



# Item No: 6

Meeting Date: Wednesday 29<sup>th</sup> August 2018

## Glasgow City Integration Joint Board Public Engagement Committee

**Report By:** Susanne Millar, Chief Officer Strategy and Operations /  
Chief Social Work Officer

**Contact:** Stuart Donald, Principal Officer

**Tel:** 0141 287 8933

### MOVING FORWARD TOGETHER STRATEGY – PUBLIC ENGAGEMENT

<b>Purpose of Report:</b>	To outline the approach to public engagement undertaken in development of NHS Greater Glasgow and Clyde's Moving Forward Together programme, in particular actions within Glasgow City.
---------------------------	---

<b>Background/Engagement:</b>	As outlined in the paper.
-------------------------------	---------------------------

<b>Recommendations:</b>	The IJB Public Engagement Committee is asked to:  a) note this report.
-------------------------	--

#### Relevance to Integration Joint Board Strategic Plan:

The Moving Forward Together programme aligns with the Strategic Plan of the IJB.

#### Implications for Health and Social Care Partnership:

<b>Reference to National Health &amp; Wellbeing Outcome:</b>	Supports delivery of all National Outcomes
--	--

<b>Personnel:</b>	None arising from this paper which relates specifically to engagement activity. Any wider implications arising from the Moving Forward Together strategy will be outlined in a paper to the IJB on 19 September 2018.
<b>Carers:</b>	As above
<b>Provider Organisations:</b>	As above
<b>Equalities:</b>	As above
<b>Financial:</b>	As above
<b>Legal:</b>	As above
<b>Economic Impact:</b>	As above
<b>Sustainability:</b>	As above
<b>Sustainable Procurement and Article 19:</b>	As above
<b>Risk Implications:</b>	As above
<b>Implications for Glasgow City Council:</b>	As above
<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	As above

## 1. Purpose

- 1.1 To outline the approach to public engagement undertaken in development of NHS Greater Glasgow and Clyde's Moving Forward Together strategy, in particular actions within Glasgow City.

## **2. Background**

- 2.1 The IJB noted a report in November 2017 on work to develop a transformation programme for NHS Greater Glasgow and Clyde, known as the 'Moving Forward Together' strategy. The paper considered by the IJB is available at <https://glasgowcity.hscp.scot/sites/default/files/publications/ITEM%20No%2014%20-%20Moving%20Forward%20Together%20-%20NHS%20GGC%27s%20Health%20and%20Social%20Care%20Transformation%20Strategy%20Programme.pdf>
- 2.2 The paper noted that Moving Forward Together was a health board led programme, although officers from across the six Health and Social Care Partnerships were involved in the core project team and programme board.
- 2.3 In discussion of that paper, the IJB agreed that the Public Engagement Committee should receive an overview of engagement activity carried out to support the Moving Forward Together programme.
- 2.4 The Moving Forward Together strategy was approved by NHS Greater Glasgow and Clyde in June 2018, and is available at <http://www.nhsggc.org.uk/media/248849/item-9-18-24.pdf>
- 2.5 As per the remit of the Public Engagement Committee, this paper specifically focusses on the engagement activity carried out in development of the Moving Forward Together strategy, in particular actions within Glasgow City. A paper describing Moving Forward Together more widely will be presented to the IJB in September 2018.

## **3. Moving Forward Together – Engagement Activity**

- 3.1 The engagement process for the Moving Forward Together was led by the health board's Patient Experience and Public Involvement (PEPI) team, and is outlined in detail in chapter 4 of the strategy document.
- 3.2 A Stakeholder Reference Group (SRG) was established to support and guide engagement, and was composed of a range of public partners – service users, patients and carers, representatives from patients' and carers' groups, and community groups.
- 3.3 Invites to participate in the Group were sent to a broad range of individuals and organisations from across Greater Glasgow and Clyde. This included the Integration Joint Boards, Carers Centres and Third Sector organisations representing service users, patients and carers.
- 3.4 The SRG ultimately comprised of twenty one people, who regularly attended meetings, received correspondence and provided feedback to the core team and programme board. The Group was chaired by a non-executive member of the health board.

- 3.5 To maximise reach into communities, the health board and HSCPs worked collaboratively to jointly deliver engagement on the Programme using a coordinated approach to communications to share content, amplify messages and most importantly listen effectively.
- 3.6 Officers from the 6 HSCPs supported the PEPI team to shape the approach and the resources required for wider public engagement, based on their respective expertise, knowledge and understanding of their locality, community dynamics and concerns that people may have about local services. A core suit of materials and products that could be shared and promoted widely was developed and shared across localities.
- 3.7 In addition, a series of engagement events were undertaken within each HSCP, the majority of these events within HSCPs being facilitated and presented by the PEPI team linking with local officers.
- 3.8 Engagement events within Glasgow adopted a different approach, given the scale of the city and the range of other engagement activity underway at the same time – for example related to the IJB Strategic Plan, Primary Care Improvement Plan, Out of Hours Review etc.
- 3.9 Moving Forward Together featured as a topic for Locality Engagement Forums between May and June. An officer from Glasgow HSCP who was already significantly involved in the Moving Forward Together core team presented the core material and facilitated discussions with the Locality Engagement Forums, feeding back to the PEPI team and Moving Forward Together core team as required.
- 3.10 This approach allowed discussion of Moving Forward Together amongst the wider context of other significant programmes underway within Glasgow HSCP. The main themes discussed in group discussions at these sessions were largely universal, for example related to communication, public information, transport and access to services - issues relevant to all change programmes across the city.
- 3.11 Summaries of the Glasgow City events were shared with the Moving Forward Together core team, and project leads for other change programmes underway in the city, to help further inform strategy development.

#### **4. Ongoing Engagement**

- 4.1 Following approval of the Moving Forward Together strategy, it is expected that the strategy will now move to an implementation phase.
- 4.2 The project and programme management arrangements for this stage remain under discussion, however it is clear there will remain a role for Health and Social Care Partnerships in future activity.
- 4.3 Ongoing engagement activity will therefore be subject to the progress of strategy implementation. Overall management of future engagement activity will remain with the health board, with HSCPs involved as required.

## **5. Recommendations**

- 5.1 The IJB Public Engagement Committee is asked to:
  - a) note this report.