

## **SERVICE CHANGE PROPOSAL: REVIEW OF PAEDIATRIC SERVICES AT RAH**

### **Draft involvement and communication plan – Version 2**

#### **What service change is being proposed?**

The Board has approved a process of public engagement on the following proposed service change:

- Transfer of emergency and elective inpatient and day case care from Royal Alexandra Hospital in Paisley to the Royal Hospital for Children, with the retention of outpatient services, the specialist Community Paediatric service (PANDA), and emergency care for those who self-refer at the Royal Alexandra Hospital

#### **What does this mean for the local community?**

There are currently approximately 20,000 paediatric A&E attendances, hospital admissions and day cases each year at the Royal Alexandra Hospital. Around 12,000 per year – three out of every five - contacts will continue to be treated at the hospital.

The remaining 8,000 admissions and attendances would move to the Royal Hospital for Children.

Neonatal intensive care/special care is located on the hospital campus in the separate maternity hospital. There is no planned change to neonatal or wider maternity services provided in the RAH as a result of this proposal.

#### **Informing, engaging and consulting those affected**

##### **Patients and public**

A two-stage approach to further public engagement on this proposal was approved by the Board in August 2016. Central to this work will be the establishment of a stakeholder reference group in order for people to offer their perspectives on how NHS Greater Glasgow and Clyde can inform and engage with patients, carers and the public on the Board's proposal, by advising and commenting on information leaflets and engagement activities.

The two stages are:

- Establish an extensive programme of communication with all stakeholders to describe the proposed change and give visibility to all elements of the previous process, particularly the option appraisal. This process would run from the beginning of September until mid October with a report going to the October Board for a decision on proceeding to public consultation and the approach to consultation;
- If we proceed to consultation that process would run from the end of October for three months with a report back to the February Board for decision;

The stakeholder reference group will help the development of a range of communications resources and will help shape and develop this communications plan. They will offer their views on the best means of engaging with those affected and local communities.

This group will also have responsibility for working with us to offer their views and perspectives on the consultation process which will be set out and discussed with stakeholders after the engagement process is complete.

This is the second version of the communications and involvement plan.

## **Staff**

There will be separate arrangements to engage with staff, which will be communicated as we move engagement forward from the beginning of September.

## **Proposed communications activity**

This proposal was originally made in 2012 and there was an extensive programme of engagement at the time with patients and parents, families and professionals. This included an option appraisal from which the preferred option was to transfer the inpatient service in 2015 when the new RHC opened.

A key aspect of our communications will be to give visibility to all elements of the previous process, particularly the option appraisal.

Our proposed communications include:

- A dedicated web page, accessible from the home page of the website, with clear information describing the proposed service change, the numbers affected, what the changes would mean for those affected, timescales of the engagement and consultation process and how people can become involved and make comments. The website will also include an FAQ, information on the role of the stakeholder reference group. We will liaise with Renfrewshire Health and Social Care Partnership (HSCP) and Renfrewshire Council to arrange for their websites to promote links to these pages
- A press release on the launch of the engagement for local media including Paisley Daily Express, Paisley Gazette, Radio Clyde, Evening Times
- A leaflet to be distributed widely to community groups including mothers and toddlers groups, GP surgeries, community pharmacies and within the hospital itself. The same leaflet will be shared with those registered on our Involving People Database from the Renfrewshire area. The content of the leaflet will be developed in conjunction with the stakeholder reference group.
- Use of corporate NHSGGC social media accounts (twitter and facebook) to launch engagement and direct affected communities to our website for more information. The twitter account has a sizeable following with more than 6100 followers. We are launching a facebook account specifically in advance of the engagement exercise to open up new channels of communication and engagement and we will promote this new site on the website, via twitter and in all our other communications about the engagement process. Again, we will ask the Renfrewshire HSCP and Council to use their social media channels to promote the engagement process and our twitter and facebook sites.
- Audio clips explaining the changes which can be used on radio and via the website
- Dedicated briefings to MSPs in the area

- Major features in NHSGGC's public facing newspaper, Health News, which is promoted via the Herald and Evening Times and Radio Clyde and which comes out in mid October
- A Radio Clyde digital campaign to promote all the service changes proposals in October which will include a feature page on the Radio Clyde website, an app sponsorship with a 20 second overlay when the Radio Clyde app load, mobile banner advertising and a solus email to the station's subscribers (up to 60,000) with hyperlinks to the website URL and a homepage takeover on the station's website.
- TV screen presentations in GP surgeries and hospitals to promote the engagement process and direct people to the website
- Posters will be displayed in the hospital
- Dedicated staff briefings via the electronic core brief system, directorate management teams and the Staffnet (intranet).

### **Proposed engagement activity**

To support the Board to make a decision in October whether to proceed to public consultation about the proposal, we will inform and engage with people during September. We will tell them about our proposal, and ask for comment or feedback on it.

We will write a report about what we have done, and what people have told us, for the Board to make a decision in October whether to proceed to a public consultation.

How we engage with people in September will be shaped following discussions with a Stakeholder Reference Group. The Stakeholder Reference Group will be made up of patients and carers, representatives from patients' and carers' groups, or community groups that have an interest in this area. They will offer their perspectives on how NHS Greater Glasgow and Clyde can engage with patients, carers and the public on the Board's proposal, by advising and commenting on information leaflets and engagement activities.

As a minimum however we will tell people about the proposal, and ask what they think about it, by:

- Offering patients or families who are concerned about the potential impact of the proposal on the clinical care of themselves or their loved one, the opportunity to discuss this individually with an appropriate clinician
- Holding two well promoted, open public workshops, in a fully accessible venue. The workshops will have easy to read information about the proposal, and the opportunity for people to hear from clinicians and other NHS GGC staff. These workshops will include explaining the reasons behind the proposal, and the history of engagement on the proposal to date. A wide range of patients and carers, and health community groups will be contacted to inform them of this opportunity and to invite them
- Hosting age- appropriate drop in sessions and outreach in the Royal Alexandra Hospital, Inverclyde Royal Hospital and Vale of Leven Hospital
- Widely promoting the opportunity for people to speak with a Patient Experience Public Involvement Officer, Rachel Killick, who will be facilitating the engagement

with patients, carers, members of the public and wider communities. Rachel's phone number (0141 201 0309) and email address ([Rachel.killick@ggc.scot.nhs.uk](mailto:Rachel.killick@ggc.scot.nhs.uk)) will be circulated so all those who wish to find out more can do so.

### **Equality and Diversity Impact Assessment**

In order to make sure we are informing and engaging appropriately with people who may potentially be affected by the proposal, this draft plan has been reviewed for its potential impact on diverse communities.

Of particular consideration for this proposal are:

- **Written information**

Materials presented at the Stakeholder Reference Group, displayed in the Royal Alexandra Hospital, and discussed at the open public workshop, will all be easy to read. They will be available in different formats and languages if requested. Wherever possible, verbal explanations of the proposal will be offered; at the Stakeholder Reference Group, public workshop, and drop in sessions. If required, interpreters can be provided.

- **Physical accessibility**

A Patient Experience and Public Involvement Manager will undertake assessments to ensure that venues for meetings and workshops are accessible. The preliminary drop in sessions will be held near to Ward 15. Travelling expenses can also be reimbursed for Stakeholder Reference Group members, and transport can be arranged if required.

Information about the information and engagement process, and opportunity to feedback or comment on the proposal, will be available online to enable those who have difficulties travelling to participate.

- **Age appropriacy**

Posters displayed in the Royal Alexandra Hospital will be age appropriate. Ward 15 has a lounge for teenagers and this will be utilised to engage with them. The views and perspectives of Stakeholder Reference Group members will be sought with relation to the age appropriacy of the information and engagement process. We will ensure that the views, queries and comments of children and young people are fully fed into the process.

### **Next steps**

This draft involvement and communication plan will be taken to the first meeting of the stakeholder reference group on Monday 5 September along with information about the proposal for comment and further development.

This draft involvement and communication plan is a working document, and will be updated and added to as the information and engagement process develops.