

## Greater Glasgow & Clyde NHS Board

### NHS Board Meeting

24<sup>th</sup> February 2009

Board Paper No. 09/09

#### Report of the Head of Community Engagement and Transport

### Community Engagement Update on New Hospitals

#### Recommendation:

Board members are asked to receive an update on Community Engagement Activity in relation to key milestones of the Acute Services Review and in particular the New Hospitals.

#### 1 Purpose of the paper

This paper sets out the preparations to engage the public on the next phases of the Hospital Modernisation Programme (Acute Services Review) – the opening of the New Stobhill and Victoria Hospitals and the early design stages of the New South Glasgow Hospital.

#### 2 Background

Since its inception in 2004, the Community Engagement Team has met with tens of thousands of people. It has sought to listen to, involve and engage patients, carers and members of the public in a number of different ways. These include attendance at meetings, presentations to interested groups, drop in sessions and outreach work.

Those groups who have ever expressed an interest in the ASR, or standing fora like the Community Councils, are regularly offered an update. The Community Engagement Team will also attend other events by invitation, providing an information ‘drop in’ session. The team also undertakes outreach every few weeks to public areas of high footfall e.g. supermarkets. Depending on the interests of the audience, subject matter can range from a geographic aspect of the ASR, types of care, impact on certain patient groups, access or specific hospitals.

#### 3 New Stobhill and Victoria

The futures of Stobhill Hospital and the Victoria Infirmary were of great interest to certain communities. In particular, communities wished to know about the role the hospitals would play in terms of local employment, as a valued community asset, and as a provider of hospital care. Certain elements of the proposed new hospitals were of particular interest to the public – day surgery, diagnostics and the changes to unplanned care being foremost.

##### 3.1 Stakeholder Engagement

Feedback from stakeholders – councillors, community leaders and patient groups – indicates that many of the early concerns have been addressed but there is a widespread desire for this engagement work to continue and, if feasible, to increase at certain stages in the implementation of the programme. The opening of the new Stobhill and Victoria Hospitals is such a milestone and marks an increase in the rate of service change.

## **EMBARGOED UNTIL DATE OF MEETING.**

### 3.2 Partnership Working

The Community Engagement Team meets with the Community Health and Care Partnerships/Community Health Partnerships (CHCP/CHP) Public Partnership Fora leads on a quarterly basis. Working through the offices of the Heads of Health Improvement and Planning, a programme of engagement is being progressed with all 5 Glasgow CHCPs along with East Renfrewshire CHCP, East Dunbartonshire CHP and Cambuslang & Rutherglen locality area. This work will be delivered jointly by the Community Engagement Team and the CH(C)Ps and will take place within the context of an extensive communications campaign. The work will commence in March 2009 and run until July 2009.

### 3.3 Community Work

The work will incorporate the delivery of outreach sessions, attendance at local community events, organisation of local briefing sessions and an update to key local community networks and fora.

- **Outreach Sessions:** The outreach sessions will be scheduled to provide a presence across the geographic area including high footfall areas such as shopping centres, supermarkets and local organisations' annual events being held in local community venues. To date we have 23 outreach sessions scheduled.
- **Local Community Events:** The local community events are regular events taking place within local areas which will attract large numbers of the community including events such as International Women's Day, International Family Day and various geographic Health and Community days. To date there are 14 community events identified between the months of March and June 2009.
- **Update to key local community networks:** Each area has identified the key community networks and fora that would benefit from the receiving verbal updates/ questions and answers on the forthcoming opening and the services within the new facilities. These include Black and Minority Ethnic Community networks, Public Partnership Forums, Carers Groups, Disability Groups, Mental Health Forums and Seniors' Forums. To date there have been 34 groups, networks and fora identified within the local areas to access.
- **Community Briefing Sessions:** Sessions will be organised in the locale of both Stobhill and the Victoria to offer briefings on the new hospitals, how they will function and the services within. These sessions will be focused on local stakeholders within each of the catchment areas and are proposed to take place in May and June 2009.

### 3.4 Review of engagement activity

In July, the engagement activity will be reviewed by the community engagement team, CH(C)P staff and public/patient stakeholders to ascertain its usefulness, learn lessons and identify improvements for future work. This type of engagement activity and structure is likely to be important in engaging with the public as further changes in acute services occur.

## **4 New South Glasgow Hospitals**

Another major milestone in the Hospital Modernisation Programme is imminent – the issuing of a design brief for the New South Glasgow Hospitals Project. A process is currently underway to ensure that at a high level, the design brief reflects the views of patients and carers/families.

#### 4.1 Engagement Structures – The New Children’s Hospital

Over the last 18 months, a number of engagement structures have been developed to ensure continuous interaction and engagement between patients (and carers) and the New Hospitals Project Team and process. The work with young people has been of particular note. For example, members of the Youth Panel have been trained in survey methodologies and have recently undertaken research into the views of other young people on proposals regarding adolescent areas and main entrances. Using these skills, the members of the Youth Panel were asked to advise on the surveying of other young people in hospitals by the National Development Plan Team.

#### 4.2 Engagement Structures – The New Adult Hospital

The engagement structures developed for the Adult Hospital have sought to draw upon existing structures which include the Public Partnership Forums and Managed Clinical Networks. These feed into a group called the Patients Panel which is a standing resource of patients and carers who volunteer their time to advise and assist the Acute Division on a number of topics. The South West CHCP PPF takes a lead in disseminating news, assisting in relationship building and supporting the engagement process generally.

#### 4.3 Key Areas

As a result of this work and building upon the engagement process undertaken for the preparation of the Outline Business Case, a number of key areas/themes were identified as being of high interest to patients or carers. These are:

- Access and Wayfinding
- The External Environment
- Out-Patients
- Hospital Ward Areas and Single Rooms
- Renal Facilities
- Accident and Emergency
- Family and Carer Facilities
- Play Areas
- Adolescent Areas
- The Bereavement Pathway

#### 4.4 IDEAS Framework

The Community Engagement Team is using the IDEAS (Inspiring Design Excellence and Achievement) Framework, developed by NHS Estates England, to support focus groups of patient and carers to generate their thoughts on the key areas. The process involves stakeholders considering the challenges different areas need to address in relation to design. It then looks at precedents (in photographic form) from recent NHS Builds to consider how these could be addressed.

#### 4.5 Focus Groups

Fourteen Focus Groups, involving approximately 150 diverse participants are being undertaken. The outcomes are being written up, will be fed back to participants and relevant engagement structures and will inform the design brief distributed to potential bidders by the New Hospitals Project Team. The process is being observed by Architecture and Design Scotland, the Scottish Health Council and the NHSGGC Involving People Committee.

## **5 Engaging Partners**

NHS Greater Glasgow and Clyde's investment in the New South Glasgow Hospitals Project is taking place within the context of significant regeneration activity underway or planned in the Greater Govan and South West Glasgow context. The redevelopment of the Southern General site is seen as a catalyst for wider economic and social regeneration activity, having a positive impact on the physical development of the local area and contributing substantially to the South West economy and that of the wider locality.

### **5.1 Socio-economic Analysis**

In order to determine the potential benefits and support joint working, NHS Greater Glasgow and Clyde secured funding from partners and jointly commissioned a study to determine the potential socio-economic impacts of the proposed redevelopment of the Southern General site.

### **5.2 Partnership Working Group**

This analysis made a number of recommendations on potential joint working opportunities. Building on the progress made to date a working group has been established to scope out these potential opportunities within the context of established and/or emerging partnership structures. This group includes representation from:

- Glasgow City Council, Development and Regeneration Services
- Scottish Enterprise
- South West CHCP
- Glasgow Housing Association
- Glasgow South West Regeneration Ltd; and
- Glasgow Community Planning Ltd
- NHS Greater Glasgow and Clyde

### **5.3 Priority Themes**

This group has identified a number of priority themes and issues for progress. These include:

- Training and Skills
- Employment & Recruitment
- Inward Investment & Infrastructure
- Business Growth
- Marketing & Communication
- Integrated planning
- Engaging Communities

### **5.4 Employment and Training Benefits**

Currently the Community Engagement Manager leading on this work, is working with the New South Glasgow Hospitals Project Team to focus on the employment opportunities offered by the construction of what will be one of the UK's largest hospitals. NHSGG&C will seek to incorporate such Community Benefit considerations in the procurement of the project.

### **5.5 On-going employment opportunities**

Working in partnership with the local and city wide regeneration bodies, education and training providers, NHSGG&C will seek to sustain local employment and maximise new training and employment opportunities when the hospitals are up and running. It is scoping all such initiatives, and its own internal activities, to develop a co-ordinated approach to training/employment pathways to employment, recruitment and retention in the New Hospitals.

## **6 Conclusion**

This paper sets out the arrangements made to inform and listen to members of the public regarding the opening of the new Stobhill and Victoria Hospital. The process of engagement will be reviewed to learn lessons and inform the subsequent engagement and communication activities as the ASR is further implemented. The paper also sets out the work that has taken place to ensure that the design brief for the New South Glasgow Hospitals captures the high level aspirations of patients, carers and families. Work to secure employment opportunities for local communities in the construction of the new buildings has also taken place and a partnership approach to exploring and exploiting other opportunities presented by the New Hospitals' investment has been established.

Board members are asked to receive an update on Community Engagement Activity in relation to key milestones of the Acute Services Review and in particular the New Hospitals.