

Participant Introductory letter

Document 1

Unique reference number

Date:

Address:

Dear [name]

Re: the new site for University Hospital Monklands

You will remember that you agreed to take part in the process to help decide where the new University Hospital Monklands will be located. I am now writing to you from the Consultation Institute, an independent body appointed by NHS Lanarkshire, to invite you to be involved in the next part of this process.

Normally, this sort of exercise is carried out at an event where people like yourself, patients, public and staff meet together. Unfortunately the current situation means meetings of this sort are not possible. So NHS Lanarkshire wishes to do this using the postal services, with additional options for using telephone and email.

Your involvement is optional and you can opt out of the process if you wish. Instructions to opt out are at the end of this letter. But, if you are happy to continue to be involved, please read on and NHS Lanarkshire would like to thank you in advance for your help with this at this time of national crisis in our healthcare system.

Background

The current University Hospital Monklands is unfit for the purpose of modern healthcare and is in urgent need of replacement. NHS Lanarkshire is putting together the case for a new hospital and proposal about where the new hospital might be built. They are looking at three possible sites – which are Gartcosh, Glenmavis and Wester Moffat when listed alphabetically. Rebuilding on the existing hospital site was ruled out at an earlier stage by the Cabinet Secretary for Health & Wellbeing as it would take longer to build and would be very difficult to achieve on a constrained

site. Following this letter, we will send you the information you need to understand which sets out why these three sites are suitable, and the merits of each one.

There are normally three stages in working out which site is best. These include

- (a) 'criteria' setting,
- (b) 'weighting' the criteria,
- (c) 'scoring' each site against the criteria.

We would like to involve you in stages (b) and (c) as stage (a) has already been completed.

Stage (a) decided what criteria (principles and/or standards) to measure each site against. A few months ago a group of people (that included hospital staff, residents and patients from across the area) helped agree the following criteria by which to judge which site might be best.

- **Travel times by road and public transport – Patients** (how easy it might be for patients to get to and from each site)
- **Travel times by road and public transport – Staff** (how easy it might be for staff to get to and from each site)
- **Access/Connectivity to Regional Centres** (how easy it might be to get to and from the Gartcosh, Glenmavis and Wester Moffat sites in relation to other hospitals, treatment centres or clinics)
- **Contamination** (the need to clear the Gartcosh, Glenmavis and Wester Moffat sites of anything left behind from their previous use)
- **Impact of cross-boundary flow** (how well each site might cope with the effects of people from outside the area coming to use each site, compared with now: the effects of people who use the existing site going outside the area, for example to Glasgow)

How we want you to help

Following this letter we will send you two further envelopes by post, with information and a task in each envelope.

The first task we would like you to help with (*the date should be entered here*), is to judge how important each of these criteria (above) are in comparison with one another. For example, is the ability to get to and from a hospital more or less important than clearing the hospital site of all contamination? We call setting the importance of the criteria, 'weighting'. It is important in helping to get a full picture of peoples' views about what is most important in deciding a site.

The second task we would like you to help with, which will be (*at a later date*), is to give each of the five criterion (above) a score in relation to each of the three sites, Gartcosh, Glenmavis and Wester Moffat. These scores will represent how strongly you feel about each of the possible sites, for each of the criteria.

The first envelope will arrive in the next week. It will contain both background information and information of the three sites that you will need. There will be more information available on the website at *[insert shortened url]* should you want it. This envelope will also include the first task, 'weighting' the criteria. There will be a form to complete and a guide to explain how to do this.

For help, should you need it, there will be phone lines (freecall number) and email that you can use. On the website *[insert shortened url]* there will also be a page where you can see answers to

questions asked by other people who are taking part. The details of all these support lines/facilities are at the end of this letter and will be in the information you receive.

Having considered the information you will need to decide what you think is the importance of each criteria and put your answers on the form. When you have completed it, please return it. You will have the option to either:

- return the form by post (in a pre-paid envelope that we will supply),
- to scan or photograph the completed forms and return by email or via text facilities from a smart-phone,
- to telephone your answers through on the dedicated free phone line, or,
- request an electronic copy of the forms by email, then complete and return them by email.

Your answers, together with those of other people taking part, will be analysed by the Consultation Institute, to provide average 'weighting' figures from all involved.

Your second task, the scoring exercise, will arrive by post *[after the return of the first/date]*. The envelope will include some additional information to help you as well as an answer form and guide to complete the form. This time you will be asked to score each of the three options (Gartcosh, Glenmavis and Wester Moffat) objectively using a 1 to 9 scale against each of the criteria. Once you have completed the form you can return them using one of the ways specified above. The Institute will then calculate the scores against the criteria for each site by averaging everybody's answers.

There will be another form in this envelope, to allow you to tell us what you think about each exercise and the process. We would be thankful if you could also return this.

With regards to the results of these exercises, the Institute will make sure that there is no local bias in the exercise. First by making sure, as much as possible, that the people taking part evenly represent the postcodes of users of the current hospital. Secondly by looking at the responses we receive and adjusting (using a similar weighting technique to the one in the first exercise) the 'strength of voice' from each postcode area so that it is in the same proportion as current hospital users.

We have already agreed a breakdown of public and staff representation and within that proportions for each geographical locality or area – this is set out in detail on our website at *[insert shortened url]*. The Consultation Institute will ensure that these proportions are achieved and may therefore average some scores submitted. All scores submitted will be counted and any averaging undertaken will be set out in detail in the report which will be published prior to the public feedback period.

The information that we get from this exercise is an assessment of the non-financial benefits and gives a lot of information about what and where people of the area think is important about the choice of site, and this will be used to inform the next steps.

The next steps include the publication of a formal report setting out the outcome of the weighting and scoring and including an assessment of scores, risk analysis and calculation of scores against costs. This combines the non-financial and financial benefits and will be published in early August. Members of the public will be able to comment on its contents over a two week period. The report and the public comments will then be considered by Lanarkshire's NHS Board in order that they can determine a preferred option for the location of the new University Hospital Monklands - this preferred option will then be recommended to the Cabinet Secretary for Health and Wellbeing for consideration.

To summarise, this is the expected timeline for your involvement and the process:

1. Date: you receive this letter
2. Date: you receive the first envelope with information and the weighting exercise
3. Date: you need to have returned your answers to the weighting exercise
4. Date: you receive the second envelope with information and the scoring exercise
5. Date: you need to have returned your answers to the weighting exercise
6. Date: the overall scores for the sites will be shared with you and published

Please keep a look out for the first envelope.

If you prefer not to take part please advise the Institute by either telephoning us on [insert telephone number] or by emailing us at [insert email address]. You will need to identify yourself by providing your 'unique reference number' (which you can find at the top of this letter).

Once again, many thanks for your help with this process at a time we know is very difficult for everyone. Your contribution will help us a great deal in making sure that health services in Lanarkshire will continue to improve into the future.

Finally, we suggest you keep this letter as it gives a good overview of the process, the timeline and contact for support (below).

Yours sincerely,

The Consultation Institute

You can get support using the following contact options:

Landline number: to advise you wish to withdraw from being involved. This is a freecall number.

Email address: to advise you wish to withdraw from being involved

Landline number: for advice, help and information about completing and returning your forms or the process – this is a free call number.

Email address: for advice, help and information about completing and returning your forms or the process

Landline number: for technical and factual information regarding the sites. This is a freecall number.

Email address: for technical and factual information regarding the sites

Landline number: to verbally submit your responses or to request electronic copies of forms and information. This is a freecall number.

Email address: to submit your responses (whether electronic forms, scans or photographs) or to request electronic copies of forms and information

Mobile phone number: to send photographs or scans of responses

URL: frequently asked questions by participants

URL: further information