

Commissioning of Rotherham's Local Healthwatch – Rotherham Healthwatch

DRAFT

Stage 1 - Initial Communication and Consultation

Stakeholder	Key Message	Method	Date	Anticipated Outcome	Results
Health and Wellbeing Board – Officer Group	Report and project documents require consideration. To discuss commencing consultation and communication prior to the meeting on 6 th June.	Draft Report which will go on the 6 th June.	May ?	Approval of report and contents regarding project management and way forward.	
Health and Wellbeing Board	Approval of Report and proposals for the commissioning of Healthwatch Rotherham.	Draft Report	6 th June, 2012	Approval of report and contents regarding vision, development of the service.	
Voluntary Action Rotherham / Rotherham LINK	Notification of the decision to commission the service. Seek the views, experiences and lessons learnt of VAR and LINKs. Rotherham LINK to support the project group and facilitate consultation with its members and wider following discussion/agreement.	Through formal meetings with VAR and Rotherham LINK to agree the way forward. LINK to survey / consult members / public as appropriate.	May	Relationship with VAR and LINK maintained and their expertise utilised to facilitate consultation.	
Partner Organisations specifically NHS Rotherham, Clinical Commissioning Group	Notified of the decision to commission the service. Consultation on the development of local healthwatch and their contributions to this.	Through various meetings already organised.	May	NHS organisations and CCGs able to contribute to the development of local healthwatch.	
Voluntary and Community Sector Organisations	Notification of the decision to commission the service. Consultation on the development of local healthwatch and their contributions to this.	Organise a specific event for voluntary and community sector organisations or attend Consortium Meetings / organised meetings.	May	Voluntary and Community sector have a significant input into the development of the service.	

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	Specific discussions around signposting of services /information.				
Members of the public currently using Health and Social Care Services.	Notification of the vision and purpose of healthwatch and seek their views on what they want from the service.	Through the development of an online survey on the website. Specific consultation event in June.	June 2012	People made aware of the development of local healthwatch and been able to influence its design. Online survey completed.	
Staff across NHS and Local Authority.	Notification of the vision and purpose of local healthwatch and how they can contribute to its development	Through already used communication channels.	July 2012	Staff made aware of the development of local healthwatch and been able to influence its design.	

Stage 2 – Detailed Communication and Consultation

Stakeholder	Key Message	Method	Date	Anticipated Outcome	Results
Senior Managers (DLT) and Senior Managers across the Partner Organisations	Informed of progress against the commissioning priorities.	Report on progress on consultation, soft marketing testing, priorities for service.	August 2012	Senior Managers are included in key decisions and kept informed of progress.	
Health and Wellbeing Board	Draft service specification agreed.	Report on service specification and progress to date.	August 2012	Members are able to influence the service specification and kept informed of progress.	
VAR/Rotherham LINK/Consortium Members	To be kept informed of progress and opportunity to influence service design.	Meeting with VAR/LINK / Consortium on progress.	August 2012	Kept informed of progress to inform future arrangements.	
Members of the Public.	Feedback from survey and key message.	Key findings presented on the website or sent to specific	Sept 2012	Members of the public are aware of how they	

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		groups.		have influenced service design and what has changed as a result of their input.	
All Stakeholders	Preferred provider approval. Start date and lead in time.	Various – existing communication channels and meetings with Managers.	Feb 2013 – March 2012	All kept informed (as appropriate) of new provider and handover arrangements.	