

**REPORT TO: COMMUNITY ENGAGEMENT STRATEGIC GROUP – 18TH
FEBRUARY 2010**

SUBJECT: COMMUNITY ENGAGEMENT UPDATE

BY: GENERAL MANAGER, MORAY CHSCP, NHS GRAMPIAN

1. REASON FOR REPORT

- 1.1 To update the Community Engagement Strategic Group about the developments regarding community engagement and involvement in health and social care services.

2. RECOMMENDATION

- 2.1 The Community Engagement Strategic Group is asked to note the developments in progressing community engagement and involvement which supports the objectives of the Community Engagement Strategic Group.**

3. BACKGROUND

- 3.1 The Local Government (Scotland) Act 2003 introduced community planning and made community engagement a statutory responsibility of all partner agencies. The Act shifted the responsibility for participation, requiring that agencies engaged with communities rather than asking communities to engage with them.
- 3.2 The NHS Scotland - Better Health, Better Care Action Plan sets out the actions to strengthen public ownership of the NHS by improving rights to participate, embed patients experience information in the performance management of the NHS and further strengthen the collaborative and integrated approach to service improvement that is the hallmark of the Scotland's NHS.
- 3.3 In the NHS framework "Patient Focus Public Involvement" where Our National Health: A plan for action, a plan for change was launched, the plan outlined the proposal to improve the health of the people in Scotland. It would deliver high-quality health and social care services and address inequalities in health more effectively. In the plan, there is a drive towards a patient-led NHS, with the involvement of patients being key to healthcare reform.

- 3.4 The NHS has a legal duty to involve and engage the public in the planning and development of its services as mentioned in:
- Patient Focus and Public Involvement, Scottish Executive Health Department, 2001
 - Partnership for Care, Scottish Executive Health Department, 2003
 - Community Health Partnership Statutory Guidance 2004, Scottish Executive Health Department, 2004.
- 3.5 Moray Community Health and Social Care Partnership (MCHSCP) developed a Patient Participation Forum (PPF) in 2005 with members of the public representing the views of patients or other interest/action/condition specific groups.
- 3.6 Since then a range of structures and initiatives have been developed with the aim of ensuring that the aims of community planning and engagement have been progressed across partner agencies. The MCHSCP activities, aims and actions to develop better community engagement will support/dovetail with partner agency action plans.
- 3.7 MCHSCP have jointly appointed a Public Involvement Officer to support the partnership in progressing activity to better engage with the public.
- 3.8 MCHSCP has developed 6 strategic aims which form an action plan to develop community engagement.

1 Strategic Aim - Develop Structure:

- Develop PPF as strategic umbrella for public involvement for MCHSCP
- Map and promote public involvement structure
- Develop working relationships with existing local Forums/Groups
- Develop working relationship with Community Support Unit
- Develop processes to communicate between Community Planning Community Engagement Theme Group and Community Engagement Group
- Develop working relationship with Scottish Health Council and submit PPF quarterly monitoring template
- Develop working relationship with NHS Grampian (Patient Focus, Public involvement) PFPI structures
- Develop Public Involvement Networking Opportunities using web or electronic media
- Facilitate the development of specific forums as per MCHSCP objective owners

2 Strategic Aim - Capacity Building:

- Improve the skills of staff to engage with their public
- Improve the skills of public/patients/service users to be representative

- Facilitate the development and implement PPF action plan

3 Strategic Aim – MCHSCP Priorities:

- Organise specific public involvement events and processes as relevant to MCHSCP
- Develop and implement prioritised rolling action log for public involvement with MCHSCP Strategic Objective owners (**appendix 1**)

4 Strategic Aim – Quality:

- Ensure National Standards of Community Engagement are met
- Ensure Participation Standards are met

5 Strategic Aim – Evaluation:

- Develop Evaluation group for strategic action plan
- Develop Evaluation process for use with public/patient representatives

6 Strategic Aim – Promotion:

- Develop Patient Focus and Public Involvement Newsletter to record and promote involvement activity

3.9 The rolling action log (**appendix 1**) summarises the activity of MCHSCP in engaging with patients and the public. This log will be updated regularly.

4. SUMMARY OF IMPLICATIONS

a. Single Outcome Agreement

The strategic aims and the rolling log support the objectives of the Single Outcome Agreement. Community Engagement issues fall within the remit of the Community Planning Board and all Strategic Theme Groups.

5. Consultations

a. Members of MCHSCP Management Group have been consulted and involved in the development of the content of this report and agree.

6. CONCLUSION

6.1 This report has updated the Community Engagement Strategic Group on the development of community and patient involvement and engagement in health and social care services.

Author of Report: Elaine Brown, Service Planning Lead, NHS Grampian

Background Papers:

Ref: