

**Improving Healthcare Together 2020 to 2030 (IHT)
 Surrey Downs, Sutton and Merton Clinical Commissioning Groups (CCGs)
 Committees in Common
 Summary cover sheet**

Date of Meeting: 6th January 2020

Agenda No: 5

Paper No: 3

Title of Document: Consultation plan and associated draft documentation	Purpose of Report: For approval
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Executive Summary:

In September 2019, the CCGs were allocated £500 million to improve the current buildings at Epsom and St Helier Hospitals as well as build a new specialist emergency care hospital facility on one of the three sites Sutton, St Helier or Epsom. The CCGs are proposing to run a formal public consultation, to test and gather views of their local populations and partners in Merton, Sutton and Surrey Downs and neighbouring impacted areas on their proposals to build a new specialist emergency care hospital.

To deliver a best practice consultation the CCGs have developed a consultation plan, consultation mandate and draft consultation materials including: a summary consultation document, full consultation document and consultation questionnaire. All consultation documents have been reviewed by the Consultation Institute (tCI) to ensure they are accessible and meet best practice standards. All documents will be subject to a Plain English review which will be completed for all consultation materials prior to consultation launch.

1. The consultation plan

Our approach to consultation planning builds on work already carried out during the pre-consultation engagement phase of the programme (undertaken during June – October 2019), public feedback from engagement, findings of the Integrated Impact Assessment (phases 1 and 2) as well as close working with partners and a range of stakeholder groups.

The consultation plan has been informed by discussions with a range of stakeholder groups including the Consultation Oversight Group and the Stakeholder Reference Group.

The plan has been reviewed and is supported by the Improving Healthcare Together Joint Health and Overview Scrutiny Sub-Committee.

The plan and consultation materials have been reviewed and assured by the Consultation Institute who is acting in an advisory and assurance role to the IHT programme.

The plan is draft and subject to review and change during consultation.

The plan includes a consultation mandate which sets out the aims and objectives of the consultation, how the information from the consultation will be used, the organisations initiating the change post consultation and the consultation timelines.

Pending Committees in Common approval of the draft consultation plan, mandate and materials; consultation will commence on the 8th of January and end on the 1st of April 2020.

2. Consultation principles

The consultation plan is underpinned by seven principles. In addition to shaping the content and activity of the consultation, these principles will form the basis for evaluation of the plan.

The principles are based on:

- a. Providing local communities with a range of opportunities to be involved regardless of who they are and where they live. This includes coverage of activity across all three CCG geographical areas.
- b. Providing accessible information in clear and simple language and in a variety of formats
- c. The process will be open and transparent
- d. Careful management of resources to deliver good value for money
- e. Sharing ongoing feedback received during and after consultation
- f. Using the feedback received during and after consultation
- g. Using the feedback received during consultation to inform decision-making
- h. Running an evidenced-based, best practice consultation.

3. Scope

In geographical terms, the consultation will aim to engage with the following groups across Surrey Downs, Sutton and Merton:

- a. Patients, carers and the public across Merton, Sutton and Surrey Downs CCGs
- b. Voluntary and community sector
- c. Traditionally under-represented, seldom heard or protected characteristic groups
- d. Clinicians and staff at the Epsom and St Helier University Hospitals NHS Trust (ESTH), the Merton, Sutton and Surrey Downs Clinical Commissioning Groups (CCGs) as well as other partner organisations
- e. Local Authority partners
- f. SW London and Surrey Joint Health and Overview Scrutiny Committee
- g. Political stakeholders
- h. Other local hospitals
- i. The media

The consultation will also seek to inform and make sure information is available for statutory health and care organisations and key stakeholders and residents in neighbouring CCG areas where patients may also be impacted by the proposals.

4. Consultation documentation

a. A summary consultation document

A draft summary consultation document has been produced and will be available online and in paper format. This draft summary has been assured by the Consultation Institute following a best practice approach. Its aim is to provide our stakeholders with information on the aim of the consultation, our proposals for a new specialist emergency care hospital and the site

options, our timescales for consultation and how people can share their views on our proposals.

b. A full consultation document

A draft full consultation document has been produced. The online version of the document will be published on the programme's website and the paper version – widely disseminated. The full consultation document will outline the basis on which the CCGs are consulting, the background to the consultation, a summary of the evidence upon which options have been developed and what the proposals/options are, as well as signposting for more detailed technical information if needed and how local people can give their views on the consultation.

c. Consultation leaflet

A consultation leaflet will be delivered across the combined geographies and neighbouring areas and will include a summary of the case for change, a description of the proposals, more information on future listening event dates and venues and how people can share their views.

d. Consultation questionnaire

The questionnaire aims to gather views and feedback on the issues, concerns, and areas of support in relation to our proposals. The consultation questionnaire will be available online and in paper format.

e. Consultation briefings, updates and frequently asked questions

A series of updates, briefings and frequently asked questions will be produced during the consultation period. These will be used to provide answers to common issues and questions, share emerging information and respond to feedback.

5. Consultation programme of activities

We will employ a range of approaches to ensure that members of the public and stakeholders may fully participate in the consultation. The CCGs approach will make efforts to reach a broad range of people, in addition to and beyond statutory organisations, partner organisations and those already highly engaged who usually respond to consultations. As part of the consultation, we will hold a number of engagement activities providing local communities with a range of opportunities to be involved in the consultations regardless of who they are and where they live. These include:

- a. **Listening events** – open invite events to share information on the proposed options for change, answer questions from the public to increase understanding of the consultation and proposals, as well as invite and listen to feedback and encourage people to respond to the consultation questionnaire.
- b. **Mobile engagement pop-ups and awareness raising roadshows** – to raise awareness of the public consultation, share information, and encourage people to ask questions and complete the consultation questionnaire.
- c. **Telephone survey** – this survey will be based on the questions within the consultation questionnaire and will target a representative range of views from the

combined geographies and neighbouring areas of those who may not otherwise contribute to the consultation.

- d. **Deliberative events** – invite based events to hear the views of local residents on the questions for consultation based on informed, two-way debate and dialogue.
- e. **Focus groups with seldom heard and protected characteristic groups** – invite based groups to listen and gather feedback on the proposals. These focus groups will be informed by the groups identified in the equalities impact assessment (phases 1 and 2).
- f. **In-depth 1:1 interviews** - to invite further feedback from representation of seldom heard, equality or protected characteristic groups.
- g. **Displays and posters** - to promote ways in which people can learn more about and ways in which they could respond to the consultation.

6. Other consultation materials

a. Consultation videos

A series of short videos will be produced by the CCG Clinical leaders talking about the proposed clinical model and its benefits for local people.

An animation video will outline the proposals, encouraging feedback on the options that are being put to the public. The animation will include English subtitles and graphics that are suitable for sight-impaired viewers.

b. Other communication methods

Digital communication does not replace engaging with people face-to-face, but is a way of raising awareness, providing information and accessing more people.

The CCGs approach to digital communications will be via:

A consultation website:

Using the IHT website as the 'online consultation hub', visitors to the site will be able to access all consultation information here in one place, with quick links on every page to clearly highlight key documents and online feedback channels. It will also include dates for all listening events.

Social media:

Social media sites will be used to keep online stakeholders informed, and to signpost and facilitate discussion. The CCGs aim to build on existing relationships with online stakeholders and to engage new audiences with an emphasis on identified target audiences.

Media:

Information will be conveyed either as editorial, which is free, or via local paid media adverts. Regular media releases throughout the consultation period to local newspapers, local radio and community magazines will also be provided.

7. Responding to the consultation

There will be various ways in which local people can respond to the consultation. These will include:

- Completing the questionnaire on our website (www.improvinghealthcaretogether.org.uk)
- Completing the questionnaire and returning it by Freepost
- Coming along to any of the local listening events
- Emailing us at hello@improvinghealthcaretogether.org.uk
- Engaging with us on Twitter (@IHTogether) or visit our Facebook page (@ImprovingHealthcareTogether)
- Calling the IHT telephone line on: 02038 800 271

8. Analysis of consultation responses

The analysis of consultation responses will be undertaken by an independent organisation called Opinion Research Services who will produce a consultation report. This will ensure a best practice approach.

Throughout the consultation period the CCGs will receive regular response monitoring reports from this organisation to ensure to identify any demographic or other trends which may indicate a need to adapt an engagement approach regarding consultation activity, or refocus efforts elsewhere.

Recommendation:

The Committees in Common is asked to:

- a) Approve the consultation plan and mandate
- b) Approve the summary consultation document
- c) Approve the full consultation document; and
- d) Approve the consultation questionnaire.

Financial Implications:

- In September 2019, as part of the Health Infrastructure Plan, we were allocated £500 million to improve the current buildings at Epsom and St Helier hospitals as well as build a new specialist emergency care hospital on one of the three sites – Epsom, St Helier or Sutton.
- Chapter 13 of the PCBC outlines the financial analysis undertaken for the three options.

Equality Impact Assessment:

Equality Impact Assessments (phase 1 and 2) have been completed as part of the Integrated Impact Assessment (IIA) for the Improving Healthcare Together: 2020 to 2030 programme. The IIA will be reviewed against the findings of the consultation and updated to include any additional impacts and recommendations, for the final phase of this work.

Communication Plan:

A communications and engagement plan for the Improving Healthcare Together 2020-2030 has been developed.