

STAKEHOLDER AND COMMUNICATION ENGAGEMENT PLAN

HEALDSWOOD SURGERY AND WOODSIDE SURGERY

STAKEHOLDER GROUP	STAKEHOLDER	TYPE OF NOTIFICATION AND LEVEL OF INVOLVEMENT	HOW AND WHEN COMPLETED	
			HEALDSWOOD SURGERY	WOODSIDE SURGERY
<p>1.</p> <p>REGISTERED LIST</p> <p>HS PATIENTS</p> <p>And</p> <p>WS PATIENTS</p>	<p>All registered patients at both practices aged 16 and above.</p> <p>Raise awareness, provide information, with the opportunity to comment and feedback, and provide options on how to register with an alternative practice if plans go ahead.</p> <p>FAQ's for patients – to be available on practice websites and in practices.</p> <p>Opportunity to discuss with GP's and the Managers of both practices.</p>	<p>Letter</p> <p>Practice Website</p> <p>Public Meeting</p> <p>Practice Pre-Engagement Meetings</p> <p>CCG Website</p> <p>Emails / Text</p> <p>Individual Meetings</p> <p>Notice Boards</p> <p>Formal Consultation Meetings</p> <p>Open Events</p> <p>Newspaper article / Media</p> <p>Written feedback/Follow up Responses</p>	<p>2nd and 8th July 2015: PPG members contacted by either Dr Hook or Practice Manager – all supported merger.</p> <p>August 2015: A leaflet / newsletter in progress to display in the waiting area for patient information to advertise open meeting .</p> <p>1st September 2015 – Open meeting to be advertised – patient consultation starts</p> <p>8th September 2015: Open meeting planned, to be held at Healdswood Community Centre. Patients from both practices to be invited to attend via various methods (posters, websites, leaflets/newletters, ?SMS, ?advert in local paper)</p> <p>Will respond to any patient concerns re the merger and review feedback.</p>	<p>9th July 2015: PPG members contacted by Assistant Manager – expressed support for merger</p> <p>August 2015: Poster, leaflet/newsletter in progress for patient information to advertise open meeting</p> <p>1st September 2015 – Open meeting to be advertised – patient consultation starts</p> <p>8th September 2015: Open meeting planned, to be held at Healdswood Community Centre. Patients from both practices to be invited to attend via various methods (posters, websites, facebook, leaflets/newletters, ?SMS, ?advert in local paper)</p>

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			<p>If approval received: Propose to contact all households by letter to inform them that we will be merging.</p> <p>If approval received: Propose to put notice on prescriptions.</p>	<p>Will respond to any patient concerns re the merger and review feedback.</p> <p>If approval received: Propose to contact all households by letter to inform them that we will be merging.</p> <p>If approval received: Propose to put notice on prescriptions.</p>
<p>2.</p> <p>STAFF</p>	<p>Practice staff</p> <p>To inform staff, opportunity to comment and feedback. To nominate staff representatives for consultation process. Opportunity to discuss / change working arrangements, e.g., admin/reception. Feedback to staff during process including decision process and engagement</p>	<p>Practice Meetings</p> <p>Letter</p> <p>John Krafts advise HR / TUPE, including any changes to contracts.</p> <p>Website</p>	<p>8th July 2015: First announcement and consultation with staff at full practice meeting.</p> <p>13th July 2015: Nomination forms distributed to staff re consultation representative. Patients from both practices to be invited to attend via various methods (posters, websites, facebook, leaflets/newletters, ?SMS,</p>	<p>8th July 2015: First announcement and consultation with staff at full practice meeting. Nomination forms for team reps distributed. Supportive measures offered individually as follow-up to meeting.</p> <p>15th July: Nominations received and ballot papers distributed.</p>

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	results.		<p>?advert in local paper)</p> <p>W/C 20th July 2015: Staff nomination forms collected. Team representatives identified and arrangements in place to meet with them.</p> <p>22nd July 2015: Practice staff teams met; icebreaker and CPR/Defibrillator training. Supportive measures offered individually as follow-up to meeting.</p> <p>July 2015: Preparatory contacts with NHIS and telephone providers made with view to scoping logistical work necessary to move/merge IT and telephone systems</p> <p>July/August 2015: Preparatory work to consider consolidation of equipment and staff in event of approval</p> <p>Consultation process with staff ongoing.</p>	<p>22nd July: Ballot papers received and results collated. Team representatives identified and arrangements to meet with representatives made.</p> <p>22nd July : Practice staff teams met for icebreaker and CPR/defib training. Supportive measures offered individually as follow-up to meeting.</p> <p>July 2015: Preparatory contacts with NHIS and telephone providers made with view to scoping logistical work necessary to move/merge IT and telephone systems</p> <p>July/August 2015: Preparatory work to consider consolidation of equipment and staff in event of approval</p>
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			Plans to speak to staff individually discussed with a view to considering concerns and preferences.	<p>18th August: Advise on behalf of both practices from John Krafts HR regarding TUPE process</p> <p>Consultation process with staff ongoing.</p> <p>Plans to speak to staff individually discussed with a view to considering concerns and preferences.</p>
<p>3.</p> <p>PPG</p>	<p>Patient Participation Group for both practices.</p> <p>To inform the PPG members of our intention to merge. To discuss fully and obtain feedback.</p> <p>To attend meetings at both practices.</p>	<p>Telephone conversation.</p> <p>Letter / Practice Website</p> <p>Public / open meeting.</p> <p>Individual meetings</p> <p>Notices in practice</p> <p>Media / Newspaper article</p> <p>Written feedback and responses</p>	<p>2nd / 8th July 2015: First conversations with individual PPG members; feedback from members, all supportive of merger.</p> <p>1st September: Invite to open meeting to be held on 8th September</p>	<p>9th July 2015: PPG members contacted by Assistant Manager – expressed support for merger</p> <p>1st September: Invite to open meeting to be held on 8th September</p>
4.	Neighbouring Practices	Letter to all Ashfield Practices	Raised informally at FCG	Raised informally at FCG

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GP PRACTICES	Raise awareness. Patients may wish to register with another GP. Opportunity to comment and feedback.	Meetings	meeting 15.07.2015 and 19.08.2015 that practices were proposing merger. FCG support for merger expressed	meeting 15.07.2015 and 19.08.2015 that practices were proposing merger. FCG support for merger expressed
5. COMMUNITY STAKEHOLDERS	Community Groups. Raise awareness with Local Councils, Local Network, Voluntary Sector, Councillors, Local District Team, Midwives, Schools, Local Authority, Police, Emergency Services, Out of Hours, Age Concern, Diabetes UK, Race Equality Council, Carers Federation, Deaf Society, Blind Society, Local Health and Alternative Therapy Providers.	Letter Practice Websites CCG Website Public Meeting Notice Board Individual Meetings Newspaper Article / Media Written Feedback / Follow up Responses	Dr Hook discussed with Midwife 6.7.2015; supportive. August 2015: Poster, leaflet/newsletter in progress for information. FAQ's also in progress.	Midwife aware and supportive informed by Dr Hook 06.07.2015 discussed with Woodside PM 13.07.2015 – supportive. August 2015: Poster, leaflet/newsletter in progress for information. FAQ's also in progress.

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<p>6.</p> <p>MANSFIELD AND ASHFIELD COUNCILLORS AND MP</p>	<p>Local Area Elected Members</p> <p>Raise awareness, give information. Attendance at meetings and events hosted by the practices. To give the opportunity to comment and feedback.</p>	<p>Letter</p> <p>Website</p> <p>Meetings</p>	<p>District Councillors: Skegby: Anthony Brewer Paul Roberts Stanton Hill & Teversal: Helen Smith</p> <p>MP: Gloria De Piero, 8, Station Street, Kirkby in Ashfield, Notts. NG17 7AR Tel: 01623 720399</p>	<p>Awaiting Health Scrutiny Committee and PCCC approval to send letter to these parties</p>
<p>7.</p> <p>HEALTH AND WELL BEING BOARD</p>				<p>Awaiting Health Scrutiny Committee and PCCC approval to send letter to these parties</p>
<p>8.</p> <p>PHARMACIES</p>	<p>Pharmacies</p> <p>All local Pharmacies. Raise awareness. Present the opportunity to comment and feedback.</p>	<p>Letter</p> <p>Website</p> <p>meetings</p>		<p>Awaiting Health Scrutiny Committee and PCCC approval to send letter to these parties</p>
<p>9.</p> <p>NOTTINGHAMSHIRE LMC</p>	<p>Interested Bodies</p> <p>LMC</p> <p>Raise awareness. On-going support and advice.</p>	<p>Informal Discussion</p> <p>Letter</p> <p>Meetings</p>	<p>Dr Hook has raised with Chris Locke who aware of proposed merger and happy to support should assistance be required.</p>	

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10.	<p>Health Scrutiny Committee</p> <p>NHS England</p> <p>LAT</p> <p>CCG</p> <p>Raise awareness. Approval. Opportunity to feedback; to advise and guide. Review of proposal and evidence provided. Make recommendations re contract changes. Provide information re local health plan view.</p>	<p>Letter</p> <p>Email</p> <p>Meetings</p> <p>Proposal</p> <p>Application</p>	<p>29th June 2015: Meeting with representatives from East Midlands Strategic Health Authority; Mansfield & Ashfield CCG and NHS England.</p> <p>9th July 2015: Meeting with Julie Andrews and Stephanie Haslam, Mansfield & Ashfield CCG</p> <p>28th July 2015: Meeting with Julie Andrews and Stephanie Haslam, Diane Butcher and NHIS rep Mansfield & Ashfield CCG, Practice PM's and Woodside's AM.</p> <p>24th August – Submit merger briefing paper, FAQ's and stakeholder engagement plan for entry into PCCC and Health Scrutiny Committee agendas</p>	<p>29th June 2015: Meeting with representatives from East Midlands Strategic Health Authority; Mansfield & Ashfield CCG and NHS England.</p> <p>9th July 2015: Meeting with Julie Andrews and Stephanie Haslam, Mansfield & Ashfield CCG</p> <p>28th July 2015: Meeting with Julie Andrews and Stephanie Haslam, Diane Butcher and NHIS rep Mansfield & Ashfield CCG, Practice PM's and Woodside's AM</p> <p>11th August 2015: Business Change meeting with Karen Mellors and Gavin Robinson in preparation for practice move to</p>

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			<p>26th August 2015: Meeting with Julie Andrews –Practice Liaison Manager, Diane Butcher Head of Information and Performance CCG, Karen Mellors – Project and Business Change Manager and NHIS rep Mansfield & Ashfield CCG, Practice PM’s and Woodside’s AM.</p> <p>17th September – PCCC committee meeting - presentation to request approval for merger</p> <p>21st September – Health Scrutiny Committee meeting – presentation to request approval</p>	<p>System One.</p> <p>17th August 2015: Notice given on PMS contract for Woodside to move to GMS contract</p> <p>20th August 2015: Confirmation of notice given received from Local Area Team</p> <p>20th August 2015: Conference call with TPP to confirm dates planned for System One migration</p> <p>24th August 2015: Submit merger briefing paper, FAQ’s and stakeholder engagement plan for entry into PCCC and Health Scrutiny Committee agendas</p> <p>26th August 2015: Meeting with Julie Andrews – Practice Liaison Manager, Diane Butcher Head of Information and</p>
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				<p>Performance CCG, Karen Mellors – Project and Business Change Manager and NHS rep Mansfield & Ashfield CCG, Practice PM's and Woodside's AM.</p> <p>17th September 2015: PCCC committee meeting - presentation to request approval for merger</p> <p>21st September 2015: Health Scrutiny Committee meeting – presentation to request approval</p> <p>16th November 2015: System One training in practice starts</p> <p>24th November 2015: System one migration date</p>
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<p>11.</p> <p>HEALTHWATCH</p>		<p>Tel: 0115 963 5179</p> <p>Email info@healthwatchnottinghamshire.co.uk</p> <p>Web www.healthwatchnottinghamshire.co.uk</p> <p>Post: Healthwatch Nottinghamshire Unit 2-3 Byron Business Centre, Duke Street, Hucknall, Notts NG15 7HP</p>	<p>Contact Julie Andrews, Practice Liaison Manager.</p> <p>Patient Advice and Liaison Services (PALS)</p> <p>Nottinghamshire County Council Customer Contact Centre.</p> <p>Independent Complaints Advocacy Service (provided by POhWER).</p> <p>All parties to be notified as part of the engagement process.</p>	<p>Awaiting Health Scrutiny Committee and PCCC approval to send letter to these parties</p>
<p>12.</p> <p>OTHER HEALTHCARE AND COMMUNITY PROVIDERS</p>			<p>Inform Local Service Directory to include changes to annual directory listing.</p> <p>Notify local media to run article on merger.</p> <p>Inform other local</p>	<p>Awaiting Health Scrutiny Committee and PCCC approval to send letter to these parties</p>

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			community services to display details about merged practice and service provision offered.	
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