



# Communications and Stakeholder engagement

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# NHS next stage review - Darzi

- Change will always be to the benefit of patients
- Change will be clinically driven
- All change will be locally-led
- You will be involved
- You will see the difference first

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# Engagement strategy

- Strong clinical focus
- Key role for Governors
- Involving stakeholders through their representatives
- Seeking views more widely
  - FT membership

# Engagement strategy

- Clinical staff/wider staff groups
- Governors & Members
- External Stakeholders
  - Local NHS/SHA
  - Local politicians
  - Local Government
  - Overview & Scrutiny committees

# Role of Governors

- Represent interests of
  - Wider Governing Council
  - Membership
  - Patients and public
- Help ensure solutions are grounded in high quality patient experience
- Challenge the clinical experts
- Champion the programme in the community

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# How Governors are doing this

- 15 public governors on “Seizing the Future” working groups
- Governors hosting 8 member listening events
- Steering group scrutinised by Governors’ Strategy Committee
- Governing Council will “sign off” proposals for consultation

# Member workshops

- 8 workshops
- 3,300 members invited
- Approx 150 attended so far
- Hosted by Governors
- CRG clinicians attending

# Workshop feedback: Sedgfield

- Patient experience:
  - Single sex wards – day surgery\*
  - HCAI - staff understanding necessity for cleanliness – seen to exist – perceptions – contracted cleaning – visiting\*
  - Confidence in being safe
  - Quality of relationship with clinicians
  - Administrative failures – moving appointments, losing notes etc\*
  - Earlier discharge: Readmission!
  - Elderly people living alone – co-ordination with social care
  - Bedside manner

# Workshop feedback: Sedgfield

- Patient access:
  - Choice of appointment times – is an improvement\*
  - Car parking! Especially when going to an unfamiliar site in an unfamiliar town – and cost!\*
  - Quality of information
  - Outreach clinics into the community by specialists
  - (Maternity) one stop shop

# Local authority feedback

- Is this about saving money?
- Future of Bishop Auckland
- Travel and transport
- Services outside hospital
  - Access to GPs
  - Intermediate care
  - Remote areas
- Information to support choice

# Stakeholder feedback

- Further involvement of GPs, NEAS, social care
- Using voluntary sector in consultation
- Intermediate care

# OSC feedback

- Joined up approach – PCT and social care
- Emphasis on consultation
- Travel and transport
- Involvement in option appraisal
- Changes at Durham County Council

# Key messages

- Hard quality v soft quality
- More work needed with stakeholders
- Travel and transport
- Support for choice and shorter waits
- Communication and information

# Conclusions

- Good work done so far
- Much more to do
- Involvement of clinicians is key
- Need to ensure we meet Darzi requirements

# Questions and comments

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