

Public Participation Plan Action Plan

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Public Participation Plan

- Our Public Participation Plan, which outlines how we will work with our communities over the next 5 years, was approved by the Trust Board on 7 October 2021
- The Plan was developed in partnership with our communities. We held a number of engagement events over the past year to hear the views of our local communities and from our staff, including:
 - Virtual Focus Groups (staff and public)
 - An online survey
 - Make a Difference online interactive platform



Objectives of the Five Year Plan

OBJECTIVE 1 - Inclusion

To increase the number and diversity of people involved with SaTH, ensuring that they are provided with meaningful and timely involvement opportunities

OBJECTIVE 2 - Responsive

Build greater public confidence, trust and understanding by listening and being responsive to our local communities

OBJECTIVE 3 - Decision-making

To introduce a public and community perspective to decision making and wider work at SaTH including: recruitment, strategic planning, training and service development and delivery

OBJECTIVE 4 - Get involved

Ensure our communities feel better informed and able to Get Involved if they choose to. Develop a range of involvement opportunities that are rewarding, meaningful and enable individuals from a diverse range of backgrounds to get involved.

OBJECTIVE 5: Communication

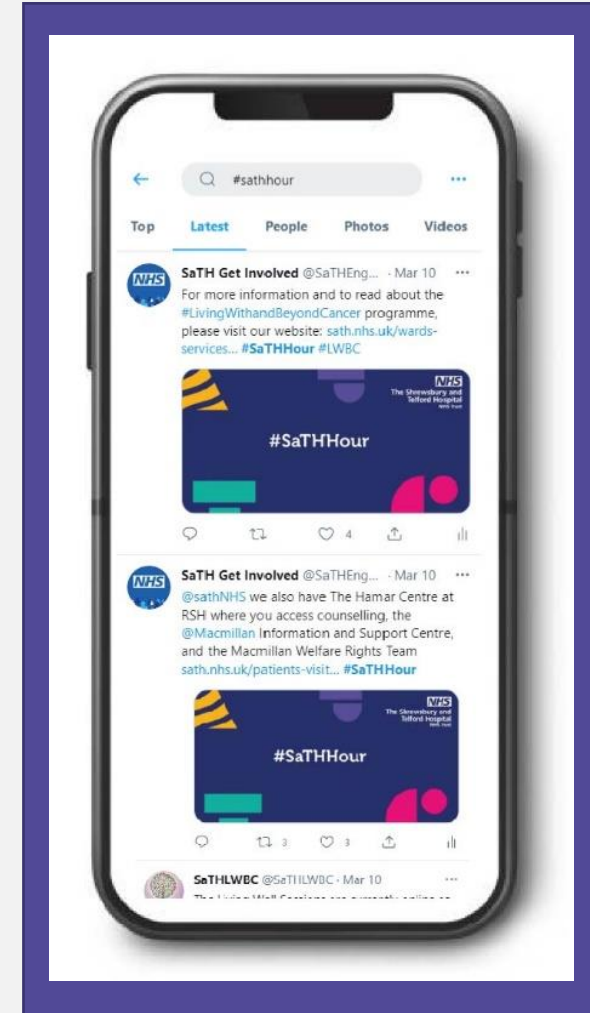
SaTH will communicate with our communities directly to ensure they are kept informed and update about what is going on at the hospitals (making better use of digital communications)

OBJECTIVE 6: Our Staff

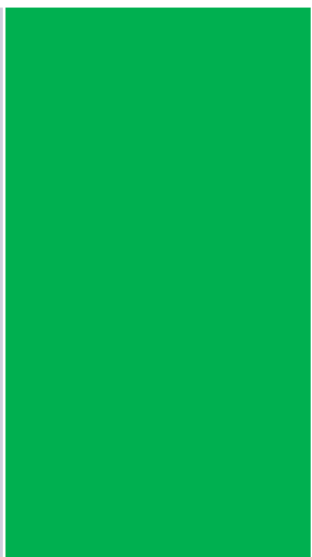




Enable our staff to have the skills and confidence to engage with our communities

Survey

- An online survey was developed to ask our communities how they would prioritise the actions for the different objectives which are outline in our Public Participation Plan
- 75 people responded to the survey. We also had feedback from members of the Public Assurance Forum
- The milestones under each objective have been prioritised based upon the feedback we received (1 – being the most important)
- The delivery of these milestones will now be prioritised through their ratings (as shown on the following slides).
- An update will be provided against the Plan to the Public Assurance Forum each quarter



Objective 1 - Inclusion

Milestone	Status	RAG
<p>1. Providing a range of involvement opportunities for individuals and organisations to #GetInvolved including (but not restricted to):</p> <ul style="list-style-type: none"> • Monthly Cascade update meetings • Health Lectures • Quarterly Community meetings • Community Drop in sessions • Community Membership (with a monthly email update) • Specific workshops/focus groups (Section 242) • People’s Academy • Volunteering • Working with local businesses and local fundraisers • Partnership working with other charities 	<p>On-going – regular events are held every month for our communities</p>	
<p>2. Work with the VCSA, Local Authorities and other stakeholders to share information, gain their views and feedback and support them to get involved at SaTH</p>	<p>Need to strength links with external stakeholders. Attendance at VCSA meetings</p>	
<p>3. Contacting all new community members with information about how they could #GetInvolved</p>	<p>On-going – regular monthly email update</p>	
<p>4. Promoting and increasing our community membership each year by 10% ensuring that we have a representative membership across the areas we serve</p>	<p>On-going, on target</p>	
<p>5. Attending a programme of local events to promote the work and opportunities for involvement</p>	<p>On-going – programme of events now planned</p>	

Objective 2 - Responsive

Milestone	Status	Status
1. Ensuring that when engaging with the public we feedback their comments, compliments, and concerns to the Patient Experience team. We will ensure there is a response to the individual/organisation to “close the loop”	We feedback comments to the Patient Experience team – we need to ensure that we are “closing the loop”	
2. We will work with our external stakeholders to identify the health and wellbeing needs of the populations we serve. We will work collaboratively with our partners with the information we received to feed into the Joint Strategic Needs Assessment	Discuss approach at Public Assurance Forum	
3. Meeting with our statutory partners (e.g. Healthwatch, CHC etc) on a regular basis to share information, concerns and feedback	Monthly meetings with HW/CHC/MVP	
4. Promoting the use of “You Said, We Did” across the organisation and ensure that the Public Participation team use this to support the feedback process	Discuss approach at Public Assurance Forum	
5. Monitoring of themes from questions raised by the Public at Trust Board and through Freedom of Information requests – these will shape some of our engagement activities	Reported on through the Trust Quarterly Board report – please note that FOI requests are now reported separately	
6. Providing feedback and updates to those who give their time and #GetInvolved	Ongoing – we have monthly update, webpages on service changes and regular meetings	
7. Regularly updating our #GetInvolved webpages to include information on: <ul style="list-style-type: none"> • Service changes/Developments • Equality Impact Assessments (EQIA) • Upcoming involvement opportunities • Recording of involvement meetings with Frequently asked Questions or Questions and Answers , where applicable) 	Ongoing – all in place and published on our website Services Changes and Developments - SaTH	

Objective 3 – Decision Making

Milestone	Lead	Status
1. Working with our partners in Health and Social Care to ensure that our approach is collaborative and efficient	Links are improving and examples such as the Women's Health Project etc	
2. Ensuring communities are provided with meaningful opportunities to #GetInvolved and we move away from the model of individual representation on committees, which can often feel tokenistic	Social inclusion facilitator post funded through NHS CT grant	
3. Developing stronger partnership links with our statutory organisations such as Healthwatch, CHC, HoSC and HWBB	Links are developing with different organisations	
4. Ensuring service changes or developments are made available online for our public and staff to view	Information on service changes and developments are available on our website	
5. Embedding community engagement internally with our different teams and departments so that they understand how to start the engagement process.	Ad-hoc engagement across Trust currently	
6. Ensuring we meet our Section 242 duties by early and proactive engagement around potential service changes or developments.	We are ensuring we are meeting our duties when we are aware of service changes. Need greater awareness in divisions	
7. Developing a Public Assurance Forum to bring a public and community perspective to and scrutiny of processes, decision making and wider work at SaTH. The Forum will comprise representatives of organisations across the areas we serve and will be co-chaired jointly by a Non-Executive Director and an elected Public Representative	Public Assurance Forum to meet on 24 th January and 24 April 2022 and report to Trust Board	
8. Ensuring all service developments have EQIA's with patient and public engagement	We have public and patient input and feedback into EQIA's around service changes. . Need greater awareness in divisions	

Objective 4 – Get Involved

Milestone	Status	Status
1. Involving patient and public representatives in assuring EQIA's	We have public and patient input and feedback into EQIA's around service changes. Need greater awareness in divisions	
2. Ensuring the views of our seldom heard groups are incorporated into the planning, and delivery of services, strategy and planning	Social inclusion facilitator post funded through NHS CT grant	
3. Ensuring our community membership represents the diverse communities we serve.	Areas identified where membership is under-represented and action plan to support increasing involvement	
4. Increasing the involvement of Seldom Heard individuals and groups. We will provide additional support to facilitate involvement of these groups, especially where there may be barriers to engagement	Gap analysis is complete and action plan has been drafted	
5. Developing new methods and tools to engage our communities which are inclusive and break down the barriers of "traditional" engagement	Discuss approach at Public Assurance Forum	
6. Understanding how the Trust can include and support our seldom heard communities to #GetInvolved	Discuss approach at Public Assurance Forum	
7. Increasing the number of seldom heard groups who are involved and giving their views	Groups identified and groups have been contacted to engage and have discussions with	
8. Developing a programme of training and support to be provided to individuals and organisations who want to #GetInvolved e.g. People's Academy	We have restarted the peoples academy (with a online model)	
9. Supporting the development of our Social Inclusion Project with the appointment of a Social Inclusion Facilitator	Facilitator is now in post. Need to identify permanent funding	

Objective 5 - Communication

Milestone	Status	Status
1. Ensuring information on our #GetInvolved webpages is current and relevant.		
2. Providing a monthly email update to all community members and organisations	Monthly email updates to members	
3. Making use of digital technology to involve a wider audience (e.g Microsoft Teams) but not to the exclusion of face-to-face engagement	Use of MS Teams for meetings, health lectures etc.	
4. Using social media more effectively to communicate with our communities, including information about opportunities to #GetInvolved	Need to develop a more strategic approach to the use of social media to ensure reach	
5. Promoting internally and externally the calendar of events which are hosted by the Public Participation Team (such as Health Lectures)	Promoted through emails and social media.	
6. Revising our #GetInvolved webpages, so information is easy to find and is accessible.	New link on SaTH website homepage to events page Community Engagement Meetings - SaTH	
7. Working with other departments to promote the Involvement agenda.	Links developed with transformation team and Strategy team	
8. Developing the #GetInvolved webpages to showcase positive examples of successful involvement, which demonstrate the positive impact of public engagement	Include post service review in Autumn 2022 following cardiology centralisation	
9. Promoting involvement opportunities (such as the People's Academy) at external and internal events	Limited events at present due to COVID, however opportunities promoted where possible. Contacting Parish Councils and Young People's Parliaments	
10. Promoting good news stories, features and pictures to our communities through email updates, social media and meetings	Media releases and updates through social media accounts	

Objective 6 – Our Staff

Milestone	Status	Status
1. Working with our departments and Divisions to create new and meaningful ways to become involved	Need greater awareness in divisions	
2. Developing a tool kit that will be accessible to staff with a step by step guide on engaging the public around service changes and developments	Adapting current templates to develop a tool kit	
3. Supporting our Divisions in meeting their Section 242 duties and ensuring there is meaningful engagement with stakeholders	Ongoing – working with Divisions to ensure they meet they S242	
4. Developing and delivering an online training video for staff	Currently developing training video	

