

SUBJECT: Monklands Replacement Project - Communications and Engagement

1. PURPOSE

This paper is coming to the NHS Board

For approval	<input checked="" type="checkbox"/>	For endorsement	<input type="checkbox"/>	To note	<input type="checkbox"/>
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2. ROUTE TO THE BOARD

This paper has been

Prepared	<input type="checkbox"/>	Reviewed	<input type="checkbox"/>	Endorsed	<input checked="" type="checkbox"/>
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by the Monklands Replacement Oversight Board (MROB) meeting on 6th January 2020.

3. SUMMARY OF KEY ISSUES

NHS Lanarkshire has appointed the Consultation Institute (CI) as independent engagement advisors for the Monklands Replacement Project (MRP). The CI is a well-established not-for-profit best practice institute, promoting high-quality public and stakeholder consultation in the public, private and voluntary sectors. The institute has advised on high-profile consultation and engagement exercises in the NHS and other sectors across the UK.

With advice from the CI, NHS Lanarkshire developed a draft communication and engagement plan, with indicative timescales, which was endorsed by the Monklands Replacement Oversight Board at its meetings on 28th October 2019 and with amendment at MROB on 6th January 2020.

A detailed plan which includes specific dates for communications and engagement activities has since been developed. A copy of it is attached to this paper (Appendix 3) along with a separate spreadsheet (Appendix 4) showing the overall timetable for MRP engagement and option re-evaluation.

The communication and engagement plan includes the following key activities:

- An invitation to the public to nominate further potential hospital locations that had not already been considered, taking into account the agreed site selection criteria. This process took place between October 31 and December 13 2019.
- Publication of a site shortlist, developed following analysis of both public site suggestions and any potential locations identified through a new site search by North Lanarkshire Council.

- Publication of detailed, validated information on all shortlisted sites. This consistent data set for each site will ensure that full and accurate information on each site is readily available for review by members of the public. This part of the process will be supported by a range of communication and engagement activities including press releases and social media, information on the dedicated MRP webpage, information stalls, communication with staff, and the opportunity to seek clarification on any aspect of the process or any of the detailed information provided in respect of the shortlisted sites.
- An opportunity for the public and community groups to nominate potential participants in the formal scoring event. The process for nominating and selecting representatives who will participate will be overseen by the Consultation Institute, to ensure objectivity. A total of 51 of the 100 scoring event participants will be drawn from those members of the public who have been nominated. Please refer to Appendix 1, which describes in more detail the process to be used, and how the final participants will be selected. *Please note the caveat that this process may require review should the numbers of nominees not be sufficient, and/or the mix of participants described be unachievable.*
- An opportunity for the public to submit their suggestions for the evaluation criteria which will be used at the formal scoring event, to establish the individual criteria and their relative weighting. Please refer to Appendix 2, which describes in more detail the process to be used.
- Commissioning of representative survey(s) during engagement to gather a balance of opinion across the general populous.
- Use of People’s Hearings, two independently-chaired 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.
- A formal scoring event which will be facilitated by an independent engagement organisation to ensure objectivity. Pre-briefing sessions will be held for all participants.
- Engagement feedback to be collated for consideration by participants during the site re-evaluation exercise

NHS Lanarkshire is working closely with the Scottish Health Council (SHC), which will have a quality assurance role in relation to the engagement activities undertaken. Meetings have taken place between NHS Lanarkshire, SHC and CI in order to ensure a consistent approach to engagement that is endorsed by all organisations.

The MRP Stakeholder Engagement Group (SEG), continues to provide input into the communications and engagement activities. The SEG includes public stakeholder representatives, whose number has been strengthened through the recent appointment of four additional members, representing the Airdrie and Coatbridge areas.

4. STRATEGIC CONTEXT

This paper links to the following:

Corporate objectives	<input checked="" type="checkbox"/>	LDP	<input checked="" type="checkbox"/>	Government policy	<input checked="" type="checkbox"/>
Government directive	<input checked="" type="checkbox"/>	Statutory requirement	<input checked="" type="checkbox"/>	AHF/local policy	<input type="checkbox"/>
Urgent operational issue	<input type="checkbox"/>	Other	<input type="checkbox"/>		

The Monklands Replacement Project is a key deliverable within *Achieving Excellence*.

5. CONTRIBUTION TO QUALITY

This paper aligns to the following elements of safety and quality improvement:

Three Quality Ambitions:

Safe	<input checked="" type="checkbox"/>	Effective	<input checked="" type="checkbox"/>	Person Centred	<input checked="" type="checkbox"/>
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Six Quality Outcomes:

Everyone has the best start in life and is able to live longer healthier lives; (Effective)	<input checked="" type="checkbox"/>
People are able to live well at home or in the community; (Person Centred)	<input checked="" type="checkbox"/>
Everyone has a positive experience of healthcare; (Person Centred)	<input checked="" type="checkbox"/>
Staff feel supported and engaged; (Effective)	<input checked="" type="checkbox"/>
Healthcare is safe for every person, every time; (Safe)	<input checked="" type="checkbox"/>
Best use is made of available resources. (Effective)	<input checked="" type="checkbox"/>

6. MEASURES FOR IMPROVEMENT

None.

7. FINANCIAL IMPLICATIONS

Costs associated with the communications and engagement plan will be met from the MRP budget.

8. RISK ASSESSMENT/MANAGEMENT IMPLICATIONS

There remains an on-going risk to the Board's ability to deliver on the aspirations within Achieving Excellence if there is a significant delay in the decision-making process around the Monklands Replacement Project and in relation to the infrastructure on the current University Hospital Monklands Site. This impacts upon the ability to invest in other capital schemes across NHS Lanarkshire, due to the level of expenditure required to sustain the Monklands site. Board members were provided with a detailed presentation of the risks being managed on the Monklands site at the Planning, Performance and Resources Committee meeting held on 11 April 2019.

9. FIT WITH BEST VALUE CRITERIA

This paper aligns to the following best value criteria:

Vision and leadership	<input checked="" type="checkbox"/>	Effective partnerships	<input checked="" type="checkbox"/>	Governance and accountability	<input checked="" type="checkbox"/>
Use of resources	<input checked="" type="checkbox"/>	Performance management	<input checked="" type="checkbox"/>	Equality	<input checked="" type="checkbox"/>
Sustainability	<input checked="" type="checkbox"/>				

10. EQUALITY AND DIVERSITY IMPACT ASSESSMENT

Equality and Diversity Impact Assessments have been carried out for MRP and will be updated as required during the project.

11. CONSULTATION AND ENGAGEMENT

The communications and engagement plan is set out in the attachment to this paper. The SEG, SHC and CI have been engaged in this work as outlined in section 3 of this paper.

12. ACTIONS FOR THE BOARD

The Board is asked to:

Approval	<input checked="" type="checkbox"/>	Endorsement	<input type="checkbox"/>	Identify further actions	<input type="checkbox"/>
Note	<input type="checkbox"/>	Accept the risk identified	<input type="checkbox"/>	Ask for a further report	<input type="checkbox"/>

1. Approve the proposed tasks and timeline within the communication and engagement plan;
2. Approve in principle the proposed method for nominating and selecting representatives who will participate in the formal scoring event (subject to the potential to review should numbers of nominees be insufficient); and
3. Approve the proposed method for establishing the benefits criteria for the formal scoring event.

13. FURTHER INFORMATION

For further information about any aspect of this paper, please contact:

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