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Tuesday 19 January Daily Upload Contents

1. Event information
2. The Jury Questions
3. Planned Schedule
4. Context for the jury: Micky Griffith slides

Wednesday 20 January Daily Upload Contents

5. What is Fit for the Future?: Prof. Mark Pietroni slides
6. What does a good NHS consultation process look like?: Frances Newell slides
7. What does good NHS consultation information look like?: Frances Newell slides

Thursday 21 January Daily Upload Contents

8. FFTF engagement & consultation process: Micky Griffiths & Becky Parish slides
9. Information provided by the NHS for the public consultation: Becky Parish slides

Friday 22 January Daily Upload Contents

10. Strengths and weaknesses of the consultation: Russell Peek slides
11. Strengths and weaknesses of the consultation: Julius Marstrand and Chris Hickey slides
12. Strengths and weaknesses of the consultation: Angela Gilbert slides
13. Strengths and weaknesses of the consultation: Trevor Rawlinson slides
14. Strengths and weaknesses of the consultation: Vicki Livingstone-Thompson slides

Tuesday 26 January Daily Upload Contents

15. Interpreting consultation results: Richard Stockley slides
16. What were the results of the public engagement: Becky Parish slides

NB: There are no jury materials for 25, 27 and 28 January and so no daily uploads for these days

Fit for the Future
Developing specialist hospital services in Gloucestershire



Becky Parish
Associate Director Engagement and Experience
Gloucestershire Clinical Commissioning Group

Micky Griffith
Programme Director
Fit for the Future
One Gloucestershire Integrated Care System

 **Citizens Jury - 21 January 2021** 

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Session Purpose

What steps did the NHS in Gloucestershire go through up to the end of engagement?

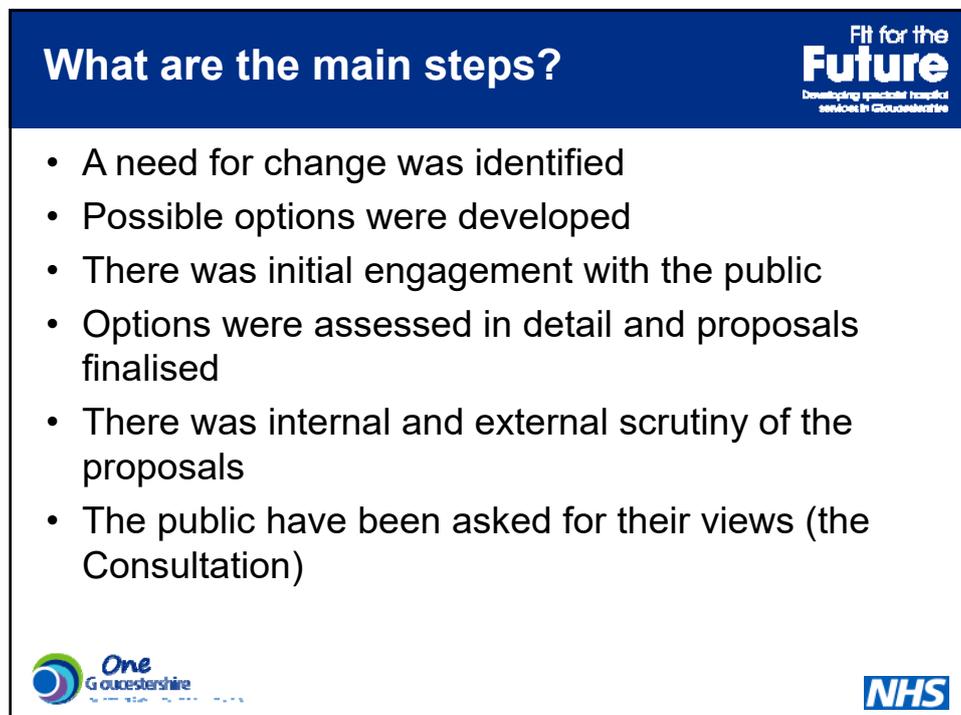
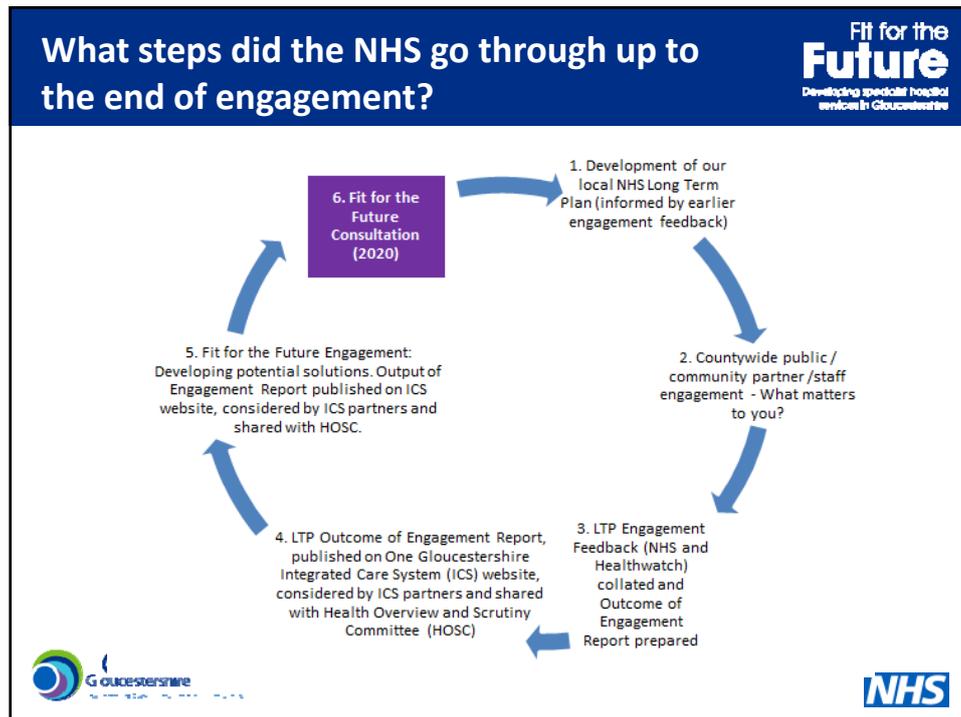
What steps did the NHS in Gloucestershire go through from engagement up to the end of the public consultation?

What has the NHS in Gloucestershire done during the public consultation to make these consultation materials accessible?

What activities were carried out to encourage local people to respond and what mechanisms were available to people to respond?

What steps will be taken before the governing bodies make decisions?



What has the NHS done to make the consultation materials accessible?

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- Leaflet delivered to all households by Royal Mail (297,000)
- Media releases and stakeholder briefings
- Hardcopy engagement booklets incl. Easy Read versions (5,000)
- 'Your Say' area on the One Gloucestershire Health website
- Get Involved in Gloucestershire online participation platform
- Social media/ Facebook/ Twitter (2,300 "engagements")
- Glos Media Broadcasts
- Telephone call backs
- Talking Newspapers
- Staff communication and engagement



What activities and what mechanisms were available to support local people to respond?

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- YouTube/Facebook Live Clinical Discussions
- Gloucestershire Patient Participation Group Network
- NHS Information Bus Tour (1,000 socially distanced contacts)
- Cuppa and Chats
- Targeted activities
- Requests for information (1,700)
- Requests for telephone call-backs
- Local borough, city and district council Question & Answer sessions
- #75+ events



Targeted Groups

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- Black, Asian and Minority Ethnic (BAME) communities
- People with mental health conditions and learning disabilities
- Over 65s who are more likely to have long term conditions
- Frail older people who are more likely to experience falls
- People living with a disability
- Adult Carers and Young Carers
- Homeless people (and rough sleepers)
- Gypsy/Traveller communities
- LGBTQ+ people
- People living in low income areas



COVID 19: Socially Distanced Consultation

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- Reduced opportunity to engage with people face-to-face due to pandemic public health restrictions
- New Door to Door leaflet to ensure contact was made with every household and mechanism for public to request information
- New Get Involved in Gloucestershire online participation platform
- Targeted opportunities for consultation with protected characteristic groups
- Increased use of social media (Facebook) for engagement events (Question and Answer sessions)



Staff Consultation

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- Good consultation survey response from staff
- Used normal staff communication channels (team meetings, intranet, fortnightly Vlog, global emails)
- Staff online discussion forums/ Question and Answer sessions (x3)
- Staff drop in sessions (x10) – contact with 350
- Staff Ambassadors



What steps will be taken before the governing bodies make decisions?

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- Review feedback from Consultation and Citizen Jury findings
- Address themes from consultation
- Response to issues raised from consultation
- New evidence from consultation
- Impact of evidence on our proposals
- Finalise proposals
- Update Integrated Impact Assessment
- Decision Making Business Case
- Decision making (ICS, GHFT, CCG)
- Phased Implementation



Summary

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- The consultation included a wide range of activities and mechanisms to support the public to respond
- The consultation aimed to communicate with every household in Gloucestershire
- The consultation also targeted groups more likely to be particularly affected by our proposals
- There is a system in place to include and respond to the consultation findings before decisions are made



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Becky Parish
Associate Director Engagement and Experience
Gloucestershire Clinical Commissioning Group

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Session Purpose

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What are main public consultation documents, and what purpose does each of them serve?

Is there anything in particular that jurors should be aware of when reviewing the documents?



What were the main public consultation documents?

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Please tick all that apply. I would like:

- A copy of the Pre-consultation Business Case (200+ pages)
- A copy of the Consultation Booklet and survey (long)
- A copy of the Consultation Booklet and survey (short)
- A copy of the Consultation Booklet and survey (Easy Read)
- A telephone call to give my feedback

(The information you provide will be stored securely and only used to send you information about this consultation).

Each document provided a different level of information



Documents

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- New Door to Door leaflet to ensure contact was made with every household and mechanism for public to request information
- Consultation Booklet to provide details of the proposals, the process and included survey for public to complete
- Easy Read version to provide details of the proposals and included survey for public to complete
- Pre-Consultation Business Case provides all the information used by decision makers and external assessment



Things for you to be aware of

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- Provided a wide range of documents from very detailed (PCBC) to a simplified summary (Easy Read)
- All documents hard copy or on-line plus a summary in Welsh
- Used alternative ways for those less able to access printed material or those choosing to access information in different ways
 - Telephone calls
 - Talking newspapers
 - Audio & visual – Facebook
 - Social media
- Linked all documentation online to the previous engagement and Long Term plan materials.



Summary

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- Wide range of documents made available
- All documents hard copy or on-line
- Use of many channels for information and consultation feedback

