

Engagement and Participation Committee 11 August 2021

Purpose of Report

This report updates the Grampian NHS Board on key issues arising from the Committee meeting on 11 August 2021 which the Committee considered would be of interest to Board members. The Board is asked to note the following key points:

1. Engagement Participation Committee (EPC) Board paper

Risks identified:

The Committee's discussion shaped the content of the accompanying Board paper, which seeks Board approval to redefine the EPC's strategic assurance role and sets out how it intends to support NHS Grampian's people-powered health agenda. As previously reported by EPC, if NHS Grampian does not have a clear strategic intent for engagement and participation, there is a risk of its focus being on operational detail rather than providing strategic oversight. The aim of the paper is therefore to set out the Committees' ambition and a recommended programme of work to be undertaken.

Opportunities identified:

Evolving the role of the Committee will enable NHS Grampian to place a greater importance on listening, engaging and co-producing services. The development of a cohesive policy that is both consistent with new 'Care services - Planning with People' engagement guidance developed by the Scottish Government and COSLA, (March 2021) and the Scottish Approach to Service Design (see item 2) will underpin a shift in our focus - forwards and outwards, placing a higher priority on reaching seldom heard communities. It will also create a shared understanding of 'people powered health' and 'co-production' and help embed inclusive working in respectful collaboration with partners and stakeholders.

2. Engagement Gap work

Risks identified:

The committee received a presentation about the Scottish Approach to Service Design (SAAtSD), an engagement model produced by the Scottish Government in 2019, which supports a shared, participatory approach to designing public services, and is currently being used to support development of NHS Grampian's 2022-2028 strategy. A feature of this model is a maturity matrix which organisations are encouraged to use to rate their ability to engage effectively. It was acknowledged by committee members that a shift is required for Boards to move from the moment in time engagement guidance set out in CEL4 (2010), to the more continuous participatory approach set out in the new 'Planning with People' (2021) guidance, and the SAAtSD is a helpful model to move towards this.

Opportunities identified:

As part of the engagement gap discussion it was explained that a Grampian-wide Engagement Network (GEN) has been established this year and led by the Public Involvement Team. The GEN meets every 4-6 weeks and has 45 members with roles around engagement and includes representation from the three Health and Social Care Partnerships (HSCPs), Local Authorities (LA), and the Third Sector Interfaces (TSIs). The Public Involvement Team have coordinated the GEN

members to receive training on the SAAtSD, National Standards for Community Engagement and the new Planning with People guidance. The GEN creates a valued space to share best practice, engagement opportunities and forums, and members are currently collaborating on a best practice approach engagement accreditation Hallmark for use across Grampian.

3. Equality and Diversity including the input from the guest speakers

Risks identified:

As part of its commitment to hearing from diverse groups about their lived experience and embedding these insights in its strategic work, the Committee welcomed representatives from the NHS Grampian Disability Discrimination Act Review Group (DDARG) to its August meeting. This provided a valuable insight into the voluntary work that is ongoing with NHS Grampian, Local Authorities and other organisations to promote the rights of disabled people. The benefit of being involved at the planning stage for new buildings to ensure the needs of disabled people are taken into account was highlighted. However, concerns were expressed over a reduction in dedicated funding over 2021/22 for disability site access to NHS Grampian and it was agreed further information on this would be sought.

Opportunities identified:

The Committee was advised that a draft of the new NHS Grampian Equality, Diversity and Human Rights Policy was available for comment prior to its publication and a copy was subsequently shared to members for feedback. The Policy is intended to ensure equality, diversity and human rights are an integral part of the way NHS Grampian functions and that no one is disadvantaged due to possession of a protected characteristic, such as disability. The Committee welcomed the opportunity to contribute to the policy and highlighted the tension between the aims of this work and the dedicated resource available for making sites fully accessible to those with disabilities.

4. NHS Grampian Strategic Plan Development

Risks identified:

An update was given by the Strategy Team on the high-level process, timescales and approach being used to update the strategy. It was raised by a Committee member that the majority of ways to get involved are through using social media, email, QR codes on posters/flyers and through virtual meetings it was discussed how we ensure that people who are “not digitally ready” are being given the opportunity to get involved. It was explained that a phone number has been provided so members of the public and public and groups can request hard copies of the survey, with freepost envelopes to return by post, which has resulted in almost 500 copies being sent out.

Opportunities identified:

The engagement that has been taking place during Phase 1, which launched on 28 June, continues until 31 August. Engagement reach continues to be monitored as it cascades through partners, colleagues and groups already in existence across the 3 HSCP, LA and Third Sector Interface areas. Evaluation of engagement activities

and Learning Log continues, and once Phase 1 completes, thematic analysis of feedback will commence, which will inform Phase 2 dialogue and activity. An update to the next EPC would include the reach of the engagement in Phase 1 and what key themes have emerged.

Amy Anderson
Engagement and Participation Committee Chair