

Appendix 6 - Better Care Fund Consultation and Communication Plan

Objective	Communication method used	Delivered by	Delivered to	Timescales	Feedback Mechanism	Progress
Consultation pre development of the plan						
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	Concluded on 24 th January 2014	Reported to Task Group on 31 st January 2014	COMPLETE – evaluation report submitted to RMBC and findings 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 provider, patient and service user experiences via previous: <ul style="list-style-type: none"> • Consultation exercises • Surveys • Case studies 	RMBC - Annual ASCOF – Adult Social Care User Survey	Tanya Palmowski and Claire Green (Performance and Quality Team) and Dominic Blaydon (CCG)	Providers, Services users, patients, carers, VCS,	Concluded 24 th January 2014	Reported to task Group on 31 st January 2014	COMPLETE – 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 plan
	RMBC – Social Services Survey of Adult Carers					
	Health and Wellbeing consultation					
	RMBC Learning from customers - Complaints, compliments and lessons learnt					

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	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					
	Consultation on the CCG Commissioning Plan					
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	Concluded 28 th January 2014	Reported to task Group on findings on 31 st January 2014	COMPLETE – 40 providers responded
	Provider Focus Group –	RMBC Commissioning Team and Kate Green (Policy Officer)	Health and adult social care providers	Concluded 28 th January 2014		COMPLETE – 9 providers attended
	Evaluation of findings	RMBC Commissioning and Kate Green (Policy Officer)		Concluded 29 th January 2014		COMPLETE – 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	Took place between 20 th –24 th January. Analysis concluded 28 th January 2014	Reported to task Group on findings on 31 st January 2014	COMPLETE – 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.
<p>Rotherham Working Together event</p> <p>Rotherham wide consultation event led by the CCG.</p> <p>The aim of the day was to inform people about the work that is currently happening, and to consider the challenges that we will face in the future.</p>	Community-wide engagement event	Health & Wellbeing Board Partner Agencies	150 members of the public and representatives of Rotherham agencies	16 July 2014	Widely disseminated	<p>COMPLETE - Conclusions and responses to questions available on CCG website</p> <p>http://www.rotherhamccg.nhs.uk/engagement-events.htm.</p>
Future Communication and engagement post development of the BCF Plan						
Communication and engagement with elected members on the BCF proposed actions, targets, I statements and case studies	<p>This will be done via one of the following methods:</p> <ul style="list-style-type: none"> Elected member briefings Member seminars 	<p>Tanya Palmowski and Claire Green (Performance and Quality)</p> <p>Dominic Blaydon (CCG)</p>	Elected members	Following sign-off of the BCF plan post-September 2014	Comments received fed back to Operational Group and Task Group	

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Communication and engagement with staff on the BCF proposed actions, targets, I statements and case studies	This will be done via one of the following methods: <ul style="list-style-type: none"> • Intranet • Staff and Manager briefings • Manager briefing sessions 	Tanya Palmowski and Claire Green (Performance and Quality) Dominic Blaydon (CCG)	RMBC and CCG staff and managers	Following sign-off of the BCF plan post-September 2014	Comments received fed back to Operational Group and Task Group	
Communication and engagement with members of the public, patients and service users on the BCF proposed actions, targets, I statements and case studies (using public 'case study' document produced)	Website, electronic mail out, workshops, Patient Participation Groups, newsletters, service area user groups, Healthwatch, Area Assemblies, attendance at events	Tanya Palmowski and Claire Green (Performance and Quality) Dominic Blaydon (CCG)	Service users and patients Healthwatch members and individuals who were involved in previous BCF consultation and/or have accessed the advocacy service and had experiences of poor care	Following sign-off of the BCF plan post-September 2014	Comments received fed back to Operational group and Task Group	
Communication and consultation with health and social care providers on the implications of the BCF, Care Act and implementation of the co-produced action plan.	RMBC Shaping the Future of Care events	RMBC Commissioning	Social Care providers	Dates tbc	Outcomes reported to Operational Group and action leads	Initial meeting took place on 7 May 2014 which resulted in the co-produced action plan for the year.
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	

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Future Communication and engagement on specific Better Care Fund actions						
(Includes all planned activity from September 2014, this will continue to be added to as the plan progresses)						
BCF 06 – Social Prescribing Event to share initial findings of the pilot conducted	Event	CCG	TBC	26 th September 2014	TBC	
BCF 01 – Mental Health	Recruitment of an Older Peoples Service user group as part of the process of ensuring that all anticipated benefits are being realised	CCG	TBC	TBC	TBC	
	Undertake an investigation into the experiences and expectations of people who use or may use a mental health liaison service This will build on the report completed on the statutory Child and Adolescent Mental Health Service.	Healthwatch	Mental Health Service Users	October – December 2014	TBC	
BCF15 – End of Life Care CCG revaluation event which will use a range of quantitative measures and patient and carer feedback to refine the project	Event	CCG	TBC	October 2014	TBC	

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BCF12 – Care Act	Attendance at regional Care Act conference feeding in comments from Rotherham Residents	Healthwatch	TBC	TBC	TBC	
	Feedback on the Care Act DoH regulations and guidance using Rotherham residents comments	Healthwatch	Safeguarding Carers and Adults	TBC	TBC	