NHS Lothian

Involving People Framework
2014 – 2017

March 2014
## Contents

<table>
<thead>
<tr>
<th>Section Heading</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why produce the Framework</td>
<td>3</td>
</tr>
<tr>
<td>Informing the Framework</td>
<td>3</td>
</tr>
<tr>
<td>Policy and strategic context that shaped the Framework</td>
<td>3 - 4</td>
</tr>
<tr>
<td>Health and Social Care Integration</td>
<td>4</td>
</tr>
<tr>
<td>• Levels of involving people in Health and Social Care Partnerships</td>
<td>4</td>
</tr>
<tr>
<td>• Community Planning</td>
<td>4</td>
</tr>
<tr>
<td>• Involving People – current NHS and local authority requirements</td>
<td>4</td>
</tr>
<tr>
<td>Informing ‘involving people’ activity</td>
<td>4 - 5</td>
</tr>
<tr>
<td>Patient Forums</td>
<td>5</td>
</tr>
<tr>
<td>• Development of Patient Forums for acute and community hospitals</td>
<td>5</td>
</tr>
<tr>
<td>• Existing hospital based forums</td>
<td>5</td>
</tr>
<tr>
<td>• Community based Forums</td>
<td>5</td>
</tr>
<tr>
<td>• NHS Lothian – groups and committees</td>
<td>5</td>
</tr>
<tr>
<td>Volunteering</td>
<td>6</td>
</tr>
<tr>
<td>Equality and Diversity</td>
<td>6</td>
</tr>
<tr>
<td>Person Centred Health and Care Programme</td>
<td>6</td>
</tr>
<tr>
<td>Action Plan</td>
<td>6</td>
</tr>
<tr>
<td>Examples of policy and legislation that informed the framework</td>
<td>7</td>
</tr>
<tr>
<td>The Involving People Framework structure – the ‘building blocks’</td>
<td>8</td>
</tr>
<tr>
<td>The Participation Standard Sections</td>
<td>9 – 10</td>
</tr>
</tbody>
</table>

Appendix 1  
• Groups, forums and committees across Lothian with public members

Appendix 2  
• National policies  
• NHS Lothian – Policies / Programmes  
• Emerging policy / guidance

For further information contact:  
Lesley Baxter, Public Involvement Coordinator, NHS Lothian, 5th Floor, Waverley Gate, 2 – 4 Waterloo Place, Edinburgh EH1 3EG  
Email: Lesley.Baxter@nhslothian.scot.nhs.uk  
Telephone: 0131 465 5649
Why produce the Framework


This will be an interim Framework. It is based on the previous strategy and has been informed by discussion with, and feedback from, members of the Improving the Patient Experience Group (IPEG), Involving People Group (IPG) and Clinical Information for Patients (CLIP) group all of which include public members.

The framework has been developed taking account of the aims and principles set out in “Our Health, Our Future”: NHS Lothian’s Strategic Framework 2013 – 2020 and the Strategic Plan 2014 - 2024. The delivery of the framework will support the implementation of the propositions contained in the strategic plan and NHS Lothian’s corporate objectives (see page 7).

Informing the Framework

Over the past four years NHS Lothian has supported the IPG, IPEG and CLIP groups. From 2011 to 2013 the groups participated in a continuous cycle of reflective practice, reviewing progress against original and future aims in light of changing agendas and priorities. The consensus from the groups was that there was limited governance and direction and therefore a new arrangement and remit was required.

As well as being informed by the aforementioned groups the Framework is based on the Scottish Health Council’s Participation Standard which is the performance management method used to gauge how well NHS Boards are involving people in developing and improving services. Linking the Framework to the Standard ensures that involving people activity is appropriate, effective and inclusive and complies with performance management requirements. See pages 8 to 10 for more information on the Participation Standard.

NHS Lothian was awarded the maximum possible score for its 2012 - 2013 Participation Standard submission which was achieved by only one other territorial health Board in Scotland.

Policy and strategic context that shaped the Framework

The Framework is written in the context of, and in support of, various local and national policies, strategies and legislation that provide guidance and ‘duties to involve’ to Health Boards. It also aligns with current and emerging Scottish Government policies, for example the integration of health and social care contained in the Public Bodies (Joint Working) (Scotland) Bill: 2013 and the Community Empowerment Draft Bill which, at the time of publishing this Framework, has completed its first stage of consultation (see Appendix 1).

An independent research report entitled “Future Requirements and Possibilities for Public Involvement in Health and Social Care” was commissioned by the Scottish Health Council (SHC) and published in June 2013. It is anticipated that this research will inform the development of a set of nationally agreed ‘health and social care quality outcomes’, which will sit underneath the Government’s national outcomes and inform the future direction of ‘Involving People’.
A list of the main policies and guidance which have informed the development of involving people approaches is contained in Appendix 1 and some examples are provided on page 7.

**Health and Social Care Integration**

Health, social care and other public services across Scotland have been working increasingly closely for many years, including in Lothian. The Public Bodies (Joint Working) (Scotland) Bill sets out the proposed framework for partnership working between Health Boards and local authorities and NHS Lothian is now working with its four local authority partners and the people of Lothian to establish four new Health and Social Care Partnerships, covering the communities of Edinburgh, East Lothian, Midlothian and West Lothian.

**Levels of involving people in Health and Social Care Partnerships**

Each of the four new Health and Social Care Partnership areas in Lothian will be developing methods of involving people to reflect local variations in the Community Planning Partnerships and Health and Social Care Partnerships.

However, it is anticipated that there will be similar levels of involvement in the emerging Health and Social Care Partnerships including public member/s on Health and Social Care Partnership Boards, engagement with people about specific services and involvement and engagement with local communities about local issues.

**Community Planning Partnerships**

The purpose of community planning is to get public services working together with:
- each other;
- communities;
- the third sector and private sectors to make best use of resources and to deliver better outcomes to communities.

Two of the core duties of a Community Planning Partnership should be to:

- consult and engage with the third sector and the business community on the outcomes to be achieved and how they can best be delivered
- consult and engage with communities in identifying and prioritising the outcomes that are to be delivered and ensure that community engagement is properly planned, resourced and integrated across partners.

**Involving People - current NHS and local authority requirements**

The current requirements for involving people vary between the NHS and local authorities in Scotland.

- NHS Boards have a formal and nationally consistent approach and are required to involve people and to self assess against a national Participation Standard.
- Local authorities are encouraged – but not required – to work to the National Standards for Community Engagement and they have the lead responsibility for Community Planning Partnerships. Local authorities use locally determined mechanisms for engaging and involving.

**Informing ‘involving people’ activity**

It is anticipated that future legislation and / or guidance will identify approaches for involving people to assist partner agencies to work consistently and cohesively. It is further anticipated that Health Boards and local authorities will be provided with
guidance and a legislative framework for evaluating, monitoring and assessing public involvement activity. The Framework has been produced as an interim document to ensure that a future framework beyond 2017 will reflect these anticipated emerging involvement approaches and mechanisms.

It is proposed that a series of workshops are held over the duration of this Framework, led by a dedicated group of people including NHS Lothian staff and people from communities and organisations across Lothian. This group will, in the first instance, replace the IPEG and IPG and will reflect on the potential benefits of including the CLIP agenda within future workshops. The group will consider workshop topics that will not only inform NHS Lothian’s ongoing involving people activity and the future Involving People Framework but also the requirements for emerging partnership infrastructure.

In the meantime, we will continue to involve people using effective, meaningful and outcome focused methods in service improvement, development and redesign of health services, strategies and policies.

**Patient Forums**

**Development of Patient Forums for acute and community hospitals**

Potential to develop new forums and refresh existing forums for hospital services in advance of integration has been identified in line with new management arrangements. It is proposed that each hospital site and its various services could have access to an established local forum.

The proposed sites include the following:
- Western General Hospital/Royal Victoria Building (WGH/RVB)
- Liberton Hospital
- Princess Alexandra Eye Pavilion / Lauriston Building
- Re-establishing the Royal Infirmary of Edinburgh patient’s forum
- Consideration of a Pan Lothian Older / vulnerable peoples forum

Each local forum would address the requirements of the involving people and person centred agendas as well as progressing local service and site initiatives for example, developing local and service specific clinical information and being involved in local audit.

**Existing hospital based forums**

Existing forums include St Johns Hospital Patient Forum, the Royal Hospital for Sick Children’s Family Council and Young People’s Advisory Group and the Patients Council at the Royal Edinburgh Hospital. Other hospital groups and forums exist and they will be included and involved in all future developments.

**Community based forums**

Community based forums exist across Lothian, most of which are condition / service specific, and they will continue to involve patients and carers in service development, improvement and redesign.

**NHS Lothian groups and committees**

Many NHS Lothian groups and committees have public members to provide a public perspective and to encourage wider involvement in developments being considered.

A list containing some of the groups, forums and committees outlined above is contained in Appendix 2 (the list is currently being updated and reviewed).
Volunteering

NHS Lothian will continue to value the contribution made by patients, members of the public and voluntary organisations and recognises that developing effective volunteering programmes is an investment with significant benefits. The scope for volunteer involvement is wide and varied and includes work carried out by volunteers both on NHS Lothian premises and in the community including Volunteer Drivers, Mealtime Helpers, Socialising Activities, Therapeutic Care, Breast Feeding Peer Support, Guiding, Information Centres, Health Promotion, patient groups, councils and forums, public / volunteer members of committees, working groups and generic volunteering.

Through volunteering an individual’s self-esteem, confidence and well-being can be improved along with the development of new skills which can lead to the regeneration of local communities and to society as a whole. Wherever they are working, NHS Lothian will ensure that volunteers are involved in relevant and appropriate undertakings.

Equality and Diversity

Equality and Diversity is encompassed within all aspects of patient centred care and involving people activity.

Person Centred Health and Care Programme

The national Person Centred Health and Care Programme (PCHC) was launched by the Cabinet Secretary in November 2012 with the aim of developing health and care services that are centred on the people who use our services. This programme builds on the work that NHS Lothian has done to date and gives us a further emphasis on how we use the experiences of patients, families and carers to improve our care and services.

There are five elements that as an organisation we should consider when speaking with patients and service users

• What matters to you?
• Who matters to you?
• What information do you need?
• Personalised contact
• Involved in discussions and communication about your care

In addition to this national improvement programme, NHS Lothian will also consider other sources of patient feedback and information such as patient stories. We will use a range of approaches to ensure that the patient's voice and their experiences are used to drive improvements so that care and services are provided safely, effectively and in a person centred way. This work also builds on our organisational values of care and compassion, dignity and respect, quality, teamwork, openness, honesty and responsibility.

Action Plan

An associated action plan will be developed outlining the activities to be undertaken over the next three years. This will be done with input from Public Involvement Coordinators, other NHS staff and people from communities and organisations across Lothian
Examples of policy and legislation that informed the framework are as follows (see Appendix 2 for more examples).

**National**

<table>
<thead>
<tr>
<th>National Policy and Legislation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NHS Reform Act (2004)</strong></td>
</tr>
<tr>
<td><em>(In which duties of public involvement and equal opportunities were placed on NHS Boards)</em></td>
</tr>
<tr>
<td><strong>CEL (Chief Executives Letter) (4:2010)</strong></td>
</tr>
<tr>
<td><em>(Scottish Government Health Directorate guidance on the public involvement process which should be applied in a realistic, manageable and proportionate way to any service development or change)</em></td>
</tr>
<tr>
<td><strong>The Scottish Health Council’s Participation Standard</strong></td>
</tr>
<tr>
<td><em>(The annual self assessment method to performance manage and measure how well NHS Boards involve the public in developing and improving services)</em></td>
</tr>
</tbody>
</table>

**Local**

<table>
<thead>
<tr>
<th>Local Policy and Framework</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>NHS Lothian’s principles, themes, actions and aims to achieve sustainable quality healthcare services, which will deliver a healthier future for everyone.</em></td>
</tr>
<tr>
<td><strong>NHS Lothian Strategic Aims</strong></td>
</tr>
<tr>
<td>1. Prioritise prevention, reduce inequalities and promote longer healthier lives for all</td>
</tr>
<tr>
<td>2. Put in place robust systems to deliver the best model of integrated care for our population – across primary, secondary and social care</td>
</tr>
<tr>
<td>3. Ensure that care is evidence-based, incorporates best practice and fosters innovation and achieves seamless and sustainable care pathways for patients</td>
</tr>
<tr>
<td>4. Design our healthcare systems to reliably and efficiently deliver the right care at the right time in the most appropriate setting</td>
</tr>
<tr>
<td>5. Involve patients and carers as equal partners, enabling individuals to manage their own health and wellbeing and that of their families</td>
</tr>
<tr>
<td>6. Use the resources we have – skilled people, technology, buildings and equipment – efficiently and effectively</td>
</tr>
<tr>
<td><strong>NHS Lothian Corporate Objectives – 2013 - 2014</strong></td>
</tr>
<tr>
<td><em>The Corporate Objectives are aligned to the above six key aims of the Clinical Strategy Framework. Eight out of ten objectives have relevance to involving people and are as follows.</em></td>
</tr>
<tr>
<td>1. To transform the management culture of the organisation</td>
</tr>
<tr>
<td>2. To improve unscheduled care performance</td>
</tr>
<tr>
<td>3. To develop a cohesive strategic plan for NHS Lothian supported by revised organisational arrangements.</td>
</tr>
<tr>
<td>4. Effective internal and external communications</td>
</tr>
<tr>
<td>5. To improve patient and staff safety</td>
</tr>
<tr>
<td>6. Implementation of the Patient Centred Collaborative</td>
</tr>
<tr>
<td>7. To protect health, improve health status and tackle health inequalities</td>
</tr>
<tr>
<td>8. To have a robust system of performance management and reporting aligned to delivery of government targets</td>
</tr>
</tbody>
</table>
The Involving People Framework structure – the ‘building blocks’

The three sections below and on pages 9 and 10 represent the ‘building blocks’ of involving people. They are based on the three sections contained in the Scottish Health Council’s Participation Standard. They outline the overarching actions that will be taken by NHS Lothian to ensure that involving people is effective, meaningful and outcome focused. For clarity the main ‘building blocks’ of involving people are shown separately but as the arrows indicate, in reality, they rarely operate in isolation.

- Section 1 - Patient Focus
- Section 2 – Public Involvement
- Section 3 - Corporate Governance of Participation

Further information about the Participation Standard can be found on the Scottish Health Council website on the link below.

<table>
<thead>
<tr>
<th>Section 1 - Patient focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide care and services in partnership with patients and carers, treating individuals with dignity and respect.</td>
</tr>
<tr>
<td>Examples include:</td>
</tr>
<tr>
<td>• Patients/carers involved in decisions about own care</td>
</tr>
<tr>
<td>• In-Patient experience surveys</td>
</tr>
<tr>
<td>• Walkabouts (in hospitals and health service departments)</td>
</tr>
<tr>
<td>• Patient Quality Indicators</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section 2 - Public involvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Involve people effectively and meaningfully in service planning, improvement and delivery.</td>
</tr>
<tr>
<td>Examples include:</td>
</tr>
<tr>
<td>• Involve people in developing patient information</td>
</tr>
<tr>
<td>• Involve people in service improvement, development and redesign</td>
</tr>
<tr>
<td>• Involve people in strategy and policy development and implementation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section 3 - Corporate Governance of Participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHS Lothian puts systems and processes in place to support involving people (founded on mutuality, equality, diversity and human rights principles)</td>
</tr>
<tr>
<td>Examples include:</td>
</tr>
<tr>
<td>• Workshops to inform a future Involving People Framework / Strategy</td>
</tr>
<tr>
<td>• Enable and support public membership on NHS Lothian groups and committees where appropriate</td>
</tr>
</tbody>
</table>
The Participation Standard Sections

The requirements of the three Participation Standard sections are described in further detail below.

Section One – Patient Focus

*Participation Standard Statement*

Care and services are provided in partnership with patients, treating individuals with dignity and respect, and are responsive to age, disability, gender, race, religion or belief, sexual orientation, and transgender status.

1. Patient focused care is at the heart of good clinical practice in healthcare. Patients need to be involved in decisions about their treatment and care if services are going to be effective and responsive to their needs. NHS Lothian will reaffirm that principle and extend Person Centred Care to all levels of the organisation.

2. Person centred care will provide good quality information to patients and carers to ensure they can be involved in their care or the care of loved ones.

3. Patients will be treated with respect in clean, safe environments.

4. Appropriate methods will be used to gather peoples care experiences to inform future service provision and development.

Section Two – Public Involvement

*Participation Standard Statement*

There is supported and effective involvement of people in service planning and improvement.

1. In line with policy and legislation, people will be informed, consulted and involved in an inclusive and equitable way to develop services and policies. People will be supported at all levels, for example:
   - Information provision: e.g. signposting to services
   - Consulting / Engaging: e.g. completing a survey form
   - Involving people: e.g. to plan, improve and develop services

2. NHS Lothian will take a partnership approach and apply the principle of co-production which has been described as “the process of active dialogue and engagement between people who use services, and those who provide them”.

3. People will be involved according to Scottish Government policy and guidance such as those outlined in Appendix 1.

4. NHS Lothian will support and enable new and / or refreshed hospital based patient / public forums to be established (more details contained in Appendix 2)
Section Three – Corporate Governance of Participation

Participation Standard Statement

Robust corporate governance arrangements are in place for involving people, founded on mutuality, equality, diversity and human rights principles

1. NHS Lothian will make sure that systems and processes are in place to support people to be as involved as they wish to be and to ensure that people can feed into governance and decision making arrangements.

2. Robust corporate governance and clear systems and processes will allow NHS Lothian to meet its statutory requirements in relation to the involving people agenda.

3. Strong governance arrangements will encourage a culture throughout the organisation where involvement forms part of the day to day planning and delivery of services.

4. To ensure meaningful outcomes, current monitoring and measuring processes will be further developed to gather evidence of involving people both in their own individual care and in wider public involvement.

5. NHS Lothian Board will continue to support and advocate for the involving people agenda. This level of support ensures that involving people becomes embedded in the organisational culture.

6. Current (staff) training in involving people will be monitored and developed.
### National Policies

- **The NHS Reform Act (2004)** sets out the duties of public involvement and equal opportunities placed on Boards.
- **CEP 4 (2010) - Informing, Engaging and Consulting People in developing health and community care services**: the Scottish Government Health Directorate guidance on the public involvement process which should be applied in a realistic, manageable and proportionate way to any service development or change.
- **The Patient Rights (Scotland) Act 2011** supports the Scottish Government’s vision for a high quality, person-centred NHS. It contains a set of principles that underpin quality care and treatment covering patient focus, quality care and treatment, patient participation, communication, feedback and best use of NHS resources.
- **The Charter of Patient Right’s and Responsibilities for patients (2012)** informs the public what they can expect from the NHS in Scotland and what the NHS expects from them.
- **The Healthcare Quality Strategy (2013)** – the first of three ambitions contained in the strategy is “to ensure mutually beneficial partnerships between patients, their families and those delivering healthcare services. Partnerships which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making”.

### NHS Lothian policies / programmes - [www.nhslothian.scot.nhs](http://www.nhslothian.scot.nhs)

- **NHS Lothian Strategic Clinical Framework 2013-2020 and Strategic Plan 2014-2024**: the Involving People Framework supports the public involvement activity required for NHS Lothian to achieve its strategic aims. It also supports the first key principle in the Clinical Framework which is to ensure that ‘services are…person-centred’.
- **The Person Centred Health and Care Programme** is a national quality improvement programme and is based on improving the experience of patients and people that use health services using a quality improvement approach.

### Emerging policy / guidance

The Framework aligns with current and emerging Scottish Government policies, for example

- **The Public Bodies (Joint Working) (Scotland) Bill 2013**: concerned with the integration of health and social care
- **Community Empowerment Draft Bill**: includes strengthening community participation in Community Planning Partnerships.
- **Future requirements and Possibilities for Public Involvement in Health and Social Care, (Healthcare Improvement Scotland / Scottish Health Council) June 2013**: Independent research to inform the direction of a shared vision and nationally agreed ‘health and social care quality outcomes’ for public involvement (to sit underneath the Government’s National Outcomes) within integrated health and social care services.
Appendix 2

Groups, forums and committees across Lothian with public members

(This list is under review therefore may not contain all current groups and committees with public members and some groups may not now exist)

**NHS Lothian Groups and Committees with public members**
- NHS Board
- Healthcare Governance Committee
- NHS Lothian Pharmacy Practices Committee
- Area Clinical Forum NHS Lothian
- Area Drug and Therapeutics Committee (ADTC)
- Delivering Better Care Steering Group
- Efficient use of medicines group
- Health Link Advisory Group
- Individual Patient Treatment Request (IPTR) Panel and NHS Lothian IPTR Appeal Panel
- LICAC (Lothian Infection Control Advisory Committee)
- Maternity Services Liaison Committee
- Organ Donation Sub Group
- Transport and Access Group
- Clinical Information for Patients Group
- Involving People Group
- Improving the Patient Experience Group

**Community Health Partnerships**
(Examples of groups with public members in CH(C)Ps – not all groups will exist in every CH(C)P)
- Community Health (and Care) Partnerships Sub Committees
- Quality Improvement Teams
- Performance Management Sub Group
- Older People’s Joint Planning Group
- Mental Health Planning Group / Forum
- Joint Physical Disability Planning Group
- Learning Disabilities Planning Group / Forum
- Carer’s organisations(e.g. Carers Action Midlothian, Voice of Carers Across Lothian (VOCAL))
- Neighbourhood Planning Steering Groups
- Midlothian Health Promoting Hospital Group
- Loanhead GP Surgery Redevelopment Project Group
- Edington Hospital Forum
- Belhaven Hospital Forum
- East Lothian Community Hospital Stakeholders Group
- East Lothian Stroke pathway
- Blackburn Partnership Group
- Community Race Forum
- Senior People’s Forum
- Safe and Sound Forum
- Public Partnership Forums
Health and Social Care (Shadow) Partnership Boards
All four Lothian area Partnership Boards have public and carer members

Hospital based and wider community forums
- Managed Clinical Networks (Diabetes, Stroke, Cancer, Respiratory, Child Sexual Abuse)

Acute Hospital Patient Forums
- Patient Forum (Royal Edinburgh Hospital)
- Young People’s Advisory Group (YPAG) at the Royal Hospital for Sick Children
- Family Council at the Royal Hospital for Sick Children
- St John’s Hospital Patient Forum

Other community based / local authority / groups
- Local Community Planning Forums / Groups
- Community Councils
- Licensing forums
- Equalities Network
- Adult Protection Forums