

Lochaber Health and Social Care Redesign: New Hospital Engagement and Communication Activity 2021

Stakeholder group monthly meetings

- 17th December 2020
- 28th January 2021
- 18th February 2021
- 25th March 2021
- 29th April 2021
- 27th May 2021
- 16th June 2021
- 29th July 2021
- (Planned meetings)
- 26th August 2021
- 30th September 2021
- 28th October 2021
- 25th November 2021
- 16th December 2021

Press releases

- 1st June 2021
- 18th June 2021
- (Planned) 3rd - 10th September 2021

Future media releases will be scheduled throughout engagement phase and following NHS Highland Board decision.

Newsletters

- July 2021

Newsletters will be produced monthly until Board decision – the frequency of later newsletters will be reviewed to reflect project status and activity. For example newsletters, may change to quarterly or bi-monthly, depending on level of activity.

Stakeholder review meetings

- 25th May 2021
- 9th June 2021

Patient experience survey (8th – 29th July 2021) – 39 surveys responses

- Talking to patients and handing out surveys at Belford (22nd and 28th July)

Seldom heard groups survey (15th July – 9th August 2021) – 34 surveys responses

Trusted partners supporting seldom heard survey and engagement include:

- *Highlife Highland*
 - *young people, (combining collective feedback on behalf of young people and discussion groups to be arranged for later in the process)*
 - *adult education, (Community Engagement Manager attended and collected feedback from members of local ESOL group (28th July) as well as the Thursday drop in community group 29th July)*
- *Key – supported living – supported residents and people they support to complete survey*
- *Ewensroom – mental health community organisation – distributed survey with members*
- *Age Scotland - (30 surveys & newsletters to Lochaber Care - 25 surveys & newsletters to lunch club)*
- *Lochaber Action on Disability - (50 surveys & newsletters shared with members at clubs and local cafe)*
- *Highland Council Housing Officers –supporting Homeless People to take part*

AEDET (Achieving Excellence Design Evaluation Toolkit) workshop one - 04th August 2021

AEDET workshop two - 11th August 2021 (Not required)

Case for Change workshop – 10th August 1pm – 5pm (attended by stakeholder group members (approximately 30 mixed stakeholders)

Follow up case for change workshop – 1st September 1 - 5pm (not required)

- Case for change report - 30th August 2021
- Design Statement workshop one – 1st September 2021
- Design Statement workshop two - 08th September 2021

Preferred strategic / service solution process 6th – 17th September

- Long list of proposed solutions – 6th – 17th September
- Short list of proposed solutions – 6th – 17th September
- Preferred strategic / service solution workshop – 8th September
- Findings report highlighting process and preferred solution/way forwards (timescale to be confirmed)

Preferred way forward wider public engagement activity 15th September – 12th November 2021 (8wks)

- Engagement activity schedule, documents and surveys to be produced (timescale to be confirmed)
- 15th September – Wider engagement launch

Board decision – 30th November Board meeting

Feedback to community – 30th November – 10th December