Improvement Planning – Scotland

(extract from D8.1 Improvement Planning Programme)

Midlothian Health and Social Care Partnership, (Scotland, UK)

Regional partner engaged invested dedicated personnel to lead three different areas of improvement – population approach, digital infrastructure, and citizen engagement. While synergies between longer term outcomes of improvement areas were identified in the initial call with leads, regional partner preferred to structure the three improvement goals separately when developing logic models. Regional partners were well-prepared prior to the initial call, with high-level draft logic models ready for discussion. Iterations were required to improve the specificity of logic models. Regional focus on citizen engagement stated a goal of "Develop a systematic approach to using what people tell us across the partnership on an ongoing basis, and report how what people tell us has influenced our actions and plans." Activities planned included developing a systematic approach to receive patient feedback and integrate into services planning with specific focus on building staff capacity and to build engagement as part of the organisational culture. Implementation activities as outlined in the outputs section of the logic model will be implemented by the Midlothian health public engagement team.

Stakeholder engagement was well attended with representatives from Public Health, Public Engagement, Seniors planning department, Third Sector, Community Care, Performance & Improvement, and Physiotherapist and Interim Service Manager. Participants agreed that better patient involvement is key to improving services for users, and that the process of gathering patient feedback should be systematically implemented as best practice rather than ad-hoc. Some risks identified to inform the strategy for systematic collection of user feedback included how to phrase the feedback elicitation in a neutral tone, how to collect both louder and quieter feedback, and how to be flexible in user feedback collection such that it does not at as a barrier to the collection.

Region: Midlothian, Scotland

Goal of improvement: Develop a systematic approach to using what people tell us across the partnership on an ongoing basis, and report how what people tell us has influenced our actions and plans.

Planned Work		Intended Results			
Input	Activities	Outputs (Sample)	Short-term Outcome	Medium-term Outcome	Long-term Outcome
Service users Local citizens Planning Leads and staff teams Service Managers Third sector partners and community organisations Equalities officer Strategic Planning Group Public Engagement Leads Chief Nurse Quality Assurance officers IJB – Service User Representative	Develop structure for all services to gather, discuss and incorporate service user and community consultation, engagement and feedback Develop a method to analyse feedback received to identify trends Develop a communication and engagement plan to motivate and engage public and staff to support and contribute with experiences and data (highlight benefits, focus on improvement) The HSCP dedicates more resources (in people, time and budgets) to improve the	% of services producing public reports on engagement – including number and types of feedback received and changes made based on feedback (every year) % of Staff and partners report confidence in HSCP approach to using service user and public engagement % of services and planning groups which evidence that service users are involved in planning groups, decision making, co-design, development, evaluation and monitoring of services (annually) % of service users, reporting that their views are taken into account in planning and delivery of services Reduction in number of complaints?	The HSCP undertakes ongoing engagement with people and communities to ensure that services meet their needs, identify sustainable service improvements and to develop trust. Services change and adapt based on feedback from service users and public, this is communicated clearly and regularly. People representing a range of communities are involved throughout the development, planning and decision-making process for service change and strategy development. Gaps in services are identified Services and strategic plans are developed based on service user and public	All Services take account of the views, feedback, complaints and comments of service users and public on a regular basis Service users and the public know and understand to what extent the partnership has used their views and feedback in the development of services Inequalities and barriers facing people who use health and social care services are identified All Services are co-designed and developed with service users. All Services better reflect people's needs. Inequalities and barriers facing people who use	The involvement of people and communities has an impact on service change and strategy development and is planned as part of the organisation's wider engagement strategy. Robust corporate governance arrangements are followed for involving people, founded on mutuality, transparency, equality, diversity and human rights principles. People feel valued and listened to by the health and social care services they use. Health and social care services are centred on helping to maintain or improve the quality of life

	participation of people, engage effectively and inform decision making,		feedback, consultation and engagement Learning from engagement and consultation is shared and used across the partnership	health and social care services are addressed Service gaps are addressed There is a stronger relationship between service users and those providing services and between the partnership and the communities we serve The approach to engagement is inclusive, meaningful and is evaluated to identify learning and the impacts.	of people who use those services People who use health and social care services are safe from harm People who use health and social care services have positive experiences.
	Engagement to become a core staff objective across the partnership	% of staff received training to build staff capacity in consulting with service users and using feedback and consultations Develop training/share resources to make both gathering and reviewing and implementing feedback motivating and engaging Staff report on measures around the implementation of service user and public engagement consultations, how frequently people have been consulted, and at what stage people have been consulted	Staff more confident in consulting and in their use of service user feedback Staff report on their use of service user feedback		