



Health and Social Care Strategic Commissioning Plan 2022 - 2025

Statement of Consultation

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1. Introduction

The Public Bodies (Joint Working) (Scotland) Act 2014 (the Act) section 33 sets particular requirements for the preparation of a strategic plan for health and social care integration. It states that integration authorities must:

1. Prepare proposals for what the strategic plan should contain and seek the views of The Strategic Planning Group (SPG)
2. Take account of the views of the SPG and prepare a first draft of a strategic plan for further consultation
3. Prepare a second draft of the strategic plan taking account of views expressed and further consult with persons it considers appropriate
4. When finalising the plan, take account of any views expressed during consultation

This document provides information on the involvement, communication and engagement activities undertaken as part of the development of the Dumfries and Galloway Integration Joint Board Strategic Commissioning Plan (SCP) for Adult Health and Social Care. This meets the requirement set out in section 35 (2) of the Act that “at the same time as publishing a strategic plan, an integration authority must also publish a statement of the action which took place in pursuance of section 33” (i.e. preparation of a strategic plan).

2. National Standards for Community Engagement

In undertaking the consultation on the SCP for Dumfries and Galloway, the 7 National Standards for Community Engagement (2005) ([National Standards for Community Engagement](#)) were applied. A supplementary advice note to the national standards relating specifically to remote rural practice ([Remote Rural Advice Note](#)) provided further guidance.

Visioning Outcomes in Community Engagement ([VOiCE](#)), a four step, (analyse, plan, do review), online planning and evaluation tool designed to assist the design and delivery of effective community engagement was also used.

A self assessment ‘scorecard’ which provides evidence of work to meet the nine national standards and the remote rural practice advice note is attached as **Appendix 1** of this document.

The Dumfries and Galloway Consultation and Engagement Working Group have been involved throughout the development of the Strategic Plan, providing guidance and support.

There have been several learning opportunities during the development of the SCP these are mainly around communication. With the support of partners and colleagues from all sectors we have learned

- How to undertake large scale engagement virtually without losing quality
- Communication skills to minimise the risk of exclusion or inequity that virtual engagement could cause
- Where there are gaps in our communication methods and how to make the information we share more accessible such as through visual and audio communication methods (animation and video with subtitles and voice over)

Adapting our communication methods and making information more accessible, has resulted in the inclusion and involvement of a wider range of stakeholders in the co-development of

the SCP and supporting documents. A case study on the development of the Easy Read SCP is available on the [Health Improvement Scotland Website](#).

3. Strategic Planning Group (SPG)

The SPG was established in February 2015. It has a wide representation from across a range of stakeholders with forty-three members in total; a copy of the membership is attached at **Appendix 2**.

The ongoing role of this group is to shape, influence and review the strategic plan. Their involvement in the development of the SCP has been significant and has been noted on the SCP High Level Timeline see section 6 of this document.

4. Aims of the strategic plan consultation

The aims of consultation on the strategic plan were to:

- Involve people in shaping the future of health and social care
- Develop a better understanding of what matters to people
- Inform people about the drivers for change and seek their views on what they thought were/should be priority areas of focus
- Give as many people as possible, across the region, the opportunity to engage with the consultation on the strategic plan

5. Stakeholder Groups included within the consultation

- Boards and committees
- Carers/Young Carers
- Communities (through community councils and elected members)
- Further education providers
- General Practitioners
- Groups representing protected characteristic groups
- Higher Education Providers
- Housing (Registered Social Landlords, Tenants Groups, Strategic Housing and Housing committees)
- Locality representatives
- People who access health and social care and support
- People delivering health and social care and support
- Provider 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
- Staff side representatives
- Volunteers
- Youth organisations and groups

A full list of stakeholder organisations and groups is included at **Appendix 3**.

6. Development of the strategic plan (April 2019 – December 2021)

2022-2025 Strategic Commissioning Plan Development High Level Timeline

Phase 1 – Planning the development of the Strategic Commissioning Plan (SCP) Consultation Document and related documents (April 2019 – Oct 2020)	
3 Apr 2019	Integration Joint Board (IJB) Workshop - Strategic Commissioning Intentions
Jun 2019	Commence engagement with Strategic Planning Group (SPG)
18 Oct 2019	Council, NHS, IJB Workshop
31 Oct 2019	Engagement at IJB 'Looking Back, Leaping Forward' event
Feb 2020	Draft Strategic Commissioning Intentions developed
Feb – Jul 2020	Communication Engagement and Consultation Plan, Strategic Needs Assessment (SNA), Performance Framework and other related documents drafted
Mar – Jul 2020	Paused to address Covid-19 pressures
27 Aug 2020	SNA approved at Health and Social Care Governance and Performance Meeting (HSCGPM)
27 Aug 2020	Communications Engagement and Consultation Plan approved at HSCGPM
Sept – Oct 2020	Consultation document (including plain English and Easy Read) draft
29 Oct 2020	SNA approved at IJB
Nov 2020	Consultation document approved by the Executive Team for circulation to members of the IJB for approval
Nov 2020	Consultation document circulated to members of the IJB for approval
Phase 2 – Engagement on the SCP Consultation Document and development of the first draft of the SCP (Nov 2020 to Apr 2021)	
Nov 2020 – Jan 2021	Period of engagement
Dec 2020 – Feb 2021	Paused to address Covid-19 pressures – Period of engagement extended
Feb 2021	Analysis of period of engagement and summary report
16 Mar 2021	Integration Joint Board Workshop – 'Feedback from engagement and development of first Draft SCP
18 Mar 2021	Paper to Integration Joint Board – 'Strategic Commissioning Plan'
Mar - Apr 2021	Develop first Draft SCP (plain English and Easy Read)
29 Apr 2021	Meeting with Strategic Planning Group
May 2021	First Draft SCP circulated electronically to IJB members and IJB Workshop - 'Draft SCP for consultation'
Phase 3 – Consultation on the first draft of the SCP (May to Aug 2021)	
May – Aug 2021	Formal period of consultation on First Draft SCP
June/July/August	Monthly SCP Fora with IJB during period of consultation
July 2021	Meeting with Strategic Planning Group
Phase 4 – Developing the first final draft of the SCP (Aug 2021 to Apr 2022)	
Aug 2021	Analysis of Consultation
30 Sept 2021	Strategic Planning Group
16 Sept 2021	IJB Meeting
Sept - Nov 2021	Develop Final Draft SCP (plain English and Easy Read) and other related documents including Statement of Consultation and Equality Impact Assessment
November 2021	Meeting with Strategic Planning Group
14 Nov 2021	Integration Joint Board Workshop – Final Draft SCP
18 Jan 2022	Integration Joint Board Workshop –Final Draft SCP
20 Jan 2022	Integration Joint Board –Final Draft SCP
Jan - Feb 2022	Share the Final Draft SCP with governance groups and partners
Feb 2022	Format and proof read the Final Draft SCP
Mar 2022	IJB - Seek approval of the Final Draft SCP from the Integration Joint Board
1 April 2022	Publication of the IJB SCP 2022 - 25

7. Level of consultation and comments received

Over the course of the initial 11 week engagement period (17/11/20 – 31/01/21), multiple opportunities to input into the design and content of the draft Strategic Commissioning Plan were provided.

These opportunities took place in a variety of formats although very much with the focus on digital and remote engagement. Methods such as MS Teams, online workshops, attendance at online meetings and presentations to groups were used. Some 1-2-1 meetings took place over Teams and on the phone as well as using Zoom where groups were unable to access Teams. A list of pre-engagement, engagement and consultation activities is included at **Appendix 4**.

Around **160** stakeholder organisations and staff groups were sent a copy of the consultation document and asked to comment. There was 'virtual' face to face engagement with **53** groups during the engagement period and approximately **100** people engaged via the Smart Survey. **512** people attended engagement events.

All comments received were recorded into a single comments document and analysed to capture/identify any emerging themes. These themes and comments were considered in the development of the first Draft SCP as described in the Report of Stakeholder Engagement. See **Appendix 5**

Over the consultation period from 17/05/2021 to 29/08/2021, around **190** stakeholder organisations, staff groups and individuals were sent a virtual copy of the First Draft SCP (and Easy Read Version) and asked to help to shape the final version. These stakeholders included people and groups that had previously expressed an interest in being involved in the development of the plan. Additional people and groups that were identified during or following the initial engagement were also invited to 'join the conversation'.

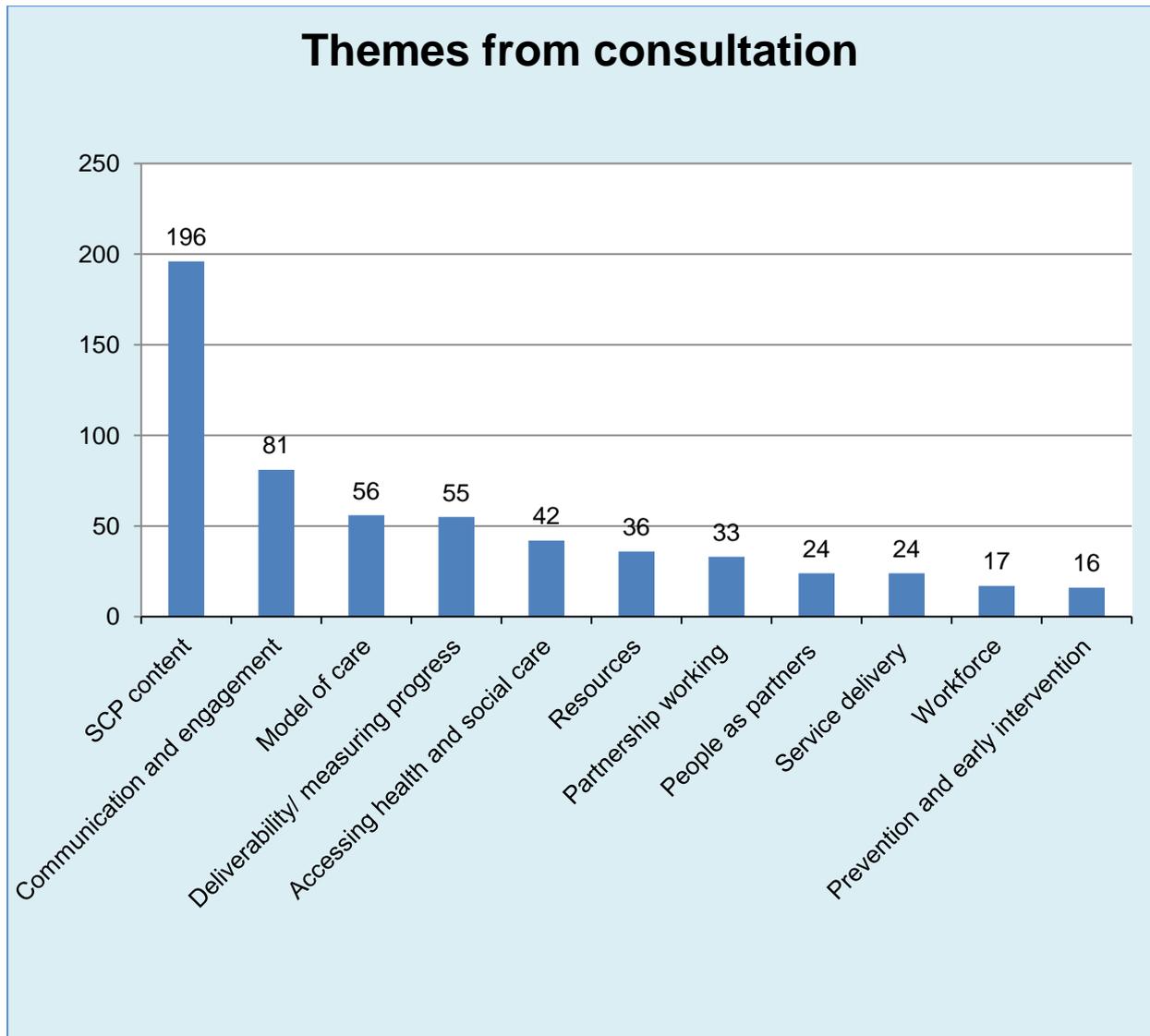
We sought to address and gaps in the range of stakeholders by using Plan Do Study Act (PDSA) methodology. The consultation involved **59** separate engagement activities, around **13** more were arranged but were cancelled due to operational pressures arising from the Covid-19 pandemic and other operational priorities.

There was 'virtual' face to face engagement with approximately **403** people during the consultation period with and approximately **50** engaging via the Smart Survey.

These following numbers are approximate based on the number of people information was sent out to by various means. This does not include people who may have seen local press, social media posts and emails from partner organisations sharing the information via their distribution lists.

	Approximate number of people reached
Engagement period	7262
Consultation period	13458

Comments received were recorded into the comments document (a secure Excel spreadsheet) and analysed to capture/identify any emerging themes. The most common 11 themes are highlighted below.



Methods of communication and engagement

- circulation of emails containing engagement and consultation details and link to the online survey across all sectors
- electronic mail shot to known community groups inviting attendance at virtual events x 4
- articles in the local newsletters and briefing notes
- adverts in the local papers x 2
- posts on integration web sites
- information in NHS wage slips
- articles on NHS and council staff intranet
- email, phone and postal contact included survey link
- dg.hscp.co.uk website
- posters in community buildings x 80
- documents available to download online

- regular social media updates, including team/partner twitter accounts and LinkedIn
- creation of animation and videos supporting the First draft SCP and circulation of these round stakeholders
- provision of facilitation pack to staff involved in facilitating discussions (included power point, press releases, facilitation guides)
- facilitated focus groups/workshops and fora on MSTeams or Zoom on request
- presentations and discussions at existing meetings and bespoke sessions across all sectors and community groups
- offer of presentations to stakeholders
- 2 x Blogs on www.dghealth.wordpress.com
 - <https://dghealth.wordpress.com/2021/06/04/keep-the-conversation-going-by-liz-forsyth/>
 - <https://dghealth.wordpress.com/2021/07/>

Things that worked well

- Working with the Powerful Voices Together (PVT) group to develop the Easy Read and supporting resources helped to ensure the SCP was accessible to a wider more diverse audience.
 - This raised awareness of some issues around communication and access to support.
 - This coproduction led to the development of new processes to enable people with additional support needs to engage.

Outcomes from that experience are highlighted in a case study on the Health Improvement Scotland Website [Easy Read Case Study](#)

- Support from partner organisations included invitations to speak at forums and meetings, and sharing information on partner websites and social media. This has demonstrated how supportive partners from all sectors are.
- Having prepaid envelopes for people to send back their hard copy surveys made it easier for people on low income and that did not have access to a post office easier.
- Engaging mainly on-line has enabled people from more diverse geographical areas to meet and work together without the need for transport or venue hire.
- Using on-line tools such as Jamboard, MSTeams, Zoom and Slido have enabled people to contribute interactively and anonymously if they wish.
- Ensuring the language and images in all resources are gender neutral and illustrate diversity in our communities, ensures that everyone feels represented.

Learning from this experience

- If given the opportunity and right support, people with a learning disability/cognitive impairment can provide invaluable input, insight, knowledge and lived experience that we might otherwise miss out on.
- Putting subtitles and sign language translation into resources may not make them accessible to people from the Deaf BSL Community. Liaising directly with that - and other communities - where spoken or written English many not be understood, is important in ensuring engagement is inclusive.

- Posters and flyers must not be text heavy and should have images to indicate translation is available.
- Translation into other languages must be clearly advertised and communicated.
- Many people prefer Easy Read documents. These documents take time and expertise to create. Their preparation must be included early in the planning process to enable their publication at the same time as the non-Easy Read version.
- Consultation periods should be long enough to enable an appropriate level of consideration by everyone who might be affected, including people with a learning disability or cognitive impairment.
- Engaging on-line cannot be the only means of participating in the consultation. To ensure people who do not have computer or internet access or knowledge. Resources should be made available in a range of accessible formats.

Impact of Covid 19 pandemic

The numbers of comments received reflects that despite the Covid-19 pandemic, people were still able and willing to contribute to the development of the Strategic Commissioning Plan.

The IJB and the Strategic Planning and Commissioning Team were mindful of the pressures faced by operational services and this resulted in two pauses to the process of engaging and consulting and a significant number of meetings or engagement sessions being cancelled. This was to ensure that people were not put under undue pressure to attend but could submit their thoughts via email or Smart Survey instead.

Due to the pauses in development of the SCP a one year extension to the relevant period was requested, and granted by the IJB on 18 March 2021.

8. Next Steps

Building on the learning from the consultation and engagement activities undertaken during the development of the Draft SCP, this document and an Evaluation Report on the consultation process will be shared on the partnership web page to inform the development of future plans and strategies.

Recognise the support and guidance of the Strategic Planning Group and IJB and ensure they remain involved in future development of the plans and strategies associated with the SCP 2022 - 2025

Share key learning and findings from the development process with colleagues from all sectors to improve future consultations and engagement across health and social care.

Continue to use and develop the Dumfries and Galloway Consultation and Engagement Framework and reporting template to ensure consistent, high quality delivery and recording of consultation and engagement across the partnership.

Appendix 1 – National Standards for Community Engagement Scorecard

Checklist of best practice for community engagement using the National Standards for Community Engagement Standards (2017) Self Evaluation Questions.¹

How well have we met the National Standards for Community Engagement - what worked and what didn't?

(score yourself on the 1 to 6 scale detailed above and provide evidence)

1 Unsatisfactory 2 Weak 3 Satisfactory 4 Good 5 Very Good 6 Excellent

Standard	Score	1	2	3	4	5	6
		Inclusion	How well did we involve the people and organisations that are affected by the engagement?				
	Were the people and groups affected by the focus of the engagement involved from the earliest opportunity?					X	
	Were measures taken to involve groups with protected characteristics and people who are excluded from participating due to disadvantage relating to social or economic factors?					X	
	Were participants in the community engagement process committed to continued two-way communication with the people they work with or represent?					X	
	Were a wide range of opinions, including minority and opposing views, valued in the engagement process?				X		
Evidence							
<p>The range of engagement activities and people involved in the consultation is detailed in Appendix 1 The Statement of Consultation. Specific efforts were made to identify and engage groups with protected characteristics, in a way which was respectful of their protected characteristic for example religion. An Equality Impact Assessment has also been completed with no negative impacts recorded.</p> <p>The breadth of the engagement activities did include people with opposing views and these have been considered and reflected in the Draft Plan where appropriate.</p> <p>Despite repeated attempts and different methodologies used, responses from groups that could have provided minority views and opinions, has been quite limited. The views of those that did respond were valued.</p>							

¹ Ref: [http://www.voicescotland.org.uk/media/resources/NSfCE%20QUESTIONS%20\(final\).pdf](http://www.voicescotland.org.uk/media/resources/NSfCE%20QUESTIONS%20(final).pdf) Last accessed online 11/08/21

Standard	Score	1	2	3	4	5	6
Support	How good were we at identifying and overcoming any barriers to participation?					X	
	Was an assessment of support needs carried out, involving all participants?				X		
	Was action taken to remove or reduce any practical barriers which make it difficult for people to take part in engagement activities?					X	
	Was access to impartial and independent development support provided for groups involved in the community engagement process?					X	
Evidence							
<p>Efforts were made to ensure there was a good geographical spread of accessible engagement activities at a variety of times.</p> <p>People were given options of talking through their feedback or submitting it in writing or on-line.</p> <p>An Easy Read large print version of the consultation document was developed and presentations using images were used to improve accessibility for people with hearing or visual impairment or, literacy issues, learning disability/cognitive impairment or for whom English is not their first language.</p> <p>Efforts were made to contact individual people if they let us know it was difficult for them to attend online events.</p> <p>Surveys used during engagement were available in hard copy format (with a pre-paid return envelope) as well as on-line, to be inclusive. Assistance was available for anyone who wished to participate and needed support to share their views.</p>							

Standard	Score	1	2	3	4	5	6
Planning	How clear were we about the purpose for the engagement?					X	
	Have partners been involved from the start of the process in identifying and defining the focus that the engagement will explore?					X	
	Is a clear and agreed engagement plan in place?					X	
	Is available information which could affect the engagement process been shared and used to develop the community engagement plan?					X	
	Have partners agreed what the outcomes of the engagement process should be, what indicators will be used to measure success, and what evidence will be gathered?				X		
	Are the timescales for the engagement process realistic?					X	
	Are there sufficient resources to support an effective engagement process?					X	
<p>Evidence</p> <p>A wide range of partners have been involved throughout the planning of the engagement and consultation activities ensuring there were clear purpose and agreed outcomes from the outset.</p> <p>It was recognised that in addition to the originally identified stakeholders it was likely that gaps in respect of involvement may emerge. Using a Plan Do Study Act (PDSA) methodology we have ensured any newly identified partners were added and involved as the engagement and consultation activities progressed.</p> <p>Towards the end of the engagement, groups who had been contacted but not engaged were asked for feedback to identify if there was anything we could do to make meet their needs in respect of making engaging easier or more worthwhile. Feedback from this formed part of the PDSA process and used to improve processes during the consultation period.</p>							

Standard	Score	1	2	3	4	5	6
Working Together	How well did we work together to achieve the aims of the engagement?					X	
	Are the roles and responsibilities of everyone involved clear and understood?					X	
	Are decision-making processes and procedures agreed and followed					X	
	Do the methods of communication used during the engagement process meet the needs of all participants?					X	
	Is information that is important to the engagement process accessible and shared in time for all participants to properly read and understand it?					X	
	Is communication between all participants open, honest and clear?					X	
	Is the community engagement process based on trust and mutual respect?					X	
	Are participants supported to develop their skills and confidence during the engagement?					X	
<p>Evidence</p> <p>Stakeholders from a wide range of services, organisations and sectors have been involved in disseminating and sharing information during the engagement process through the stakeholder identification and engagement processes.</p> <p>Methods of communication sought to be as inclusive and as accessible as possible through providing different formats based on feedback and guidance from partners. Feedback around the Easy Read document during the engagement period was mixed. The learning from this was used to ensure there was more involvement from people who access care and support, and people who are supporting people with a range of learning and/or physical disabilities in the development of the latest Easy Read documents. A Working Group from the Powerful Voices Group were heavily involved in co-producing the Easy Read SCP and the other resources such as the video that supports the Easy Read document and includes British Sign Language, subtitle and a voice over from a member of the group.</p> <p>Members of the Working Group felt that their knowledge and experience was recognised and respected which has developed their skills and confidence this is reflected in the case study on HIS.</p>							

Standard	Score	1	2	3	4	5	6
Methods	How good were our methods of engagement?					X	
	Are the methods used appropriate for the purpose of the engagement?					X	
	Are the methods used acceptable and accessible to participants?					X	
	Were a variety of methods used throughout the engagement to make sure that a wide range of voices is heard?					X	
	Is full use made of creative methods which encourage maximum participation and effective dialogue?					X	
	Are the methods used evaluated and adapted, if necessary, in response to feedback from participants and partners					X	
<p>Evidence</p> <p>Workshops/engagement sessions, attendance at virtual team meetings across health and social care, online and hard copy surveys, social-media and press campaigns, along with messages on pay slips, partner web pages and newsletters sought to offer a wide range of engagement methods.</p> <p>Adaptations to methodology were made including the development of an animation and videos with subtitles and BSL (where possible) ensured that as wide an audience as possible could access the information and have the chance to shape the draft SCP.</p> <p>Large print, Easy Read versions of the consultation document were created. The presentation was adapted for people with a Learning Disability or cognitive impairment and the offer of speaking to people on the phone or on Apps that they were familiar with made communication easier for stakeholders and supported the engagement process. Translation of documents was offered to people on request.</p> <p>An Equality Impact Assessment evaluating the development of the SCP including the methods used (in respect of protected characteristics) has been completed. It recorded no negative impacts.</p>							

Standard		1	2	3	4	5	6
Communication	How good were our methods of engagement?					X	
	Is information on the community engagement process, and what has happened as a result, clear and easy to access and understand?					X	
	Is information made available in appropriate formats?					X	
	Without breaking confidentiality, have participants had access to all information that is relevant to the engagement?					X	
	Are systems in place to make sure the views of the wider community continuously help to shape the engagement process?					X	
	Is feedback a true representation of the range of views expressed during the engagement process?					X	
<p>Evidence</p> <p>Partners were involved in the design and content of information to ensure it was clear, accessible and appropriate.</p> <p>All information has been checked for plain English. All acronyms are explained and no abbreviations are used. After the period of engagement and consultation the results were collated into reports providing anonymised summaries of the outcomes of the engagement. These are available on line and in hard copy format on request. Those people who were willing to continue to be involved in future engagement have given permission for their details to be held. The option to out at any point has been provided.</p> <p>Feedback and content of the Draft SCP is a true representation of views expressed during the engagement and consultation process.</p>							

Standard	Score	1	2	3	4	5	6
Impact	How well did we assess the impact of the engagement and use what we have learned to improve our future community engagement?					X	
	Have the intended outcomes of the engagement process been met?					X	
	Have decisions made reflect the views of participants in the community engagement process?					X	
	Have local outcomes, or services, been improved as result of the engagement process?					X	
	Do participants have improved skills, confidence and ability to take part in community engagement in the future?					X	
	Have partners been involved in monitoring and reviewing the quality of the engagement process and what has happened as a result?					X	
	Has feedback been provided to the wider community on how the engagement process has influenced decisions and what has changed as a result?					X	
	Has learning and evaluation helped to shape future community engagement processes?					X	
<p><i>Evidence</i> The Strategic Commissioning Plan has been co-created by the views collected during the engagement process which was the main outcome of the process. Partners have monitored and reviewed the quality of the engagement process through governance groups including the Strategy Development Group and Consultation Working Group.</p>							

Appendix 1.1 - Protected characteristics

It is against the law to discriminate against anyone because of one of the protected characteristics, which are as follows.

Age, disability, sex, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation

For more information about the Equality Act 2010 go to: <https://www.equalityhumanrights.com/en/commission-scotland>

Appendix 2

Membership of the strategic planning group

3 x Representatives of users of healthcare services

2 x Representatives of Carers of people who use health and social care services

6 x Representatives of health professions

3 x Representatives of independent sector

2 x Representatives of social care professions

1 x Representative of users of social care services

3 x Representatives of (non-commercial providers and local authority strategic housing)

8 x Representatives of third sector

2 x Representatives of diversity groups

3 x Representatives of staff

3 x Representatives of localities

Commercial providers of healthcare services
(included in independent sector Representatives)

Non commercial providers of healthcare services
(included in third sector representatives)

Appendix 3 – Stakeholders - Organisations and Groups

Acute Diagnostic Leadership Team (see Acute Management Board)	Community Integrated Care
Acute Management Board	Community Planning Partnership Board
Adult Care Functional Group (Social Work preferred engagement route)	Consultation Working Group
Alcohol and Drug Partnership	Council Corporate Management Team
Alcohol and Drug Support	Criminal Justice Social Work
Allied Health Professional Leads/ AHP community staff	Crossroads
Alzheimer's Scotland	CRUSE
Annan Day Centre	Dalbeattie Day Centre
Area Clinical Forum	Deaf Association
Area Committee - A & E	DG Advocacy Service
Area Committee - Nithsdale	DG Voice
Area Committee - Stewartry	DGHP Tenants (see Common Housing Register)
Area Committee - Wigtownshire	Disability Sports Group
Area Medical Committee	Dumfries and Galloway Befriending Project
Area Nursing & Midwifery Committee	Dumfries and Galloway Care Trust
Area Partnership Forum	Dumfries and Galloway Carers Centre
Area Pharmacy Professional Committee	Dumfries and Galloway Charter for Involvement Group
ASARPP Adult Supported Accommodation and Residential Placement Panel	Dumfries and Galloway College
Better Lives Partnership	Dumfries and Galloway Council website consultations page
Black and Minority Ethnic (BAME) Oversight Group	Dumfries and Galloway Disability Access Panel
British Deaf Association	Dumfries and Galloway Equalities Partnership
Cairnsmore Medical Practice	Dumfries and Galloway Hard of Hearing Group
Capability Scotland-Community Based Facilitation Contract	Dumfries and Galloway Interfaith Group
Care & Repair	Dumfries and Galloway ME and Fibromyalgia Support Group
Care and Support at Home Tactical Group	Dumfries and Galloway Mental Health Association
Care at Home and Specialist Care at Home Providers	Dumfries and Galloway Multicultural Association
Care Home Managers Tactical Group	Dumfries and Galloway Participation and Engagement Network
Care Home Oversight Group	Dumfries and Galloway Rape Crisis & Sexual Abuse Support Centre
Care Home Weekly Update	Dumfries and Galloway Women's Aid
Care Homes and Specialist Care Home Providers	Dumfries and Stewartry Women's Aid
Care Providers Forum	Dumfries Day Centre
Care Training Consortium	Dumfries Islamic Centre
Carers Interest Network	Ecclefechan Day Centre
Carers Peer Network	Elected members
CASS	Email distribution list (222 contacts + All Care Homes, Dental Practices, Ophthalmic Practices, Practice GP's, Community Hospitals, Pharmacists, District Nurses, Health Visitors, Hospital Pharmacists, individual Dentists, Macmillan Nurses, Practice Managers)
Castle Douglas Day Centre	Enable Annan and District
Chamber of Commerce	Equality and Diversity Working Group (EDWG)
Chest Heart & Stroke Scotland	
Citizen's Advice Service	
Common Housing Register	
Community Health & Social Care Management (formerly NHS Senior Management Team)	

Equality Impact Assessment Group (see also EDWG)
 Federation of Community Councils
 Federation of Tenants and Residents regional meeting
 Finance Managers, deputies, financial management team and Sean Barrett
 Galloway Community Hospital Action Group
 General Manager meetings
 GP Sub Committee
 Gretna Day Centre
 Handy Van
 Health Improvement Team Annandale and Eskdale
 Health Improvement Team Nithsdale
 Health Improvement Teams Stewartry and Wigtonshire
 Healthcare Improvement Scotland
 Healthcare Scientists Advisory Committee
 Hen's Shed
 Homecare Update
 Horizon Health Care Ltd
 Housing with Care and Support
 Ideas Team
 IJB Forum Sessions
 IJB Performance & Finance Sub Committee
 iMatter Group, Strategic Planning and Commissioning
 Independent Partner Forum
 Integration Joint Board
 Integration Joint Board Workshop
 Integration Partnership Forum (IPF)
 Knowledge Hub
 Langholm Day Centre
 LD Strategy Development Group
 Lead Cancer Team
 LGBT+
 LinkedIn
 Local Initiatives in New Galloway (LING)
 Locality Management Team meeting Annandale and Eskdale
 Locality Management Team meeting Nithsdale
 Locality Management Team meeting Stewartry and Wigtonshire
 LRP Comms Cell (Scottish Fire and Rescue Service, D & G Council, Scottish Ambulance Service, 3rd Sector D & G, Dumfries and Galloway Housing Partnership and Police Scotland)
 Mead Medica
 Medical Staff Committee
 Mental Health Senior Management Team
 Mental Health Senior Medical Group/Consultants Group
 MP's & MSP's
 Newton Stewart Day Centre
 Newton Stewart Health Centre
 NHS Board Meeting (Workshop)
 NHS Volunteers
 Non Executive NHS Board Members
 Occupational Therapists
 Older People's Consultative Group
 On the Ground newsletter
 Operational Group (Health and Social Care Operational Group)
 Pain Association
 Palliative Care Network
 Palliative Care Steering Group
 Patient Safety and Improvement Team Twitter account
 Patient Safety and Improvement Team Webpage
 Payroll
 Pharmacy Team
 Planned Care Steering Group
 Police Scotland (Dumfries and Galloway Constabulary)
 Poverty Reference Group (see Tackling Poverty Co-ordination Group)
 Powerful Voices Together Working Group
 Prison Service
 Public Health team
 Quality Strategy Planning Group
 Quarriers
 Relationship Scotland
 Rotary Clubs in Dumfries and Galloway
 Royal National Institute of Blind People Scotland (RNIB Scotland)
 Safe and Healthy Action Partnership (A & E wide)
 Saint John's Town of Dalry Community Council
 SAM Team
 Samaritans
 Scottish Care (see Care home and Care at home providers)
 Scottish Land & Estates
 Smoking Matters Service
 Social Care Executive Group (see Care at Home and Care Home oversight group)
 Social Work - Adult Social Work Stewartry and Sensory Support Service & Telecare Technician
 Social Work Committee
 Social Work Tactical Group
 Social Work Team
 South of Scotland Enterprise

Special Interest Group
Speech and Language Therapy Staff Group
Stranraer Day Centre
Stranraer Skills Station
Strategic Housing Forum
Strategic Planning Group
Support In Mind
Tackling Poverty Co-ordination Group
The Advisory Group (TAG)
The ECHO (Online group)
The Food Train
The Richmond Fellowship Scotland
The Riverside Club, Newton Stewart.
Third Sector Dumfries and Galloway
(incorporating the 4 Community Hubs)
Third Sector HSC Forum

Traveller's site - Collin
Turning Point Scotland
Twitter
Unison
Unison LGBT + /Equality Officer.
Unite Union
University of Third Age (U3A)
UWS
Visibility
Ward Officers
We are with you
Women and Children's Senior Managers
Women's Institute Dumfriesshire Federation
WordPress
Youth Council

Appendix 4 – list of engagement and involvement activities

Groups involved in the pre-engagement/engagement periods

Date and time	Stakeholders Organisations and Group	Means of communication	No. of people circulated to	No of people spoken to
01/09/2020	Executive Team	Email request	31	
18/09/2020	Third Sector Dumfries and Galloway	MSTeams	700	4
25/09/2020	Consultation Working Group	MSTeams	5	5
30/09/2020	Dumfries and Galloway Special Interest Group	MSTeams	50	7
01/10/2020	Common Housing Register	MSTeams	12	9
08/10/2020	Finance and Workforce Meeting	MSTeams	5	4
26/10/2020	Deputies Mtg	MSTeams	5	5
28/10/2020	Strategic Planning Group	MSTeams	34	23
29/10/2020	Community Health & Social Care Management Huddle	MSTeams	10	10
03/11/2020	General Manager meetings	MSTeams	6	5
04/11/2020	Care at Home and Specialist Care at Home Providers	MSTeams	16	12
05/11/2020	Third Sector Community Hub Annandale and Eskdale	MSTeams	6	6
06/11/2020	Care Homes and Specialist Care Home Providers	MSTeams	31	11
10/11/2020	Speech and Language Therapy Staff Group	MSTeams	16	16
11/11/2020	Lead Cancer Team	MSTeams	10	5

Groups that engaged directly with the engagement phase of the development of the First Draft SCP

17/11/2020	Acute Diagnostic Leadership Team	MSTeams	9	9
17/11/2020	Acute Management Board	MSTeams	32	

18/11/2020	Housing with Care and Support	MSTeams	11	11
19/11/2020	LGBT Network	MSTeams	20	20
19/11/2020	Tackling Poverty Co-ordination Group	MSTeams	14	11
20/11/2020	Strategic Housing Forum	MSTeams	50	27
24/11/2020	Operational Group	MSTeams	15	15
24/11/2020	Third Sector Forum	MSTeams	68	4 16
25/11/2020	Area Clinical Forum	MSTeams	8	8
27/11/2020	Adult Care Functional Group (Social Work preferred engagement route)	MSTeams	9	9
02/12/2020	BAME Oversight Group	MSTeams	6	6
02/12/2020	Equality and Diversity Working Group (EDWG)	MSTeams	30	16
03/12/2020	Health and Social Care Governance and Performance Group	MSTeams	23	19
03/12/2020	Locality Management Team meeting Annandale and Eskdale	MSTeams	10	10
07/12/2020	ASARPP Adult Supported Accommodation and Residential Placement Panel	MSTeams	12	11 12
08/12/2020	Allied Health Professional Leads/ AHP community staff	MSTeams	10	10
09/12/2020	Carers Interest Network	MSTeams	26	
09/12/2020	Locality Management Team meeting Nithsdale	MSTeams	12	12
10/12/2020	Medical Staff Committee	MSTeams	150	15
14/12/2020	Women and Children's Senior Managers Mtgs	MSTeams	12	12
16/12/2020	Dumfries and Galloway Council Corporate Management Team	MSTeams	14	14

16/12/2020	NHS Senior Management Team	MSTeams	28	11
16/12/2020	Older People's Consultative Group	MSTeams	6	1
17/12/2020	ME and Fibromyalgia Support Group	Zoom	10	10
18/12/2020	Dumfries and Galloway Hard of Hearing Group	Zoom	58	6
22/12/2020	Mental Health Senior Management Team	MSTeams	11	11
23/12/2020	Citizen's Advice Service	Phone call with CEO	1	1
23/12/2020	Health Improvement Team Nithsdale	MSTeams	9	1
06/01/2021	Rotary Clubs in Dumfries and Galloway	Zoom	165 11	17
08/01/2021	Powerful Voices Together Group	MSTeams	15	12
08/01/2021	The Advisory Group (TAG) via PVT	MSTeams	8	
11/01/2021	NHS Board Meeting	MSTeams	43	16
12/01/2021	Dumfries and Galloway Mental Health Association	MSTeams	81	3
12/01/2021	Pharmacy Team	MSTeams	6	
13/01/2021	Health Improvement Team Annandale and Eskdale	MSTeams	9	1
13/01/2021	Key Housing (see SIG group)	Zoom		
13/01/2021	Special Interest Group	MSTeams	50	5
15/01/2021	Dumfries and Galloway Carers Centre	MSTeams	10	6
18/01/2021	Mental Health Senior Medical Group/Consultants Group	MSTeams	4	1
December 2020 and January 2021	NHS Payroll	Pay Slips	5000	

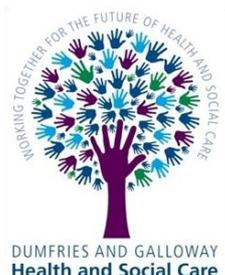
Groups that engaged directly with the consultation phase of the development of the First Draft SCP

06/08/21	Acute Management Board	Email	1	
30/07/21	Adult Care Functional Group (Social Work preferred engagement route)	Virtual meeting	11	10
25/08/21	Area Clinical Forum	Email	11	
17/06/21	Area Medical Committee	Virtual meeting	10	5
24/06/21	Area Partnership Forum	Virtual meeting	15	11
16/06/21	Area Pharmacy Professional Committee	Virtual meeting	7	7
02/08/21	ASARPP Adult Supported Accommodation and Residential Placement Panel	Email	17	
05/08/21	British Deaf Association	Virtual meeting	1	1
18/05/21	Care Home Managers Tactical Group	Virtual meeting	10	5
29/07/21	Care Providers Forum	Virtual meeting	11	11
16/06/21	Carers Interest Network	Virtual meeting	15	7
21/06/21	Community Health & Social Care Management Huddle (formerly NHS Senior Management Team)	Virtual meeting	14	5
11/06/21	Community Planning Partnership Board	Virtual meeting	18	18
18/06/21	Consultation Working Group	Virtual meeting	5	5
28/06/21	Council Corporate Management Team	Virtual meeting	21	14
17/06/21	Dumfries and Galloway ME and Fibromyalgia Support Group	Virtual meeting	11	11
23/08/21	Dumfries and Galloway Multicultural Association	Virtual meeting	1	1
Smart Survey	Enable Annan and District	Email	1	
16/02/21	Equality Impact Assessment Group (see also EDWG)	Virtual meeting	9	7
14/07/21	Finance Managers, deputies, financial management team and Sean Barrett	Virtual meeting	1	8
24/06/21	General Manager meetings	Virtual meeting	10	6

16/06/21	GP Sub Committee	Virtual meeting	9	9
21/07/21	Housing with Care and Support	Email	1	
14/07/21	Ideas Team	Virtual meeting	4	3
23/06/21	IJB Fora Session	Virtual meeting	As IJB don't double count	8
26/05/21	iMatter Group Strategic Planning and Commissioning	Virtual meeting	23	16
06/08/21	Independent Partner Forum	Virtual meeting	34	20
27/05/21	Integration Joint Board	Virtual meeting	54	10
27/05/21	Integration Joint Board Workshop	Virtual meeting	As IJB don't double count	11
03/06/21	Integration Partnership Forum (IPF)	Email	18	10
SMART Survey	Local Initiatives in New Galloway (LING)	Email	8	
24/06/21	Locality Management Team meeting Annandale and Eskdale	Virtual meeting	20	13
18/08/21	LRP Comms Cell (SFRS, Council, SAS, 3rd Sec D & G, DGHP and Police Scotland)	Virtual meeting	15	6
10/06/21	Medical Staff Committee	Virtual meeting	165	25
08/07/21	Mental Health Senior Management Team	Virtual meeting	18	7
Smart Survey	Newton Stewart Health Centre	Email	19	
17/05/21	NHS Board Meeting (Workshop)	Virtual meeting	17	10
23/08/21	NHS Volunteers	Virtual meeting	15	7
28/06/21	Non Exec Managers	Virtual meeting	6	5
08/07/21	Operational Group (Health and Social Care Operational Group)	Email	1	
02/06/21	Patient Safety and Improvement Team Twitter account	Email	1690	
02/06/21	Patient Safety and Improvement Team Webpage	Email	406	

May/June/July payslips	Payroll	Email	5000	
21/07/21	Poverty Reference Group (see Tackling Poverty Co-ordination Group)	Virtual meeting	1	2 5
16/07/21	Powerful Voices Together Working Group	Virtual meeting	10	5 12
01/06/21	Public Engagement Session 1	Email	2	2
05/07/21	Public Engagement Session 4	Email	1	1
18/08/21	Public Engagement Session 8	Virtual meeting	1	1
23/08/21	Public Engagement Session 9	Virtual meeting	3	3
15/07/21	Public Health team	Virtual meeting	1	6
20/05/21	Quality Strategy Planning Group	Virtual meeting	18	6
29/06/21	SAM Team	Virtual meeting	8	5
27/07/21	Social Work Committee	Email	7 10	
See Care Provider session	Social Work Team	Email	25	
14/07/21	Special Interest Group	Virtual meeting	48	6
29/07/21	Strategic Planning Group	Virtual meeting	39	18
05/05/21	Third Sector HSC Forum	Virtual meeting	27	23
23/08/21	Youth Council	Virtual meeting	1	1

Appendix 5



Developing the next Dumfries and Galloway Integration Joint Board Strategic Commissioning Plan 2022 – 2025

Report from Stakeholder Engagement - Pre First Draft

April 2021

Introduction

The next Dumfries and Galloway Integration Joint Board Strategic Commissioning Plan (SCP) 2022 - 2025 is due to be published in April 2022. A 12 week period of engagement, prior to developing the First Draft SCP, ended in January 2021.

During this engagement period, people across Dumfries and Galloway were invited to share their thoughts, views, and where appropriate, lived experience of health and social care and support. This engagement has been the first step and cornerstone to developing the next SCP for the region.

This report is intended to provide a brief overview of the range of engagement activity undertaken during this time. It will also reflect the emergent themes from the feedback received which are being used to inform the content of the first draft of the SCP. A 12 week period of formal consultation on the First Draft SCP is due to commence in May 2021.

A full and detailed 'Statement of Consultation' in relation to every stage of the development of the SCP is being maintained. This document will be made publically available at the end of the consultation process.

Body of the Report

Policy and guidelines for participation, engagement and consultation

- The [National Standards for Community Engagement](#) (2005, updated 2015) are being applied throughout the consultation process. An evaluation against these standards will be undertaken upon completion.
- Visioning Outcomes in Community Engagement (VOiCE), a four step, online planning and evaluation tool (Analyse, Plan, Do, Review), has also been used. It supports the design and delivery of effective community engagement.
- A self assessment 'scorecard' which provides evidence of work to meet the national standards will be included in the Statement of Consultation.

The communications, engagement and consultation activities in relation to developing the next SCP is benefitting from the oversight of the Dumfries and Galloway Consultation and Engagement Working Group. This group's membership reflects local and national participation, engagement and consultation knowledge and expertise.

Beginning the process of engagement and participation

The Strategic Planning Group has been supporting the development of the next SCP. The programme of work began with the 'Looking Back – Leaping Forward' Integration Joint Board Annual Performance Review event on 31 October 2019.

Regular feedback regarding the SCP's ongoing development is being provided to both the IJB and Strategic Planning Group.

Engagement and Participation during the Covid-19 pandemic

Due to the urgent need for the Partnership to respond to Covid-19, development of the First Draft SCP had to be paused at the onset of the pandemic in March 2020. Work was recommenced in July 2020 however, it required to be paused again during the second wave of the pandemic in December 2020 until March 2021. Engagement and participation activity managed to continue throughout this time and a good level of feedback was received.

Sustaining a good level of engagement during the global pandemic has been challenging. However, recognising this challenge early on led to the development of the 'Covid-19 Communications, Engagement and Consultation Guidance'. This document was developed to support the Partnership to undertake effective

stakeholder engagement and participation in a pandemic environment through a predominantly virtual approach.

This document supported us to identify

- the needs and challenges for stakeholders in engaging virtually
- the potential risks of undertaking engagement and consultation predominantly virtually and consider how these might be effectively managed
- the options that exist for engagement and consultation within a range of virtual methodologies
- good practice relating to virtual approaches

Opportunities for engagement and methods used

Opportunities to engage were made available to people across Dumfries and Galloway. These were advertised, through emails to individuals and organisations, partner newsletters and web pages, posters, local press, radio and NHS payslips, over a 12 week period from November 2020 - January 2021.

People in protected characteristic groups and unpaid Carers were invited to share their lived experience and knowledge through support and member organisations and Carers networks. People were provided with opportunities to give us their views on the content of the consultation document through conversation, discussion and/or a survey that could be completed manually or electronically.

Health and social care professionals across the partnership were invited to 'Join the Conversation' and get involved through meetings, presentations using local and national networks such as partner newsletters, blogs and email distribution lists.

The feedback received, from all of the people who have engaged with this process, is being used to shape and develop the First Draft SCP.

The highlights of the engagement undertaken are as follows

Inputs

- Information on how to engage was sent to **7262** people, groups and organisations
- **52** meetings attended/presentations given
- Easy Read version circulated to approx **400** stakeholders
- **81** protected characteristic groups invited to engage
- **8** workshops
- **70** hard copy posters displayed

and who is responsible

- **Engagement and participation** – people want to be kept involved and know their voices are being heard and responded to
- **Vision** – people chose the vision through the Smart Survey
- **Care and support** – people wanted it to be clear how and where care and support will be delivered and by who
- **Readability** – ensuring the SCP is accessible to a wide audience using Plain English and Easy Read guidance was highlighted
- **General comments** – a wide range of topics have been considered and where appropriate, addressed in the First Draft SCP
- **Document content** – what should and should not be included in the First Draft SCP have been carefully considered

Confidentiality has been observed to ensure that no-one can be identified from their comment(s)

In response to what people said...we have

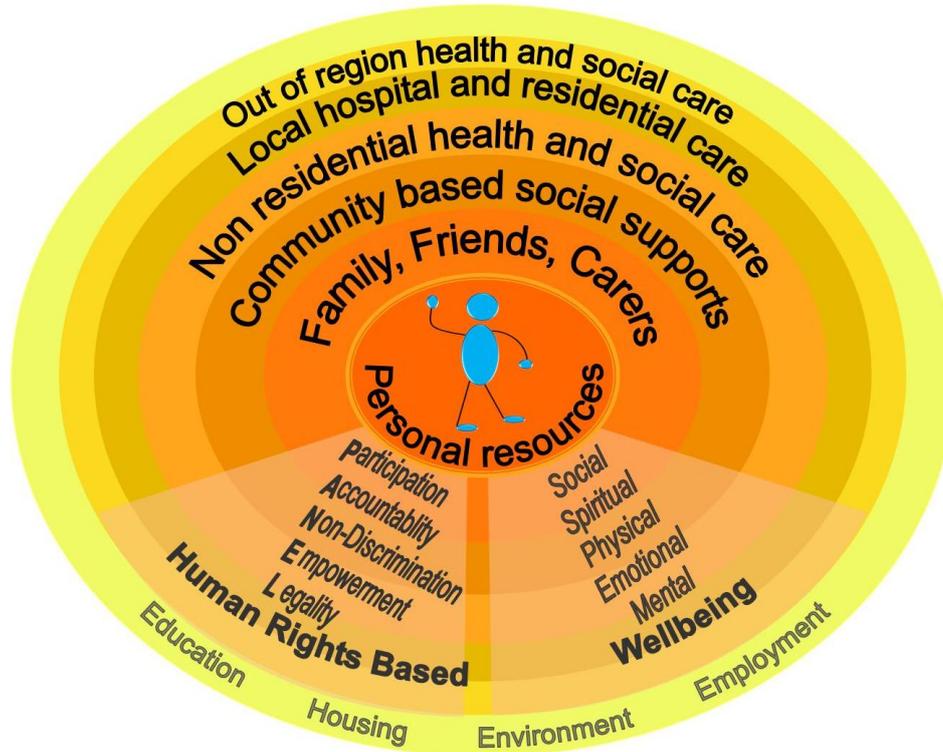
- actioned every comment received by
 - amending the content of the First Draft SCP to reflect/incorporate feedback and/or
 - noting the comment and including within general feedback and/or
 - passing comments to or meeting with relevant senior managers for their information/action and/or
 - following up the comments with discussion to explore more fully
- listened to feedback from people who use or deliver health and social care and support and amended the content of the First Draft SCP where appropriate by
 - including the vision statement that most people preferred, adjusting it slightly, to take into account comments about the order of the words

“People living happier, healthier lives in Dumfries and Galloway”

- making the language simpler and using illustrations to make information more easily accessible
- ensuring the document includes areas highlighted during the engagement such as inequality, human rights and risk
- ensuring that the process to develop the next SCP has been, and remains, inclusive and that stakeholders are kept involved and updated where they wish to be
- including a short, visual summary of the plan on one page
- providing examples of what has been achieved since the IJB’s first SCP

- 2016 - 2019 and linking it to the next one
- adding a Strategic Commissioning Intention around reducing inequalities
- creating a model of care and support that better illustrates the layers of health, social care and support in Dumfries and Galloway and beyond
- embedding a Human Rights Based approach

The model of health and social care and support



What happens next?

We are sharing this report from stakeholder engagement widely with those people who have told us that they wish to continue to be engaged throughout the whole process of developing the SCP.

The formal consultation period for the First Draft SCP, including an Easy Read version, will commence in May 2021 for a period of 12 weeks.

The Final Draft SCP will be developed and presented to relevant governance groups, Boards and Committees between December 2021 and March 2022.

If approved by the IJB, the final version of the Plan will be published on **1st April 2022**.

**If you would like to know more, please contact
Strategic Planning and Commissioning by phone on 01387 272734
or email on dg.spcp@nhs.scot**

**Thank you to everyone who has shared their knowledge,
experience and thoughts with us.**



Developing the Dumfries and Galloway Integration Joint Board Strategic Commissioning Plan 2022 - 2025

Report from Consultation Period
17/05/21 – 29/08/21

Published: April 2022

Introduction

This report summarises the feedback from recent consultation for the Integration Joint Board Draft Strategic Commissioning Plan (SCP) for Health and Social Care 2022-2025. It builds on the initial Report from Stakeholder Engagement published in April 2021 (see Appendix 5 of the SCP 2022 -2025 Statement of Consultation (SOC)),

The consultation was carried out on behalf of the Integration Joint Board, by the Health and Social Care Partnership Strategic Planning and Commissioning Team with support from partners across Dumfries and Galloway.

The aim of the consultation was to ensure that people who access and deliver health, social care and support were able to share their knowledge and lived experiences to inform future planning.

All comments received during the consultation have been reviewed and considered in the production of the final Draft SCP.

Considerable work has been undertaken to collate and analyse the information gathered so that the SCP accurately reflect people's views and that their voices are heard in respect of co-creating the SCP.

Process

As detailed in the aforementioned Report from Stakeholder Engagement the [National Standards for Community Engagement](#) (2005, updated 2015) have being applied and as the best practice score card has been completed (See Appendix 1 of the SOC).

The communications, engagement and consultation activities in relation to developing the final draft SCP has benefitted from the oversight of the Dumfries and Galloway

Communication and Engagement Working Group. This group's membership reflects local and national participation, engagement and consultation knowledge and expertise.

We engaged with people who access or have accessed health and social care and support, Carers and staff who deliver health and social care and support. Opportunities to engage were available to people across Dumfries and Galloway, including all sectors of the Health and Social Care Partnership, statutory, independent sector and third sector organisations.

Support was received from volunteers and staff from the third sector and statutory sector to create an accessible and truly co-produced Easy Read SCP with supporting videos.

Method

Engaging with people has been very challenging and has been quite different due to the restrictions and pressures caused by the Covid-19 pandemic. We tried to ensure that people had multiple opportunities to get involved and 'Join the Conversation'. We used methods that were in line with the Partnership Pandemic Consultation Guidance and included as wide a demographic as possible

- electronically (by Smart Survey, on-line workshops, fora and presentations or emails),
- by phone
- in writing (hard copy documents were available on request)
- animation and videos including British Sign Language, subtitles and voice over to help with understanding

This consultation took place over a 14 week period from 17/05/21 – 29/08/21.

Questions

People were asked for their views on the

- Vision
- Model of health and social care and support (model of care)
- Strategic Commissioning Intentions (SCIs)
- Tactical priorities, key actions , resource implications and monitoring of progress

They were also asked

- what they liked best about the SCP
- what they felt needed improvement

The process was adapted to suit the individuals or groups at each session, and was responsive to requests for different formats and presentation styles.

During the consultation period **713** comments were received and the feedback was open, honest and represented a wide range of opinions, experiences and views.

Inputs

- Information on how to engage has been sent to **13,458** people, groups and organisations (not including newspaper circulation or social media hits)
- **59** meetings attended/presentations given
- Easy Read version circulated to approx **400** stakeholders and groups
- **74** protected characteristic groups invited to engage
- **9** online engagement sessions open to anyone were advertised
- **80** hard copy posters displayed
- A bespoke animation and videos were circulated to stakeholders (the animation watched over **350** times)

Outputs

- **48** Smart Surveys completed
 - **83%** of respondents completed survey as an individual **17%** on behalf of a group
 - **48%** people with lived experience of health and social care
 - **58%** were people working in health and social care
 - **8%** currently volunteer in health and social care setting
 - **21%** Carers/Young Carers (providing unpaid care and support)
- **65** people in protected characteristic groups attended meetings or workshops
- **713** comments received
- **403** people attending meetings/workshops

Key findings

People said...

Themes from comments

A group of experienced editors reviewed every comment received and themes began to emerge.

A table outlining the top 11 themes is in Section 7 of the SOC, a summary of the top 5 themes is shown below.

The most common theme, getting **196** comments, was SCP content. This covered a wide range of topics including but not exclusively

- language
- where information should be added or removed
- complexity of data
- length of the SCP
- areas that required clarity
- what people liked about the SCP

Another common theme with **81** comments was communication and engagement. People identified areas they felt were working well or could be improved. Positive comments were received about the resources produced to support the plan, including the animation and videos. People wanted to emphasise how important good communication and engagement is between people accessing and delivering care across all sectors and disciplines and highlighted this as an area for improvement.

56 comments related to the model of care. While generally positive, some people asked for additional narrative under the model to clarify what each part included and what sectors would be involved. People wanted more emphasis on the significant input of third sector and independent sector partners. Clarity was also sought about how the model would fit around the person's individual needs and choices.

There were **55** comments about deliverability and measuring progress. The most common request was for more detail and clarity in this area. The achievability of some priorities and how these could be delivered and measured was raised.

- the third sector and independent sector have been recognised as important partners in the delivery of health and social care and support
- the importance of good conversations and communication in general was emphasised

We didn't because...

There were multiple reasons some suggestions for changes may not have been actioned, such as;

- the section may have been removed or already changed during the editing process
- the comment was a general point and not actionable
- it was outwith the scope of the SCP/IJB
 - where appropriate these comments were forwarded to operational colleagues for information and/or action
- the comment was contrary to the agreed vision and ambitions of the SCP/IJB

Conclusions

The aim of the consultation to ensure that people who access and deliver health, social care and support were able to share their knowledge and lived experiences to inform future planning was achieved.

By working with partners we made sure information was accessible to as many people as possible and this has meant that despite the Covid-19 pandemic restrictions, the IJB SCP 2022 – 2025 has been co-created and co-produced. The SCP accurately reflects people's views and experiences about adult health and social care across Dumfries and Galloway's.

Lessons learned

Involving people who have lived experience of accessing health and care and people who deliver (paid and unpaid) health and social care is fundamental. This empowers people and can encourage them to help shape the future of health and care. This may require the creation of resources in different mediums and working in partnership with different groups in different ways.

Good communication with the people that participate in engagement and consultation activities is also crucial. Providing regular updates and outcomes lets people know their time, knowledge and experience is appreciated and is being used effectively.

To ensure we continue to improve our engagement and consultation activities it is important that we learn from Statements of Consultation and evaluation reports. Completion and sharing of these documents could help future projects to avoid risks, streamline processes and generally encourages good practice.

Appendix 1

Demographic breakdown

The demographic information collected relates only to the people who shared that information through the survey. This is not representative of all the people who engaged, as demographic data was not collected at events/meetings online.

Ethnicity

- 28 people 68% identified as white Scottish
- 6 people 15% identified as white English
- 1 person 2% identified as white Welsh
- 6 people 15% identified as white 'other'
- 1 person 'preferred not to say'
- 3 people said their ethnic group was not listed and gave details

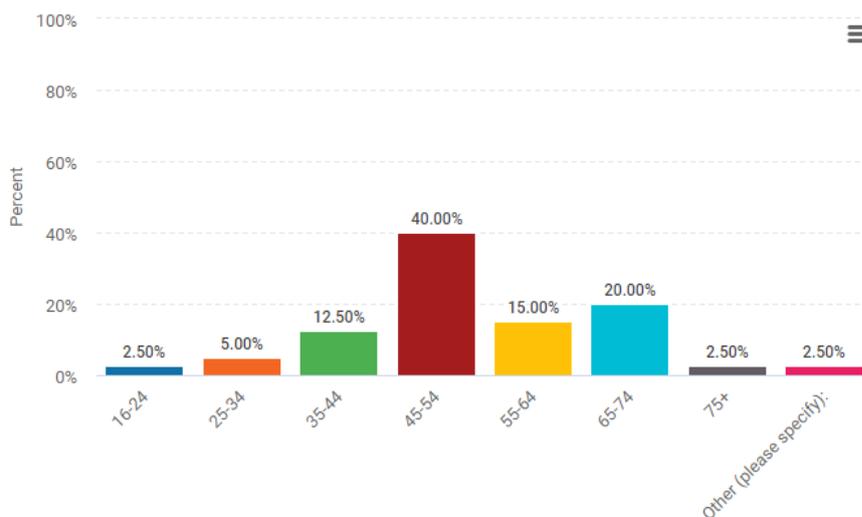
Gender

- 30 people 71.4% identified as female
- 9 people 21.4% identified as male
- 3 people 7.2% preferred not to say
- No-one identified as trans-gender

Sexual orientation

- 32 people identified as being heterosexual/straight
- 6 people preferred not to say
- 1 person put 'other'

Age demographics are illustrated on the table below



If you would like help understanding this document or you need it in another format or language please contact us on dg.spcp@nhs.scot or telephone 01387 272734

