

## BCF Appendix 8

### Better Care Fund Consultation Plan

Objective	Communication method used	Delivered by	Delivered to	Timescales	Feedback Mechanism	Progress
<b>Consultation pre development of the plan</b>						
Initial consultation to obtain individuals views regarding integrated support and care	Survey using the healthwatch database and survey monkey	Rotherham Healthwatch	Healthwatch members and individuals who have accessed the advocacy service and had experiences of poor care	To be concluded by 24 <sup>th</sup> January 2014	Report to task Group on findings on 31 <sup>st</sup> January 2014	<b>COMPLETE</b> – evaluation report submitted to RMBC and finding used to inform the development of the BCF action plan
	Semi structured interviews					
	Report key findings from comments which relate to people who have used more than one service (Collected from July 13 – December 13)					
Gather existing information available regarding patient and service user experiences via previous: <ul style="list-style-type: none"> <li>• Consultation exercises</li> <li>• Surveys</li> </ul>	RMBC - Annual ASCOF – Adult Social Care User Survey	Tanya Palmowski and Claire Green (Performance and Quality Team) and Dominic Blaydon (CCG)	Services users, patients, carers, VCS,	24 <sup>th</sup> January 2014	Report to task Group on findings on 31 <sup>st</sup> January 2014	<b>COMPLETE</b> – existing information available has been gathered and summarised and the findings have been included within the Better Care Fund consultation document. The findings have also been used to inform the development of BCF action
	RMBC – Social Services Survey of Adult Carers					
	Health and Wellbeing consultation					

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<ul style="list-style-type: none"> <li>Case studies</li> </ul>	RMBC Learning from customers - Complaints, compliments and lessons learnt					plan
	RMBC Local Account					
	Public Health - Health Inequalities consultation					
	RMBC - Staff consultation previously conducted with RMBC and Health staff to identify improvements to the hospital admission to discharge process					
	CCG – Patient Participation Network					
To consult with providers on a range of issues around better joined up working with Health.	Survey via survey monkey to be distributed via email	RMBC Commissioning Team	305 Health and adult social care providers	28 <sup>th</sup> January 2014	Report to task Group on findings on 31 <sup>st</sup> January 2014	<b>COMPLETE</b> – 40 providers responded
	Provider Focus Group –	RMBC Commissioning Team and Kate Green (Policy Officer)	Health and adult social care providers	28 <sup>th</sup> January 2014		<b>COMPLETE</b> – 9 providers attended
	Evaluation of findings	RMBC Commissioning and Kate Green (Policy Officer)		29 <sup>th</sup> January 2014		<b>COMPLETE</b> – the findings have been summarised and included within the BCF consultation document. The findings have also been used to inform the development of the BCF action plan

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Consultation with RMBC customer inspectors on the vision, priorities and experiences of health and social care	Surveys completed over the telephone	RMBC Tanya Palmowski and Claire Green (Performance and Quality Team)	RMBC Customer inspectors representatives	Consultation between 20 <sup>th</sup> – 24 <sup>th</sup> January. Analysis by 28 <sup>th</sup> January 2014	Report to task Group on findings on 31 <sup>st</sup> January 2014	<b>COMPLETE</b> – The RMBC customer inspectors were asked various questions focussed around the proposed vision and obtain their views on what needs to change to improve services. The findings have been summarised and included with the BCF consultation documents and used to inform the development of the BCF action plan.
<b>Consultation on the proposals</b>						
Consultation with patients and service users on the BCF proposed actions, targets, I statements and case studies	Survey/Workshops	Tanya Palmowski and Claire Green (Performance and Quality)	Service users and patients	Dates tbc	Evaluation of findings to task group	
Consultation with health and social care providers on the implications of the BCF and Care Bill to bring together both pieces of work, resulting in a co-produced action plan for the year.	RMBC Shaping the Future of Care event	RMBC Commissioning and Kate Green (Policy Officer)	Social Care providers	07 <sup>th</sup> May 2014	Evaluation of findings to task group	
Consultation with health providers on the implications of the BCF	Provider Focus Group	Dominic Blaydon	Health and Social Care providers	Dates tbc	Evaluation of findings to task group	
Consultation via Healthwatch on the proposed BCF actions, targets, I statements and case studies	Survey/workshops/inter views	Healthwatch	Healthwatch members and individuals who have accessed the advocacy service and had experiences of poor care	Dates tbc	Evaluation of findings to task group	

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Consultation during delivery of the plan						
I statements - Monitor customer experiences following delivery of each of the actions contained within the BCF plan	Surveys/Telephone interviews/Face to face interviews/case studies	Tanya Palmowski and Claire Green (Performance and Quality)	Service users and patients	Dates tbc	Evaluation of findings to task group	
Consultation with patients and service users on progress	Survey/workshops	Tanya Palmowski and Claire Green (Performance and Quality)	Service users and patients	Dates tbc	Evaluation of findings to task group	
Consultation with providers on progress	Provider Focus Group/Shaping the Future of Care event	RMBC Commissioning and Kate Green (Policy Officer)	Health and Social Care providers			
Consultation via Healthwatch on progress	Survey/workshops/interviews	Healthwatch	Healthwatch members and individuals who have accessed the advocacy service and had experiences of poor care	Date tbc	Evaluation of findings to task group	