

NHS Lanarkshire's option appraisal for Monklands Replacement/ Refurbishment Project

Evaluation Form – Session 1 (4th June 2018)

NHS Lanarkshire is progressing plans to either rebuild or refurbish University Hospital Monklands. The plans, which comprise four options, were initially included in NHS Lanarkshire's Achieving Excellence consultation, which took place from August to November 2016.

Who we are

This survey is by the Scottish Health Council. We are part of Healthcare Improvement Scotland, which sits within NHS Scotland and helps health and social care services to improve. You can find out more about our work at www.scottishhealthcouncil.org.

Why we are collecting information

Part of our public task is to capture people's views on how they feel they have been engaged in proposed service change. You do not need to take part in the survey, but doing so will help us to understand if people feel they have had enough information and the opportunity to contribute to the process. We will share an anonymised report of the feedback we receive with NHS Lanarkshire to help inform their engagement and decision-making.

We use SmartSurvey to host our online surveys and to collate responses to paper-based surveys. Survey data is held on servers based in the UK and Ireland and is not transferred to any other countries. SmartSurvey is a data processor for the Scottish Health Council and only processes personal information in line with our instructions. For more information, please see www.smartsurvey.co.uk/privacy-policy.

What information we collect

We are looking for information on your views and experience of being involved in NHS Lanarkshire's option appraisal process for the Monklands Replacement/ Refurbishment Programme. The survey is anonymous and we do not include any questions that ask for personal information about you or others.

How we handle information

Your anonymous survey response will be put together with those from other survey participants. We do not focus on individual responses or use any of the information you give for non-survey purposes. We may take some comments and include them in our reports.

Your rights

You have a number of personal data rights, including to request a copy of your information. For more information on how we handle personal data, and how to contact the UK Information Commissioner if you wish to complain about how we handle your personal data, please see our online privacy notice at: www.scottishhealthcouncil.org/privacy.aspx.

You can also speak to our data protection officer on telephone 0131 623 4300 or email hcis.informationgovernance@nhs.net

If you have questions regarding this questionnaire, or require it in a different format, please contact: Louise Wheeler, Service Change Advisor, by telephone on 0141 429 7545 or by email on louise.wheeler@scottishhealthcouncil.org

About You

1. **Where do you live?** Please provide area OR first half of your postcode e.g. ML6. This is to help us understand the spread of responses from across NHS Lanarkshire.

2. **Which group best describes you?** Please tick one box you feel best represents how you are responding.

- | | |
|--|---|
| <input type="checkbox"/> Member of the public* | <input type="checkbox"/> NHS or social care staff or service provider |
| <input type="checkbox"/> Patient or service user* | <input type="checkbox"/> Elected representative |
| <input type="checkbox"/> Carer, friend or family member* | <input type="checkbox"/> Other (please specify: _____) |
| <input type="checkbox"/> Voluntary or community group | |

*If you select 'Member of the public', 'Patient or service user' or 'Carer, friend or family member', we may classify you as a member of the public.

Support to participate

3. **Were you offered support to help you attend and participate today?** (e.g. travel expenses, pre-meetings at each of the acute hospital sites)

- Yes No Unsure

Please explain your answer

4. **Do you feel you got appropriate information in advance to help you prepare for this event?**

- Yes No Unsure

If you have answered 'no' or 'unsure', what additional information would you have found helpful?

During the event

5. Do you feel NHS Lanarkshire clearly explained:

	Yes	No	Unsure
The reasons for the proposed replacement/ refurbishment of Monklands?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What is meant by the clinical model?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The process for appraising (testing) and scoring options?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How the highest scoring option(s) will be taken forward?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Do you feel you've had the opportunity to:

	Yes	No	Unsure
Give your views on the benefits criteria and descriptors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agree the weightings for the benefits criteria?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appraise and score options?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ask questions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Do you feel:

	Yes	No	Unsure
Your views were listened to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your questions were answered?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tell us why you feel this way?

Next steps

8. Do you feel that NHS Lanarkshire has clearly described the next steps in this option appraisal process if the option for a new build on a new site is one of the higher scoring options?

Yes No Unsure

9. Do you feel you understand how a preferred option(s) will be identified?

Yes No Unsure

Please tell us if you have any other comments regarding this event

**Thank you for taking the time to answer this survey
Please post the completed form in the pink box before you leave.**

Alternatively, you can return your completed survey form in the
FREEPOST envelope provided to:

FREEPOST Healthcare Improvement Scotland – Delta House

Please return your completed survey no later than
Wednesday 13th June 2018

Thank you