

ROLLING ACTION LIST

Ref No.	Meeting Date and Paper Number	Action	Responsible Officer	Timescale	Progress / Update / Outcome	Status
1	27 September 2017, item 4d	HSCP Website - Simon Carr requested that a report be presented on usage of the new HSCP website.	Allison Eccles	29 November 2017	Report presented to the Committee on 29 November 2017.	Closed
2	27 September 2017, item 5	West Glasgow Minor Injuries Service Review - Public Engagement - Cllr Long requested that consultation good practice guidelines be produced.	Allison Eccles	29 November 2017	Report presented to the Committee on 29 November 2017.	Closed
3	27 September 2017, item 6	Safer Drug Consumption Facility - Engagement Activity - an update report on the engagement process would be presented to the Committee at a future meeting.	Susanne Millar	TBC	Dependent on planned implementation date and site of Safer Drug Facility.	Open
4	27 September 2017, item 6	Safer Drug Consumption Facility - Engagement Activity - a video would be made on the FAQ booklet and shared on social media.	Susanne Millar	TBC	Dependent on planned implementation date and site of Safer Drug Facility.	Open
5	27 September 2017, item 7a	Local Engagement Forum and Parkhead Health and Social Care Hub - Simon Carr noted that the questionnaire response rate of 116 appeared low and requested to see the comparison to response rates for Maryhill Health and Care Centre.	Gary Dover	Apr-18	The questionnaires for Maryhill Health and Care Centre were issued at Outline Business Case stage and at the post construction stage and resulted in 147 and 168 responses, respectively; this is not comparable with the questionnaires issued for Parkhead health and Care Hub because we did this at a much earlier stage in the process – before the strategic assessment had been agreed and, with no guarantee that the project would go ahead. The number of questionnaires returned does not also reflect the substantial amount of engagement activity which is undertaken for health and care capital projects throughout the development process. We use a mixed approach, including stalls in public venues, presentations at a wide range of meetings, leaflets, posters, making connections with local third sector organisations, participative workshops and representation on project boards and working groups. Public and stakeholder engagement takes place throughout the development process and, should we obtain approval to progress further, we will adapt our engagement methods for Parkhead Hub using the lessons learned at each stage to maximise the involvement of local people. Attached is the draft communications' plan which provides more details of how we will engage with the public.	Closed
6	27 September 2017, item 7a	Local Engagement Forum and Parkhead Health and Social Care Hub - Simon Carr requested that a Engagement and Locality Engagement Forum Update report be presented to the Committee.	Allison Eccles		Report presented to the Committee on 29 November 2017.	Closed
7	27 September 2017, item 7b	Helping Families to Flourish - Transforming Children's Services - Cllr Long asked that the evaluation of the work carried out with black African families be shared with her.	Pat Togher	Apr-18	Report will be presented to Committee on 11th April 2018.	Closed
8	27 September 2017, item 7b	Helping Families to Flourish - Transforming Children's Services - report produced by the Family Group Decision Making would be shared with members when complete.	Pat Togher	May-18	Report will be presented to Committee on 30th May 2018.	Open
9	29 November 2017, item 4	West Glasgow Minor Injuries Service Review – Public Engagement - an update would be provided to the next Committee.	Susanne Millar	11 April 2018	A verbal update will be provided to the Committee on 11th April 2018.	Closed
10	29 November 2017, item 5	Volunteer Charter - a progress report on the action plan should be presented to a future committee.	Fiona Moss	November 2018	Report will be presented to Committee on 28th November 2018.	Closed
		Consultation Good Practice			Members comments have been incorporated in to the guidelines which are now available at the following link:	

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11	29 November 2017, item 7	Guidelines - officers to review the language of the guidelines. The short guide should be cross referenced to the main guide.	Allison Eccles	January 2018	https://glasgowcity.hscpscot/consultations-and-engagement	Closed
12	29 November 2017	Officers to identify how best to acknowledge the contributions of members of the public that sit on IJB structures and groups	Susanne Millar	TBC		Open

Parkhead Hub Patient, Service User and Wider Community Communication Plan

Background

The Outline Business Case for the replacement of Parkhead Health Centre will include a communications plan.

The aim of the plan is to detail the actions to be taken by NHSGG&C to disseminate information about the progress of the development and to encourage effective 2 way communication with our stakeholders including partners, staff, patients and the public.

The project needs to communicate differing levels of detail with different groups of stakeholders depending on the stage of development. This proposal focuses on communication with patients, service users, key community groups, voluntary organisations, traditionally hard to reach groups and the wider community. Determined efforts to include traditionally hard to reach groups such as people with addictions, English not their first language, or those with learning difficulties have all been contacted at very earliest stage of the engagement.

Architectural plans agreed and to Outline Business Case submission

Once the Delivery Group and Parkhead Design Project Board have agreed the final architectural plans and prior to Outline Business Case submission actions/proposals:

- Immediate neighbours engagement meeting
- Wider community engagement meeting – advertise widely – patients, service users, carers, invite key community groups and voluntary organisation, elected members, Celtic Football Trust, Voluntary Sector Network Third Sector, Housing sector Parkhead Housing Ass. Glasgow Housing Ass
- Display plans in Health Centre and carry out engagement information sessions
- Update Locality Engagement Forum regularly
- Presentations at local Community Groups – Parkhead Community Council, Auchenshuggle/Tollcross Community Council, Baillieston Community Council
- North East Carers Group, Mental Health Network Glasgow Disability Alliance
- Parkhead Church of Nazarene Parkhead Adult Literacy Group.
- Presentation at local Community Planning Partnership,
- Produce and distribute widely Newsletter which will detail of plans, timescale of proposal, stages, arts and environment strategy etc
- Organise access and disability service user engagement Healthcare (BATH), Glasgow Disability Alliance (GDA), Access Panel, Deaf Blind Scotland, North East Integration Network
- Information Stall at local community events and Shopping Centres

Outline Business Case to Full Business Case submission

- Produce and distribute widely Newsletter – update on plans, timescales, arts and environment strategy progress
- Carry out further Arts and Environmental Strategy engagement – sessions in Health Centre, key stakeholder etc
- Patient survey to establish Health Centre wellbeing baseline and travel/public transport usage to Health Centre
- Respond to invitations to update key stakeholders – community group and voluntary organisation, Community Planning Partnership etc
- Update Locality Engagement Forum regularly
- Information Stalls at local community events
- Tweets before and after each activity/event

Full Business Case submission to On Site Work starts

- Regularly produce and distribute Newsletter – update on plans, timescales, arts and environment strategy progress
- Letter key stakeholder of progress as necessary– site demolition dates, onsite start date of work etc
- Respond to invitations to update key stakeholders – community group and voluntary organisation, Community Planning Partnership etc
- Update Locality Engagement Forum regularly
- Information Stalls at local community events
- Engagement sessions in Health Centre
- Develop schedule of inputs at team meetings
- Ensure that all communications regarding key processes and stages is effectively and clearly disseminated to all to all identified organisation and media representatives and to the wider media where required.

Work Begins and Beyond

Once the building programme begins communication will include regular Newsletters, regular engagement session in Health Centre, update key community and voluntary groups of project progress, Locality Engagement Forum updates, involving the wider community in arts and environmental projects etc.

Once the building ‘handover’ and ‘move in’ date is known a detailed communication plan will be implemented.