

ELR CCG Urgent Care Services
 Consultation Monday 24th February to
 18th April 2014

Task	Objective	Action	When	Who+Reference to team action plan	Status RAG
Inform National Clinical Advisory Team (NCAT)	NCAT are the national clinical advisory team no consultation should go ahead without their input and advice	NCAT have been involved with the pre consultation engagement phase of this project and their advice has been considered in the modelling of the options for consultation	Consultation will go ahead with NCAT recommendations once the ELR CCG Governing board have approved on Tuesday 11 th February	Tim Sacks/Emma Rogers Ref ACEng	
Inform Gateway	The purpose of the Office of Government Commerce is to support the procurement and acquisition process of public sector organisations in the UK through policy and process guidance. It is vital to involve the OGC Gateway team as they will advise on the consultation process as a critical friend.	Gateway has been involved during the pre-consultation engagement process and are satisfied with the planned consultation process	(insert date)	Roz Lindridge Ref ACEng	Complete
Draft consultation document to be prepared		To be signed off	Wednesday 19 Feb	GW/ER	
		consultation document for OSC	Monday 3 March	RL	
		Consultation documents to NHS EngalAnd	Wednesday 19 Feb	ER	
consultation document design		To design	Wednesday 19 Feb	GW	
		To printers	Wednesday 26 Feb	AS	
		For distribution	Friday 7 Feb	AS	
Easy read version of consultation		Easy read version of the questionnaire will also be available	Friday 20 February	Sabian Esat	
		Once consultation is confirmed send out electronic briefing to staff, stakeholders and members	Thursday 20th February	Caroline Higgs	
			Tues 22nd April		
			Tues 27th May		
			Tues 2nd June		
			Tues 10th June		
		Agenda item at staff meetings throughout the consultation period			
		Agenda item at all locality meetings throughout the consultation period	Dates to be confirmed by ELR CCG		
		Article to be included in all staff newsletters throughout the consultation period	Dates to be confirmed by ELR CCG	Emma Rogers/Caroline Higgs Ref CHIC	
		Urgent Care Page on ELR CCG intranet to be kept up to date period throughout the consultation	KEY DATES Weds 19th February Tuesday 27th May Tuesday 2nd June Tuesday June 10th	Emma Rogers/Caroline Higgs Ref CHIC	
		Agenda item on PPG chairs meeting		Geoff White	
		Speaker to be confirmed	Thursday 27th February 30 Minute slot	Tracey Shepherd/Julia Francis Ref CHIC	
	In all communities there are stakeholders who have a position of power and influence. These are the people who others in their community will go to for advice and information. It is therefore important that this group of stakeholders are kept fully up to date and informed during the consultation process	Agenda setting Meeting with OSC • Prepare materials and presentation and send to OSC for comment prior to deadline to allow for any additions at their request	Monday 3 March	Roz Lindridge	

Task	Objective	Action	When	Who+Reference to team action plan	Status RAG
Stakeholder group 2 stakeholders who need partnering Inform and consult stakeholders who we need to partner: MPS Leicestershire Health Overview and Scrutiny Rutland Overview and Scrutiny County Councillors who are health leads or who a specific interest in this service Local councillors Healthwatch representative Equality and Diversity representative		Date to send materials to OSC	Monday 3 March	Roz Lindridge/Emma Rogers	
		Attend OSC meeting Leics	Wednesday 12 March	Emma Rogers/Roz Lindridge	
		Attend OSC meeting Rutland	TBC	Tim Sacks	
	Key times to ensure stakeholder Partners are kept informed			Tim Sacks	
		• Once the decision to consult has been made at board	Friday 21 Feb	Andrea Clark	
		• at the midpoint of the consultation if needed	Tuesday 18th March	Tim Sacks/ Ref ACEng	
		• at the end of the consultation if needed	Tuesday 22nd April	Emma Rogers	
		• board papers including post consultation analysis	Tuesday 27 May	Tim Sacks/Dave Briggs/Tim Daniel Ref ACEng	
		• to inform of the decisions made at board	Tuesday 10th June	Tim Sacks/Dave Briggs/Tim Daniel Ref ACEng	
		Attendance at Health and Wellbeing boards to talk about consultation and ask for a formal response	TBC	Tim Sacks/Dave Briggs/Tim Daniel Ref ACEng	
	The Independent organisation who will perform the post consultation analysis will present their findings to this independent analysis group. This is good practice as it is 2 independent groups looking at the consultation process and key messages re the option that is to be recommended the CCG board		TBC	Tim Sacks/Dave Briggs/Roz Lindridge/Andrea Clark Ref ACEng	
		6 x press releases	Wednesday 19 Feb		
			Tuesday 18th March		
			Tuesday 22nd March		
			Tuesday 27th May		
			Tuesday 10th June		
Stakeholder group 4 Patients and Public Inform and consult Patients and Public		Article in BHBH Membership Magazine March Edition	Tuesday 3 March	Geoff White/Caroline Higgs Ref CHEC	
		Regular updates to members via e-bulletins during the consultation period	1 x February, 1 x March 1x Event invite 1 x survey Invite	Sabina Esat	
		Materials for events to be drafted and signed off Graphics, prints from presentations. filming	Monday 24th Feb	Sabina Esat	
		Poster to be signed off	Weds 19th Feb	Andrea Clark	
		information to go into briefings and press releases and on website	Weds 19th Feb	Ajey Sharma/Andrea Clark/ Ref ACeng/JLeng	

Task	Objective	Action	When	Who+Reference to team action plan	Status RAG
	Face to face engagement is important during a consultation process to give all stakeholder, patient s and the public, the opportunity to talk directly to members of the organisation and to discuss the options. It also gives the opportunity for questions and answers It is also important to reach as many people as possible. Especially to involve audiences who may not usually feedback during consultation	6x public events:	Market Harborough 27 February	Andrea Clark	
			Melton Mowbray 6 March		
			Blaby 13 March		
			Lutterworth 20 March		
			Rutland 26 March		
			Oadby 28 March		
			Wigston 3 April		
		Easy read version of the questionnaire will also be available	Friday 21 Feb	Sabina Esat	
	Face to face engagement is important during a consultation process to give all stakeholder, patient s and the public, the opportunity to talk directly to members of the organisation and to discuss the options. It also gives the opportunity for questions	A short film clip will run at each event. Tim Sacks will give a briefing on the review and consultation. This film will run in a continuous loop at all events	Filming Friday 21 February		
	Social media Facebook posts Tweets	Twitter will also be used to encourage a tweetathon	A minimum of 5 x tweets and facebook posts in line with press releases. Include links to short film and ways people can get involved	Ajey Sharma Caroline Higgs Ref JPM/ASM	
	To meet the Equality and Diversity Act 2010 ELR CCG has a duty to pay due regard to the following 9 protected characteristics. Therefore we need to undertake outreach work to make every effort to visit places in the community where these groups can be given the opportunity to take part in the consultation	The listening booth - To visit locations in Leicestershire and Rutland during the consultation period and encourage people to take part in the questionnaire			
To reach as many people as possible during the consultation period and to pay due due regard to those we may not reach any other way		Wednesday 26th February 1200-1600 – Oakham Drop in Centre (Oakham Congregational Church) Wide range of people, meeting for lunch or a cup of	Feb-26	Fiona Fretter Sabina Esat	
		Friday 28th February Uppingham Market	Feb-28		
		Monday 3rd March 1300 – 1430 – Visions Children’s Centre (Catmose Campus, Huntsmans Drive, Oakham) For children aged 0-4 and parents Cross section of parents, usually about 28 parents and children.	Mar-03		
		A place to grow Blaby	Mar-04		
		Wigston Library AM	Mar-05		
		Disability group Lutterworth PM	Mar-05		
		Garden Centre Countesthorpe	01-Mar		
		Leisure Centre Market Harborough	Mar-10		
		Mental Health sessions Oadby	Mar-12		
		Community Centre Oakham	Mar-15		
		Farmers Market Melton Mowbray	Mar-18		
		Mental Health sessions Lutterworth	Mar-25		
	All data to be sent to organisation doing post consultation analysis	electronically			
Consultation closes Friday 18th April					

Task	Objective	Action	When	Who+Reference to team action plan	Status RAG
Meeting of independent analysis panel	To feedback key messages following presentation of post consultation analysis	Face to Face meeting	May 26th TBC	Members of project board	
Board meeting	To make decision on future of urgent care services informed by consultation report	Board meeting	Monday 26th May to be confirmed	Members of ELR CCG board	
Begin procurement process	TBC	TBC	TBC	TBC	TBC
Marketing Campaign	TBC	TBC	TBC	TBC	