

## Outcome of Consultation on the draft Strategic Commissioning Plan

### Background

Formal public consultation has taken place on the draft Strategic Commissioning Plan 2019-22. Consultation involved access to the draft plan and an online survey monkey advertised through Facebook and twitter. The link to the draft plan and survey was also distributed to:

- a network of consultees for whom we hold email addresses or postal addresses all health and social care providers in Angus,
- all staff
- all third sector organisations,
- all care providers operating in Angus
- Community Planning Partners
- Angus Council
- NHS Tayside.

Hard copies of the plan with questionnaires were placed in GP Surgeries.

Consultation events were held in supermarkets and a health centre. These events were also shared via the website, Facebook and twitter.

A formal response was received from the Community Planning Partnership

An informal response received from NHS Tayside through a meeting with the Chief Executive and management team.

Angus Council response was subject to approval by Policy and Resources Committee on 12 march

### Outcome of Consultation

Our website analytics tell us that the draft plan was accessed nearly 1,000 times from non Council and non NHS IP addresses. The plan was also accessed by staff from Council and NHS IP addresses. Public views included 694 different members of the public accessing the draft plan on the website with some accessing the plan on multiple occasions. 148 public views were made via a facebook post, the remainder were by direct access to the website or via a search engine. Our analytics do not tell us how many staff looked at the plan.

Less than 5% of those who looked at the plan went on to complete the questionnaire

During our events staff engaged with many individuals and 48 completed surveys during the conversations. 3 surveys have been returned from GP Surgeries. All these responses were added to the survey monkey to ensure that all responses were captured. A copy of all the responses is attached to this report. The low uptake rate for the questionnaire suggests general agreement

with the direction of the plan.

### **Themes from consultation**

1. There is significant acceptance of the new vision ( 87% approval rating)
2. The draft plan needs to review the language, reduce the amount of jargon and consider how increase the use of plain English
3. There is recognition that resources are insufficient and there are views that more services need to be provided especially in communities
4. There is support for a focus on prevention and on people taking some responsibility for their own health and wellbeing
5. We need to do more to engage more effectively with the public and involve them in decision making about the future of health and social care
6. We need to be open and transparent about service changes and their impact on the public and the services in our communities
7. We need to do more to promote our work and share positive stories from all partners
8. There are pockets of services where we need to address accessibility/availability issues eg GP's, physiotherapy and podiatry
9. There is a need to ensure that the quality of assessment and the involvement of people in their own assessment is improved
10. There are comments about the wellbeing of staff including in relation to terms and conditions of working, workloads, part time working, recruitment and retention
11. There are one of two ideas that could be considered during reviews
12. There is agreement that we can only make a difference by working with communities and that we need to be resourced to do this effectively

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