



Dumfries and Galloway

Digital Health and Care Strategy

2020 - 2024

Statement of Consultation
August 2018 – March 2020

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1. Introduction

This document provides information on the communication, engagement, and consultation activities undertaken as part of the development of The Dumfries and Galloway Digital Health and Care strategy (local digital strategy). This local digital strategy has been developed within the framework of Scotland's Digital Health and Care strategy: Enabling, Connecting and Empowering (national digital strategy).

The Scottish Government consulted with stakeholders on the draft for the national digital strategy. The views provided by individuals and groups influenced the final strategy and their feedback is on the Scottish Parliament's website ([National digital strategy consultation](#)).

2. National standards for community engagement

In undertaking the engagement and consultation on the local digital strategy, the 7 National Standards for Community Engagement (2016) ([National Standards for Community Engagement](#)) were applied. These are:

- **Inclusion** - We will identify and involve the people and organisations that are affected by the focus of the engagement
- **Support** - We will identify and overcome any barriers to participation
- **Planning** - There is a clear purpose for the engagement, which is based on a shared understanding of community needs and ambitions
- **Working together** - We will work effectively together to achieve the aims of the engagement
- **Methods of engagement** - We will use methods of engagement that are fit for purpose
- **Communication** - We will communicate clearly and regularly with the people, organisations and communities affected by the engagement
- **Impact** - We will assess the impact of the engagement and use what we have learned to improve our future community engagement

3. Aims of the Digital Health and Care Communication, Engagement and Consultation

The aims of the consultation, engagement and communication in the local digital strategy were to:

- Share the key recommendations in the national digital strategy and find out which were important to people in Dumfries and Galloway
- Involve people in shaping the strategy
- Give as many people as possible, across the region, the opportunity to give their views on the draft strategy

4. Methods of engagement, consultation and communication

- Circulation of emails containing consultation details and link to the online survey
- Engagement sessions outside local supermarkets, GP surgeries and hospitals

- Social media updates,
- Presentations and discussions at meetings
- Circulation of draft strategy virtually to groups and meetings across all sectors
- Engaging face to face with members of the public outside local supermarkets, GP surgeries and at hospitals

5. Stakeholder Groups included within the engagement, consultation and communication

- People who use services
- People delivering health and support
- Carers
- Independent partner organisations (including provider and non-provider third sector, independent sector and public sector health and social care organisations)
- Staff groups across health and social care
- Diversity groups
- Staff side representatives
- Locality representatives
- Boards and committees
- General Practitioners

6. Development of the Digital Health and Care Strategy 2020-2024 (August 2018 to December 2019)

Phase One – Engagement on the development of a draft digital health and care strategy	
August 2018	Email to all members of the Strategic Planning Group to ask if members would be involved in the development of the draft strategy
September 2019	Virtual group established with 4 members of Strategic Planning Group to shape and influence development of the draft strategy
October 2018	Engagement sessions to outline key recommendations in National strategy and ask ‘what matters to you?’ These took place at <ul style="list-style-type: none"> • DGRI • Greencroft Surgeries Annan • Gardenhill Primary Care Centre, Castle Douglas • Mill Hill Health Centre, Kelloholm • Co-op supermarket, Newton Stewart • Sainsbury’s supermarket, Newton Stewart • Newton Stewart Health Centre • Tesco’s supermarket, Stranraer • Morrison’s supermarket, Stranraer

	<ul style="list-style-type: none"> Galloway Community Hospital, Stranraer
1-15 October 2018	An online questionnaire 'What matters to you?' was available for people to complete
October 2018	Analysis and collation of information received at engagement sessions and questionnaire responses
February 2019	Engagement session with members of Annan Day Centre about using technology in health and care
March 2019	Engagement session with people who access Capability Scotland's service about using technology in health and care

Phase Two – Consultation on a Draft Digital Health and Care Strategy	
30 August 2019	Preliminary draft strategy presented to Digital Health and Care Programme Board
September – December 2019	Editing sessions to go through
10 December 2019	Equality Impact Assessment finalised
December 2019 – February 2020	<p>Consultation on draft local digital strategy</p> <p>Shared, by email, final draft with partner organisations, management groups, boards, and forums across the Health and Social Care Partnership.</p> <p>The draft local digital strategy available on the Dumfries and Galloway Health and Social Care Partnership website with a link to this from social media accounts and inviting people to comment.</p> <p>Draft local digital strategy shared with stakeholder groups across the region</p>
December 2019	Editing sessions to review comments received during consultation to date
January - February 2020	Editing sessions to review comments received during

	consultation
March 2020	Final draft Digital Health and Care Strategy emailed to members of the Health and Social Care Senior Management Team for approval
9 April 2020	Seek agreement of the final draft Digital Health and Care Strategy at the Integration Joint Board

7. Level of engagement and consultation, and comments received

A full list of engagement and consultation activities is attached in Appendix 2. We engaged with 540 people during the development of the strategy and 178 on the draft local digital strategy.

The draft strategy was shared with many different forums and committees across the Health and Social Care Partnership (HSCP). It was also posted on the HSCP social media accounts. It would be difficult to quantify how many people viewed the draft strategy. Consultation activity regarding the draft strategy resulted in 134 comments from 88 people and /or groups. All comments received were recorded into a single comments document and were considered in the revision of document.

A number of themes were identified during the engagement, consultation and communication including

- Information sharing
- Difficulty with connectivity particularly in rural parts of Dumfries and Galloway
- Confidentiality
- Knowledge about digital tools that are available
- Confidence and training
- Security
- Age
- Disability
- Affordability
- Fear
- No need for this in health and care

Appendix 1 – National Standards for Community Engagement Scorecard

Scottish Community Development Centre - National Standards for Community Engagement Scorecard

Select the Standards which apply to the example of community engagement.

Score on a scale of 1 – 5 how well you have met each element of the standard (1 is lowest and 5 highest.) Summarise the evidence for your score.

1. Inclusion

We will identify and involve the people and organisations that are affected by the focus of the engagement.	1	2	3	4	5
1.1 The people and groups who are affected by the focus of the engagement are involved at the earliest opportunity.				X	
1.2 Measures are taken to involve groups with protected characteristics (see below) and people who are excluded from participating due to disadvantage relating to social or economic factors.				X	
1.3 Participants in the community engagement process commit to continued two-way communication with the people they work with or represent.				X	
1.4 A wide range of opinions, including minority and opposing views, are valued in the engagement process.				X	
Evidence <ul style="list-style-type: none"> Members of the Strategic Planning Group were invited to support the development of this local digital strategy. Four members responded and helped shape and influence the document throughout its development. This local digital strategy has been developed within the framework of the national digital strategy. Engagement with people who use and deliver services took place at a very early stage. The draft was shared widely with groups, committees and forums and all responses were recorded. 					

2. Support

We will identify and overcome any barriers to participation.	1	2	3	4	5
2.1 An assessment of support needs is carried out, involving all participants.		x			
2.2 Action is taken to remove or reduce any practical barriers which make it difficult for people to take part in engagement activities.			x		
2.3 Access to impartial and independent development support is provided for groups involved in the community engagement process.			x		
Evidence					
<ul style="list-style-type: none"> The local digital strategy has been written in plain English Engagement sessions were held at venues that were accessible to people eg local supermarkets, GP surgeries and hospitals 					

3. Planning

There is a clear purpose for the engagement, which is based on a shared understanding of community needs and ambitions.	1	2	3	4	5
2.1 Partners are involved at the start of the process in identifying and defining the focus that the engagement will explore.				x	
2.2 A clear and agreed engagement plan is in place.		x			
2.3 All available information which can affect the engagement process has been shared and used to develop the community engagement plan.		x			
2.4 Partners agree what the outcomes of the engagement process should be, what indicators will be used to measure success, and what evidence will be gathered.				x	
2.5 The timescales for the engagement process are realistic.				x	
2.6 There are sufficient resources to support an effective engagement process.		x			
Evidence					
<ul style="list-style-type: none"> A timeline for the strategy was developed which included two periods of engagement and consultation 					

- Engagement sessions were arranged at an early stage and advertised through social media
- Consultation sessions on the draft took place at accessible venues in the community

4. Working together

We will work effectively together to achieve the aims of the engagement.	1	2	3	4	5
4.1 The roles and responsibilities of everyone involved are clear and understood.				x	
4.2 Decision-making processes and procedures are agreed and followed.				x	
4.3 The methods of communication used during the engagement process meet the needs of all participants.				x	
4.4 Information that is important to the engagement process is accessible and shared in time for all participants to properly read and understand it.				x	
4.5 Communication between all participants is open, honest and clear.				x	
4.6 The community engagement process is based on trust and mutual respect.				x	
4.7 Participants are supported to develop their skills and confidence during the engagement.				x	
Evidence					
<ul style="list-style-type: none"> • A survey monkey questionnaire was developed for the first period of engagement. The same questions were asked at engagement sessions • A brief questionnaire on the use of digital technology was developed for consultation on the draft local digital strategy and was used at all sessions 					

5. Methods of engagement

We will use methods of engagement that are fit for purpose	1	2	3	4	5
5.1 The methods used are appropriate for the				x	

purpose of the engagement.					
5.2 The methods used are acceptable and accessible to participants				x	
5.3 A variety of methods are used throughout the engagement to make sure that a wide range of voices is heard.				x	
5.4 Full use is made of creative methods which encourage maximum participation and effective dialogue.				x	
5.5 The methods used are evaluated and adapted, if necessary, in response to feedback from participants and partners.				x	
Evidence					
<ul style="list-style-type: none"> A variety of methods for engagement were used to gain people's views. These included face to face engagement sessions, using social media, sharing the draft local digital strategy online and with groups, forums and committees across the partnership 					

6. Communication

We will communicate clearly and regularly with the people, organisations and communities affected by the engagement.	1	2	3	4	5
6.1 Information on the community engagement process, and what has happened as a result, is clear and easy to access and understand.				x	
6.2 Information is made available in appropriate formats.		x			
6.3 Without breaking confidentiality, participants have access to all information that is relevant to the engagement.				x	
6.4 Systems are in place to make sure the views of the wider community continuously help to shape the engagement process.		x			
6.5 Feedback is a true representation of the range of views expressed during the engagement process.				x	
6.6 Feedback includes information on: the engagement process; the options which have been considered; and the decisions and actions that have been agreed, and the reasons why.				x	
Evidence					
<ul style="list-style-type: none"> All comments were recorded on a spreadsheet with clear actions 					

7. Impact

We will assess the impact of the engagement and use what we have learned to improve our future community engagement.	1	2	3	4	5
7.1 The outcomes the engagement process intended to achieve are met.				x	
7.2 Decisions which are taken reflect the views of participants in the community engagement process.				x	
7.3 Local outcomes, or services, are improved as result of the engagement process.				x	
7.4 Participants have improved skills, confidence and ability to take part in community engagement in the future.			x		
7.5 Partners are involved in monitoring and reviewing the quality of the engagement process and what has happened as a result.			x		
7.5 Feedback is provided to the wider community on how the engagement process has influenced decisions and what has changed as a result.			x		
7.6 Learning and evaluation helps to shape future community engagement processes.			x		
<p>Evidence</p> <ul style="list-style-type: none"> All comments received on the draft local digital strategy were recorded and considered in final editing sessions. This resulted in changes being made to the document. For example a number of comments received indicated that people were concerned about not having choice in using digital tools in health and care and this is reflected clearly in the final draft 					

Appendix 2

Engagement, Consultation and Communication

Members of Strategic Planning Group shaping and influencing the draft strategy

Claudine Brindle, Dumfries and Galloway Carers Centre,

Anne Farrell, Unite

Alex Thorburn, Dumfries and Galloway Disability Access Panel

Jack Collett, Enable Scotland

Methods of engagement, consultation and communication

- circulation of emails containing engagement details and link to the online survey
- engagement sessions
- social media updates
- presentations and discussions at meetings
- circulation of draft strategy virtually to groups and meetings across all sectors

List of engagement, consultation and communication activities

The draft strategy was circulated / presented at the following groups / meetings for comment and suggestion

Date	Group / Meeting	Method
30/08/19	Digital Health and Care Programme Board	In person
05/12/19	Integrated Partnership Forum	In person
05/12/19	Information Management and Technology General Manager	Emailed and discussed in person
6/12/19	Strategic Planning and Commissioning Managers	Email
06/12/19	Strategic Planning Group	Emailed to members
06/12/19	Older People's Consultative Group	Emailed to members
06/12/19	HSCP General Managers	Emailed
06/12/19	Acute Management Directorate	Circulated to staff

06/12/19	Community Health and Social Care Directorate	Circulated to staff
06/12/19	Mental Health Directorate	Circulated to staff
06/12/19	Women's and Children's Directorate	Circulated to staff
06/12/19	Dumfries and Galloway Carer's Centre	Emailed to people accessing the service
06/12/19	Participation Engagement Network	Online
06/12/19	Scottish Care	Emailed to regional lead for circulation to members
06/12/19	LGBT	Emailed to organisation
06/12/19	DG Voice	Emailed to organisation
06/12/19	Third Sector Dumfries and Galloway	Emailed and circulated to member organisations
10/12/19	Area Clinical Forum	Emailed to members
10/12/19	Medical Staff Committee	Emailed to members
10/12/19	GP Sub Committee	Emailed to members
12/12/19	Draft strategy on DGHSCP website and linked to DGHSCP social media accounts	Online
12/12/19	Social Work Senior Management	Emailed
12/12/19	Board Management Team	Emailed
12/12/19	Finance	Emailed
12/12/19	Third Sector Health and Care Forum	Emailed to members
21/01/30	Shared again on DGHSCP social media	Online
30/01/20	All Dumfries and Galloway Council Ward officers	Emailed
04/02/20	Shared with all Safe and Healthy Active Partnership members in Annandale and Eskdale	Emailed
04/12/20	Engagement session at Tai Chi class at New Luce	In person
05/02/20	Emailed to all staff at Gardenhill Primary	Emailed

	Care	
06/02/20	Engagement session at Greencroft medical centres, Annan	In person
06/02/20	Engagement session at Coronation Day Centre, Stranraer	In person
06/02/20	Rainbow Family Centre, Stranraer	In person
07/02/20	Shared with members of Langholm Initiative Board of Trustees	Email
07/02/20	Posted on Langholm Initiative Facebook page	Online
10/02/20	Shared by Wigtownshire Health and Wellbeing team at the Long term conditions group at Whithorn	In person
10/02/20	Engagement session at Gardenhill Primary Care	In person
11/02/20	Engagement session at Gretna Library	In person
12/02/20	Engagement session at Mountainhall Treatment Centre	In person
12/02/20	Engagement session Potters Garden Centre	In person
13/02/20	Engagement session at Tescos, Stranraer	In person
13/02/20	Engagement session at Sainsburys, Newton Stewart	In person
13/02/20	Engagement session at DGRI	In person
13/02/20	Engagement session at Galloway Community Hospital	In person