

Patient Involvement & Engagement Plan For Inpatient Community Hospital Business Unit - April 2010

Further to the paper presenting the options for change in response to the Multi-Agency Safeguarding Report regarding Tannersbrook Stroke Unit this Engagement Plan has been developed. The Multi-agency Safeguarding Report reported that services at Tannersbrook Stroke Unit would be significantly improved if they were moved to the Royal South Hants Hospital. The following areas of improvement would be achieved with this proposal:

- Improved environment – particularly bedrooms
- Separate Male and Female accommodation
- Appropriate storage facilities
- Appropriate wash basins within rooms
- Improved environmental layout and design

The proposal document is in line with Commissioning intentions as follows:

NHS Southampton City is looking to develop an integrated, multidisciplinary inpatient rehabilitation service on the Royal South Hants site.

It is proposed that the existing rehabilitation and therapies service model is designed to improve patient access to therapy services by completely integrating and consolidating the inpatient therapy and rehabilitation services into a single Integrated Inpatient Rehabilitation Centre within the existing DoP building.

(Inpatient and Community Hospital Business Unit Business Case – Ward Environment Review)

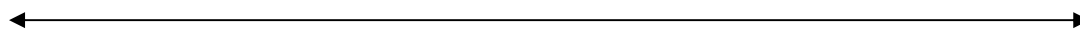
Solent Healthcare aims to be a high performing organisation which does not see involvement as an isolated activity. It is vital that we engage in different ways to hear your views. We would like you to tell us what you think about this proposal and help us to shape the service. The NHS constitution underlines the fact that public and user involvement should be part of the fabric of the NHS:

[“You have the right to be involved, directly or through representatives, in the planning of healthcare services, in the development and consideration of proposals for changes in the way those services are provided, and in the decisions to be made affecting the operation of those services.”](#)

In order to achieve this there is a suggested continuum for involvement with our patients and public at a range of levels. This is known as the Patient and Public Engagement Continuum. It is important to consider the spectrum of involvement and the diverse methods available with which to engage with patients and the public. Organisationally there needs to be an appropriate and proportionate response to engagement, in order to achieve a broad range of feedback and discussion.

Minimum Involvement

Maximum Involvement



Giving Information	Getting Information	Forums for Debate	Participation	Partnership
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Stakeholder engagement will be specifically aimed at those who are currently using the service, have used the service in the last year, staff involved in delivering the service, other partners involved in referring to the service and other key stakeholders (i.e. Links, OSC). Whilst there is not a need to undertake formal consultation as defined by S242 (b) NHS Act 2006, it is important to engage with patients, carers, stakeholders in service change and delivery so as to hear what their views are..

Solent Healthcare is committed to promoting a 'being open' culture which develops confidence and trust and will ensure that the feedback gained from the various involvement activities being made available and accessible to patients and the public. This will be provided on the Solent Healthcare website and available in hard copy.

In view of the proposed change of site for Tannersbrook Stroke Unit the following engagement action plan has been developed.

No	Activity	Method	When	By Whom
1	Letter to current patients	Letter – setting out rationale for change and timeframe	June 2010	WCH
2	Posters on Ward/RSH/WCH	Posters – clear message highlighting proposed change with details of who to contact for views and PES website details	June 2010	WCH/PES/Media & Communication Team
4	OSC	Letter/ Business Plan and Engagement Plan	31 st May 2010	DC/PES
5	S-Links	Letter/Presentation to meeting/Comments Cards/	4 th May 2010	PES
6.	Patient Forum	Information sharing via Business proposal	May 2010	
7.	Patient Survey	Questionnaire pre move and post move to existing and past patients in the last 12 months.	10 th – 16 th May 2010	WCH/PES
8.	Patient Forum	Patient Forum - meeting	27 th May 2010	WCH