

MRP independent review recommendations: communications and engagement implementation plan

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Updated 7/1/20							
Date	Action	Stakeholders	Message/aim	Detail	Responsible	Comments	Status
30 JULY 2019 - NHSL BOARD APPROVAL FOR IMPLEMENTATION PLAN							
30/07/2019	MRP web page update	All stakeholders	What is MRP? What was the 2018 public consultation - link to MRRP consultation page What was independent review? Summary info What is NHSL's action plan - link to press release	www.monklands.scot.nhs.uk	B Smyth, Y Law		Done
30/07/2019	All in Lanarkshire email; Pulse Online; staff briefing item (2 Aug)	All NHSL staff GPs	Summary of actions approved by NHSL Board for implementation of the three independent review recommendations		B Smyth		Done
30/07/2019	Press release	All stakeholders	as above	Include comment from NHSL Chair Neena Mahal add to website news section	B Smyth		Done
30/07/2019	Social media	All stakeholders	as above	NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram	B Smyth B Smyth L Elliott, L Gilchrist, D McHenry		Done
30/07/2019	Email	Stakeholder list	as above	NHSL Board; staff/staff-side; ScotGov; MSPs/MPs/local elected members; North Lanarkshire Council; South Lanarkshire Council; community planning partners; community councils; public involvement groups; third sector; equality & diversity contacts; care providers; schools & colleges; project partners; Scottish Health Council; media	B Smyth		Done
02/08/2019	Video	All stakeholders	NHSL Board Chair Neena Mahal welcomes the Board's approval of the plan to implement independent review recommendations and emphasises positive step and transparent public engagement going forward	MRP web page NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram	B Smyth Y Law		Done
16/08/2019	MRP web page update	All stakeholders	Add refreshed frequently asked questions (FAQs)		B Smyth Y Law		Done
16/08/2019	Social media	All stakeholders	Publicise new FAQs	repeated posts NHS Lanarkshire - Facebook, Twitter, Instagram			Done
28/08/2019	Press release	All stakeholders	NHSL Board - Appointment of MR Oversight Board members as per review recommendation 1	Note NHSL Board approval	B Smyth		Done
28/08/2019	Social media	All stakeholders	as above	NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram	B Smyth		Done
28/08/2018	Pulse Online Staff briefing (30/8)	All NHSL staff & GPs	as above		B Smyth		Done
02/09/2019	Pulse (staff magazine) - Sep/Oct print edition	Staff/public	Summary of actions approved by NHSL Board for implementation of the three independent review recommendations		B Smyth		Done
09/09/2019	MRP Stakeholder Engagement Group	Public/staff	Update on review implementation plans	Kirklands	B Smyth; G Johnston;		Done
07/10/2019	MRP Stakeholder Engagement Group	Public/staff	Review planned communications and engagement activity	Kirklands For members unable to attend 22 Oct meeting	B Smyth, G Johnston		Done
22/10/2019	MRP Stakeholder Engagement Group	Public/staff	Review planned communications and engagement activity	Kirklands	B Smyth, G Johnston		Done
01/11/2019	Pulse (staff magazine) - Nov/Dec print edition	Staff/public	Appointment of MR Oversight Board members		B Smyth		Done
31 OCTOBER - PUBLIC SITE NOMINATIONS PROCESS LAUNCHED							
Date	Action	Stakeholders	Message/aim	Detail	Responsible	Comments	Status
31/10/2019	MRP web page update	All stakeholders	Invite public to nominate any additional sites that match selection criteria Deadline 13 December	Dedicated email for feedback Map of nominal catchment area List of criteria	Y Law, J McColl		Done
31/10/2019	Press release and social media	All stakeholders	As above	NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram	B Smyth	recurring on social media	Done
08/11/2019	Pulse Online and staff briefing	Staff	As above		B Smyth	recurring in briefing to 6 Dec	Done
08/11/2019	MSP meeting	Elected members	update on engagement	Kirklands	C Brown		Done
19/11/2019	MRP web page update	All stakeholders	Additional content re site nominations	Updated text Online form to submit site suggestions Freepost address for postal nominations Leaflet and poster to download and print Video - site nomination process explainer Video - British Sign Language invite to participate	B Smyth, Y Law,		Done
19/11/2019	Video (BSL signed)	Deaf community	How to participate in site search	Social media; Website; YouTube/Vimeo include catchment map	B Smyth, Deaf Services Lanarkshire	recurring on social media	Done
19/11/2019	Animated video	All stakeholders	As above	Social media; Website; YouTube/Vimeo	B Smyth	recurring on social media	Done
22/11/2019	e-Newsletter	Stakeholder list	Update on site nomination process Link to updated web page for latest information	NHSL Board; staff/staff-side; ScotGov; MSPs/MPs/local elected members; North Lanarkshire Council; South Lanarkshire Council; community planning partners; community councils; public involvement groups; third sector; equality & diversity contacts; care providers; schools & colleges; project partners; Scottish Health Council; media	B Smyth		Done

22/11/2019	Press release and social media	All stakeholders	Reminder of site nominations process Link to updated web page and materials on it Highlight display at UHM entrance Publicise roadshow 1	NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram	B Smyth		Done
21/11/19 to 3/12/19	Display at UHM entrance	Patients, public, staff	Promote participation in site nominations process	Pop-up banner/poster with info on public site search process Supply of leaflets Post-box for completed leaflets	B Smyth, L Elliott, L Gilchrist,	Unmanned Requires monitoring, re-supply of flyers	Done
28/11/2019	Poster	All stakeholders	Invite public to take part in site search with info on criteria and how to submit ideas offline	Health centres, hospitals, community services, libraries and leisure	design - B Smyth, D York distribution - B Smyth, L Elliott, L Gilchrist, C Callaghan, G Reid		Done
28/11/2019	Leaflet		As above	as above	design - B Smyth, D York		Done
22/11/2019	Social media, staff briefing	Public, staff	Publicise information roadshow 1		B Smyth		Done
26/11/2019	Monklands Replacement Oversight Board	Public, staff, ScotGov, NHSL Board, independent membership	Update on communications and engagement plan	UHM	L Elliott	Includes four public reps	Done
27/11/2019	All-in email	Staff	Roadshow reminder		B Smyth		Done
28/11/2019	Information roadshow 1	Patients, public, staff	See display details above Promote site nominations process/collect feedback from public, staff	UHM restaurant/main entrance	B Smyth, L Elliott, L Gilchrist, MRP team support -	Invite Scottish Health Council	Done
13 DECEMBER - PUBLIC SITE NOMINATIONS CLOSE							
Date	Action	Stakeholders	Message/aim	Detail	Responsible	Comments	Status
13/12/2019	Pulse (staff magazine) - Jan/Feb	Staff/public	Engagement next steps		B Smyth		Done
17/12/2019	MRP Stakeholder Engagement Group	Public/staff	Review results of public site nominations. North Lanarkshire Council site search and proposed site shortlist Review plans for further engagement	Kirklands	B Smyth; G Johnston;		Done
20/12/2019	Press release and social media	All stakeholders	Thanks to public for site nominations and preview of upcoming engagement plans	NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram	B Smyth	Use of targeted social media advertising recurring on social media	Done
20/12/2019	Pulse Online and staff briefing (27/12)	All NHSL staff & GPs	as above		B Smyth		Done
20/12/2019	e-Newsletter	Stakeholder list	as above	NHSL Board; staff/staff-side; ScotGov; MSPs/MPs/local elected members; North Lanarkshire Council; South Lanarkshire Council; community planning partners; community councils; public involvement groups; third sector; equality & diversity contacts; care providers; schools & colleges; project partners; Scottish Health Council; media	B Smyth		Done
FESTIVE BREAK							
06/01/2020	Monklands Replacement Oversight Board	Public, staff, ScotGov, NHSL Board, independent membership	Agree recommendations for: shortlist of sites Scoring exercise participant nomination and selection process Scoring exercise benefits criteria public nominations process	UHM	L Elliott	Includes seven public reps	Done
09/01/2020	NHSL Board		Approve recommendations for: shortlisted sites Scoring exercise participant nomination and selection process Scoring exercise benefits criteria public suggestions process		C Lauder		
10 JANUARY 2020 - SITE SHORTLIST PUBLISHED							
Date	Action	Stakeholders	Message/aim	Detail	Responsible	Comments	Status
10/01/2020	MRP web page update goes live	All stakeholders	Site shortlist published for public review Preview upcoming engagement opportunities - full details to be published end Jan: Suggest benefits criteria for scoring event Nominate self as participant for scoring event Take part in a People's Hearing	List of all sites considered and criteria that ruled them in/out Impact on catchment populations – NHSL validated projections Map of sites Update FAQs as necessary	B Smyth, Y Law		
10/01/2020	Press release and social media	All stakeholders	As above	NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram	B Smyth	Use of targeted social media advertising	
10/01/2020	All in Lanarkshire email; FirstPort banner; Pulse Online; Staff briefing item (10/1);	All NHSL staff & GPs	as above		B Smyth		
10/01/2020	e-Newsletter	Stakeholder list	as above	NHSL Board; staff/staff-side; ScotGov; MSPs/MPs/local elected members; North Lanarkshire Council; South Lanarkshire Council; community planning partners; community councils; public involvement groups; third sector; equality & diversity contacts; care providers; schools & colleges; project partners; Scottish Health Council; media	B Smyth		
10/01/2020	Pulse Online, All-in email; Staff briefing	All NHSL staff & GPs	as above		B Smyth		
16 JAN - REFERENCE DESIGN VIDEO LAUNCHED							
16/01/2020	MRP web page update goes live	All stakeholders	Site reference design video released Design concept/clinical need/people-focus and tech/future of existing site	Still images embedded video Update FAQs as necessary	B Smyth, Y Law		

16/01/2020	Press release and social media	All stakeholders	Site reference design video released - inspirational vision Design concept/clinical need/people-focus and tech/future of existing site	NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram	B Smyth	Use of targeted social media advertising	
16/01/2020	All in Lanarkshire email; Pulse Online; Staff briefing item	All NHSL staff & GPs	as above		B Smyth		
16/01/2020	e-Newsletter	Stakeholder list	as above	NHSL Board; staff/staff-side; ScotGov; MSPs/MPs/local elected members; North Lanarkshire Council; South Lanarkshire Council; community planning partners; community councils; public involvement groups; third sector; equality & diversity contacts; care providers; schools & colleges; project partners; Scottish Health Council; media	B Smyth		
16/01/2020	Video recurring on social media	All stakeholders	as above	Subtitled; Social media; Website; YouTube/Vimeo	B Smyth, Kerie Design		
20/01/2020	Lanarkshire Local Medical Committee	GPs	Presentation/info - Update on ongoing engagement	Kirklands	B Smyth/G Johnston	Confirmed - G Johnston presenting	
23/01/2020	MRP web page update goes live	All stakeholders	Travel and transport information documents published – Drive times for general public, Scottish Ambulance Service, including to tertiary centres ie other NHSL hospitals, QEUH in Glasgow Public transport accessibility (Bus & Train)	Update FAQs as necessary	B Smyth, Y Law, G Johnston		
23/01/2020	Press release and social media	All stakeholders	Transport and travel information for each site now published for public review Information stall dates - first week Feb Different version for each local paper to encourage feedback from outside UHM catchment area	Travel information – Drive times for general public, Scottish Ambulance Service, including to tertiary centres ie other NHSL hospitals, QEUH in Glasgow Public transport accessibility (Bus & Train) NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram Update FAQs as necessary	B Smyth/	Use of targeted social media advertising	
23/01/2020	All in Lanarkshire email; Pulse Online; Staff briefing item	All NHSL staff & GPs	as above		B Smyth		
23/01/2020	e-Newsletter	Stakeholder list	as above	NHSL Board; staff/staff-side; ScotGov; MSPs/MPs/local elected members;	B Smyth		
31/01/2020	MRP web page update goes live	All stakeholders	Additional data for each shortlisted site now published for public to review Public can now: Suggest benefits criteria for scoring event - channels to participate: email; freepost; phone Nominate self or group as a participant for scoring event-channels to request nomination form: email; freepost; phone channels to submit nomination form: MRP webpage online form; email; freepost Take part in a People's Hearing - channels to book a place: email; freepost; phone Evidence for People's Hearing must be submitted by 14 Feb - channels to submit evidence: email; freepost; This input will feed into re-evaluation exercise Video to promote the engagement asks above BSL video to promote the engagement asks above Leaflet/poster that public can print and distribute	Publish relevant reports on shortlisted sites to inform feedback: • Site information - including existing and planned road infrastructure • Known planned developments at each site – NLC local development plan • Site ground conditions • Site previous usage – historical records, Coal Board, environmental records • Financial costs and assumptions • Equality and diversity impact assessments • Fairer Scotland Duty Assessment Update FAQs as necessary	B Smyth, Y Law		
31/01/2020	Press release and social media	All stakeholders	All data for each shortlisted site now published on MRP webpage for public to review Public can now: Suggest benefits criteria for scoring event - channels to participate: email; freepost; phone	NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram	B Smyth	Use of targeted social media advertising	
31/01/2020	Video - BSL signed	Deaf community	as above	Social media; Website; YouTube/Vimeo	B Smyth, Deaf Services Lanarkshire	recurring on social media	
31/01/2020	Video - animated/infographic		as above	Subtitled; Social media; Website; YouTube/Vimeo	B Smyth	recurring on social media	
31/01/2020	Leaflet	All stakeholders	as above	Health centres, hospitals, community services, libraries and leisure	B Smyth, D York	Support from comms dept to arrange distribution	
31/01/2020	Poster	All stakeholders	Summary of above	as above	B Smyth, D York	as above	
31/01/2020	Commission representative survey 1	Public	Public's views on shortlisted sites		J McColl	To be carried out by independent survey company	
3/2/20 to 21/2/20	Display - unstaffed	Patients, public, staff	Pop-up banner(s)/posters/flyers with info/images re shortlisted sites and public engagement asks Reference design images	UHM entrance and restaurant	B Smyth, L Elliott, L Gilchrist, C Callaghan	Requires monitoring, re-supply of flyers	

w/b 3/2/20	Patient info sessions	Patients	Targeted info/feedback sessions for patients who use UHM's Lanarkshire-wide services	Bratson; Maggie's; Renal; ID; ENT		Managers/clinicians in relevant depts to take the lead	
03/02/2020	Information stall - staffed	All stakeholders	Details of ongoing engagement process and how to participate/display material/posters/leaflets Reference design images Pop-up explaining existing site plans	Airdrie Health Centre	B Smyth, L Elliott, L Gilchrist, C Callaghan MRP team support - planning/clinical	Invite SHC	
04/02/2020	Information stall - staffed	All stakeholders	as above	Coatbridge Health Centre	as above	Invite SHC	
05/02/2020	Information stall - staffed	All stakeholders	as above	Central Health Centre, Cumbernauld	as above	Invite SHC	
06/02/2020	Information stall - staffed	All stakeholders	as above	UHM restaurant and main entrance	as above	Invite SHC	
06/02/2020	Monklands Medical Staff Association	Medical staff	Information/presentation on engagement and feedback	UHM lecture theatre	B Smyth/G Reid or G Johnston	tbc with Dr N Kennedy	
w/b 10/02/2020	Young people engagement opportunity	Public	Gather input on hospital location options and criteria		B Smyth, L Elliott, MRP team support	Invite SHC	
10/02/2020	Area Partnership Forum	Staff/staff-side	Presentation/info - update on engagement and feedback		B Smyth/G Reid	Confirmed - G Reid presenting Update Area Clinical Forum at same	
11/02/2020	Facilitated public event	All stakeholders	Public can seek clarification on any aspect of the process or any of the detailed information provided in respect of the shortlisted sites.	Tudor Hotel, Airdrie 10 x tables of 10. Two sessions 2-4pm and 6-8pm, with facilitators at each table.	BS/LE	BS - Produce a template for members of the public to complete to record their views. LE/Admin - Book	
13/02/2020	Press release and social media	All stakeholders	Results of representative survey 1	NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram	B Smyth	Use of targeted social media advertising	
13/02/2020	All in Lanarkshire email; Pulse Online; Staff briefing item	All NHSL staff & GPs	as above		B Smyth		
13/02/2020	e-mail briefing	Stakeholder list	as above	NHSL Board; staff/staff-side; ScotGov; MSPs/MPs/local elected members; North Lanarkshire Council; South Lanarkshire Council; community planning partners; community councils; public involvement groups; third sector; equality & diversity contacts; care providers; schools & colleges; project partners; Scottish Health Council; media	B Smyth		
18/02/2020	MRP Stakeholder Engagement Group	Public/staff	Review final benefits criteria	Seminar Room 2 UHM	B Smyth/G Johnston		
18/02/2020	S Lanarkshire Health & Social Care Forum	Public	Presentation/info - update on engagement process	Udston Hospital, Hamilton	B Smyth/G Johnston	Confirmed - G Johnston presenting	
19/02/2020	Monklands Replacement Oversight Board	Public, staff, ScotGov, NHSL Board, independent	Agree scoring event benefits criteria	UHM	L Elliott	Includes seven public reps	
20/02/2020	Area Clinical Forum	Clinicians	Presentation/info - update on engagement and feedback		Project team member	Attendance confirmed - presenter tbc Update Area Partnership Forum at	
21/02/2020	Press release/social media	All stakeholders	Benefits criteria agreed following public input Scoring event participants selected and invited - thanks to all who put their names forward	Date depends on need for full Board approval Also to be used on social media with link to public website	B Smyth	Use of targeted social media advertising	
21/02/2020	Email update	Stakeholder list	as above	NHSL Board; staff/staff-side; ScotGov; MSPs/MPs/local elected members; local authorities; community councils; public involvement groups; third sector; equality & diversity contacts; care providers; schools & colleges; project partners; Scottish Health Council; media	B Smyth		
21/02/2020	All in Lanarkshire email; Staff briefing item; Pulse Online	All NHSL staff & GPs Board	as above		B Smyth		
w/b 24 FEB - PEOPLE'S HEARINGS							
Date	Action	Stakeholders	Message/aim	Detail	Responsible	Comments	Status
25/02/2020	People's Hearing 1	All stakeholders	Structured events where a panel will hear representations from members of the public or organised groups, who wish to put forward any concerns they have about the accuracy or legitimacy of any information issued by NHS Lanarkshire regarding the shortlisted sites.	2-8pm, Excelsior Stadium, Airdrie event video livestreamed		SHC attendance option for third event on 27 Feb if extra capacity required	
26/02/2020	People's Hearing 2	All stakeholders	as above	2-8pm, Excelsior Stadium, Airdrie event video livestreamed		SHC attendance option for third event on 27 Feb if extra capacity required	
28/02/2020	Press release and social media	All stakeholders	Update post-People's Hearings Information on how feedback will be used Information on upcoming scoring event	NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram	B Smyth	Use of targeted social media advertising	
28/02/2020	All in Lanarkshire email; Pulse Online; Staff briefing item	All NHSL staff & GPs	as above		B Smyth		
28/02/2020	e-Newsletter	Stakeholder list	as above	NHSL Board; staff/staff-side; ScotGov; MSPs/MPs/local elected members; North Lanarkshire Council; South Lanarkshire Council; community planning partners; community councils; public involvement groups; third sector; equality & diversity contacts; care providers; schools & colleges; project partners; Scottish Health Council; media	B Smyth		
02/03/2020	Pulse (staff magazine) Mar/April printed edition	Staff/public	Latest as known at print deadline		B Smyth		
10 March 2020 - COMMUNITY & STAFF SCORING EVENT							
Date	Action	Stakeholders	Message/aim	Detail	Responsible	Comments	Status

10/03/2020	Press release/social media	All stakeholders	Outcome of scoring event Opportunity for further staff/community comments channels to participate: email; freepost; phone Re-evaluation report will be published soon to inform feedback Board decision on site preferred option - date tbc	Also to be used on social media with link to release on public website	B Smyth	Use of targeted social media advertising	
10/03/2020	Email update	Stakeholder list	as above	NHSL Board; staff/staff-side; ScotGov; MSPs/MPs/local elected members; local authorities; community councils; public involvement groups; third sector; equality & diversity contacts; care providers; schools & colleges; project partners; Scottish Health Council; media	B Smyth		
10/03/2020	All in Lanarkshire email; Staff briefing item; Pulse Online	All NHSL staff & GPs Board	as above		B Smyth		
11/03/2020	Commission representative survey 2	Public	views on re-evaluation outcome: highest scoring option		J McColl	To be carried out by independent	
12/03/2020	MRP Stakeholder Engagement Group	Public/staff	Review draft option re-evaluation event report		B Smyth/G Johnston	date tbc	
13/03/2020	Update website	All stakeholders	Publish option re-evaluation report	Update FAQs as necessary			
13/03/2020	Press release and social media	All stakeholders	Option re-evaluation report published - public feedback sought Opportunity for staff/community feedback on report via email, Freepost	NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram	B Smyth	Use of targeted social media advertising	
13/03/2020	All in Lanarkshire email; Pulse Online; Staff briefing item	All NHSL staff & GPs	as above		B Smyth		
13/03/2020	e-Newsletter	Stakeholder list	as above	NHSL Board; staff/staff-side; ScotGov; MSPs/MPs/local elected members; North Lanarkshire Council; South Lanarkshire Council; community planning partners; community councils; public involvement groups; third sector; equality & diversity contacts; care providers; schools & colleges; project partners; Scottish Health Council; media	B Smyth		
17/03/2020	North Lanarkshire Public Partnership Forum	Public	Update on engagement	Kirklands	B Smyth/ G Johnston	Confirmed - G Johnston presenting	
20/03/2020	Press release/social media	All stakeholders	Board meeting date - Consideration and approval of preferred site option Public can contact Board secretary if they wish to attend Results of representative survey 2 - public views on scoring event outcome: highest scoring option	NHS Lanarkshire - Facebook, Twitter, Instagram Monklands - Facebook, Twitter, Instagram	B Smyth	Use of targeted social media advertising	
20/03/2020	Staff briefing item; Pulse Online	All NHSL staff & GPs Board	as above		B Smyth		
20/03/2020	Email update	Stakeholder list	as above	NHSL Board; staff/staff-side; ScotGov; MSPs/MPs/local elected members; local authorities; community councils; public involvement groups; third sector; equality & diversity contacts; care providers; schools & colleges; project partners; Scottish Health Council; media	B Smyth		
27/03/2020	MSP meeting	MSPs	Update on upcoming Board meeting and next steps	Kirklands	C Brown		
Throughout engagement	Staff information channels	Staff	Pop-up banner(s)/posters/flyers at UHM restaurant/entrance with info/images re shortlisted sites and staff/public engagement asks Subtitled video on engagement asks playing on loop in restaurant Proactive sharing of engagement messaging and offline materials via clinicians at huddles and managers - ie to reach PSSD staff		B Smyth, L Elliott, MRP team clinical members		
Throughout engagement	Regular updates on social media on engagement events/information	All stakeholders	What's happening now and what's coming up	Short, punchy messaging with images of activities where possible to ensure transparency around process	B Smyth, L Elliott, L Gilchrist	Use of targeted social media advertising	

w/b 30 March 2020 - NHSL BOARD MEETING TO DECIDE PREFERRED SITE OPTION