signpost people to our website and response forms.

### Networks and contacts

We will work with our public and voluntary sector colleagues to publicise the consultation and signpost people to our website and response form. This will include contact with key colleagues in clinical commissioning groups, local authorities and the voluntary and community sector (including healthwatch).



## How will can people respond and share their views?

- Online hub – hosting all relevant materials and survey
- Online response form
- Hard copy response form
- Via email/Twitter/phone
- Postcards
- In person at deliberative events, focus groups, meetings and roadshows



- Consultation to run for 14 weeks (due to Christmas break) from 5<sup>th</sup> December 2016 – 10<sup>th</sup> March 2017
- Dates for events and focus groups to be set once consultation has been agreed
- First two weeks activities are detailed below:

Date	Item
Monday 5 December	Website launched hosting key supporting materials and online response form
	Launch social media campaign
	Press release launching consultation
	MP briefings by each CCG
	Electronic distribution of consultation documents to stakeholders and voluntary and community groups
Monday 5 if possible – and within first week	Media briefing – invite local media in and HSJ
First two weeks December	Distribution of hard copy consultation documents to key stakeholders and distribution points
9 <sup>th</sup> December	Meeting with interest groups (38 degrees, Save Lewisham Hospital, Keep Our NHS Public)
16 <sup>th</sup> December	Briefing workshop with all south east London Healthwatch representatives
Mid December	Newsletter article in 'Healthier'
During December	Articles in provider newsletters

