Consultation on the role of the Scottish Health Council

What you told us and what we will do next

March 2018
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Foreword

Healthcare Improvement Scotland is committed to improving health and care services through all of the work that we do. We believe that the design and delivery of services must be shaped through meaningful engagement and dialogue between those who provide services and those who access them.

The Scottish Health Council is part of Healthcare Improvement Scotland and plays a key role in ensuring that NHSScotland listens to the views of people and communities and that it acts on those views.

We believe that the Scottish Health Council’s role needs to change to take account of the integration of health and social care, and also to ensure that it focuses its efforts on the areas where it can make most impact on strengthening the engagement of people and communities. That is why we carried out a consultation inviting views from a wide range of stakeholders to help us to redesign the Scottish Health Council’s role.

I am delighted that we received 175 responses to the consultation, and I would like to thank all those who responded. The responses came from individual members of the public, the third sector and statutory colleagues, and members of staff from Healthcare Improvement Scotland and the Scottish Health Council. They provide us with a rich source of intelligence about what people would like to see from the Scottish Health Council in the future, and also underlines how important they consider the engagement of people and communities in co-designing services to be.

This paper summarises the main points from the consultation responses and sets out how we will move things forward from here. A more detailed consultation analysis is also available on the Healthcare Improvement Scotland website.

Robbie Pearson
Chief Executive
Healthcare Improvement Scotland

Dr Dame Denise Coia
Chairman
Healthcare Improvement Scotland
1 Introduction

Healthcare Improvement Scotland carried out a consultation on the role of the Scottish Health Council from 21 July to 20 October 2017.

The purpose of this consultation, ‘Strengthening people’s voices in health and social care’, was to:

- ensure that the Scottish Health Council can best support the transformation that needs to happen in health and social care, and
- help ensure that people’s voices are heard and acted upon in service design and delivery.

This consultation focused on the following areas.

- How the Scottish Health Council can best support people and communities, as well as NHS boards, local authorities, and Health and Social Care Partnerships, to engage with each other to make sure that services are designed and delivered with people and service providers working together to improve things for everyone.
- How the Scottish Health Council can work within and across Healthcare Improvement Scotland to support the range of ways that it operates to improve health and social care services – providing improvement support, quality assurance and developing evidence to drive and inform transformational change.
- How the Scottish Health Council might work most effectively with partner organisations, including those in the third sector, to collaborate with a shared goal of helping to ensure that people and communities are meaningfully involved.

This guide is designed to:

- provide a broad summary of the feedback we received in relation to our 7 consultation questions
- highlight key themes that emerged from the feedback we received, and
- explain what we will do to address the feedback.

More detailed information about the feedback we received during the consultation can be found in the consultation analysis paper ‘Strengthening people’s voices in health and social care’ on the Healthcare Improvement Scotland website at:

www.healthcareimprovementscotland.org/shc_consultation.aspx
2 Consultation responses

We received a total of **175 responses (156 online and 19 hard copy)** from a broad range of stakeholders, including members of the public, third sector organisations, NHS boards, Health and Social Care Partnerships, and members of staff from Healthcare Improvement Scotland and the Scottish Health Council.

The chart below presents the proportion of respondents (individual and corporate) who participated in the consultation.

**Stakeholder responses**

- Member of the public
- Charitable organisation / third sector
- NHS Board-based
- Unknown / not declared
- Member of HIS / SHC staff
- Other public partner / volunteer / patient representative
- Community council
- Health & Social Care Partnership
- HIS public partner
- Professional or sectoral representative body
- Academic
- Other public body
- Church / religious
This section includes the 7 consultation questions we asked and highlights some of the key themes from the responses you gave us¹.

**Question 1 of 7**

Should the Scottish Health Council support the involvement of people in social care services, as well as in health services? If yes, how should it do this?

What you told us

- Most people support expanding the Scottish Health Council’s role to support the involvement of people in social care services. However, some highlighted the need to clearly define the nature and scope of this role. The importance of adequate resourcing for the Scottish Health Council was also highlighted.

- Some people suggest there may need to be a review of relevant guidance and standards if the role of the Scottish Health Council is to be redefined. Working closely with Integration Joint Boards and other relevant bodies would also help to develop an effective role for the Scottish Health Council.

- The Care Inspectorate expressed the need to jointly agree with Healthcare Improvement Scotland any changes to the work of the Scottish Health Council in order to ensure that the roles of both organisations are appropriately aligned and co-ordinated. It also highlighted the potential for duplication of any extension of the Scottish Health Council’s role in this area with its own statutory role to support involvement in social care.

¹ Not all respondents answered all questions in the consultation document. Therefore, the percentages in the charts present the proportion of those who responded to the individual question rather than the total participants in the consultation.
We think that the Scottish Health Council should work in the following ways with the groups below.

**People and communities**
- Help people to know their right to be involved
- Support people to get involved
- Help people to get the information they need
- Ask people what they think

**Community groups, voluntary organisations and membership groups**
- Share the things that people are saying about health and social care services
- Share ways of listening to people and involving them
- Find out which groups of people are not being heard

**NHS boards, Local Councils and Health and Social Care Partnerships**
- Understand more about good ways to listen to people and involve them in giving their views
- Help Health and Social Care staff to understand how important it is to use good ways to listen to people
- Understand more about Our Voice and how to use it

**Should the Scottish Health Council work in the ways described with:**
(a) People and communities
(b) Community groups and voluntary organisations
(c) NHS board, Local Councils and Health and Social Care Partnerships?
What you told us

Should the Scottish Health Council work in the ways described with people and communities?

- Most people support the suggested ways of working with people and communities and the role of the Scottish Health Council in supporting people and communities to be involved in service design and delivery. Some highlighted concerns about resourcing and potential overlap with other bodies.

- Some people suggest the Scottish Health Council should work more closely with the public and third sector organisations to engage with hard-to-reach people and communities.

Total number of respondents: 153

- Yes 88%
- No 4%
- Unsure 8%
What you told us

Should the Scottish Health Council work in the ways described with community groups and voluntary organisations?

- Most people strongly support the suggested ways of working with community groups, voluntary organisations and membership groups.
- Some people suggest that the Scottish Health Council could be more involved in helping smaller and less well-resourced community groups to be involved in health and social care services.

Total number of respondents: 153

Yes 84%
No 7%
Unsure 9%
What you told us

*Should the Scottish Health Council work in the ways described with NHS boards, Local Councils and Health and Social Care Partnerships?*

- Most people support the suggested ways of working with NHS boards, Local Councils and Health and Social Care Partnerships.
- Some people proposed using Our Voice as a helpful way to promote good practice and engagement with Integration Joint Boards and Local Councils.
- The Integration Authorities Chief Officers Group highlighted that Health and Social Care Partnerships already have mechanisms to engage with third sector organisations, service users and carers. They suggest that a national public engagement body should work across a wide range of public services to support community participation.

![Poll Results](image_url)
Question 3 of 7

Should the Scottish Health Council lead in finding evidence of the best ways to support people and communities to get involved and give their views? If yes, how should it do this?

What you told us

- Most people want the Scottish Health Council to work collaboratively in finding evidence of the best ways to support people and communities to get involved and give their views. Some suggested this should include the Scottish Health Council gathering evidence on how to evaluate involvement and identify its impact.

- Some people suggest that the Scottish Health Council could have a role in gathering, sharing and encouraging best practice in engaging people and communities across health and social care bodies.
Question 4 of 7

Should the Scottish Health Council offer advice to Health and Social Care Partnerships on how to involve people and communities when changes are being made to health and social care services? If yes, how should it do this?

What you told us

- There was broad support for the Scottish Health Council to offer advice to Health and Social Care Partnerships around the involvement of people and communities when changes are being made to health and social care services. Some stakeholders recognised the expertise of the Scottish Health Council in public involvement in NHS service change and in scrutiny. It was suggested by some that this existing knowledge and resources could be expanded to support Health and Social Care Partnerships.

- Some people expressed concern that there is already considerable expertise in this area available to Health and Social Care Partnerships who are engaging with communities and voluntary organisations.

- Some people suggested fresh national guidance, or development of a set of principles or framework, to guide Health and Social Care Partnerships in how to involve people and communities might be useful.
Question 5 of 7

Do you have any views on the Scottish Health Council’s “quality assurance” role in NHS service changes?

![Pie chart showing responses to the question.]

What you told us

- Some people support a continuation of the Scottish Health Council’s quality assurance role. The independence of the Scottish Health Council was viewed as important in giving confidence in it as a representative and reliable body.

- Those who suggest that the Scottish Health Council should not have a role in quality assurance in NHS service change were concerned about the limited capacity and powers of the Scottish Health Council to carry out this role and to adequately inform decision making in the integrated delivery of health and social care. Some felt that the assurance role of the Scottish Health Council would be strengthened if bodies had greater accountability for responding to its recommendations.

- The Convention of Scottish Local Authorities (COSLA) suggested that the quality of community engagement should be considered through scrutiny or inspection activity that is already planned as part of a broader assessment of Integration Authorities rather than by extending the remit of the Scottish Health Council. It highlighted that this would allow the Scottish Health Council to focus on working with relevant partners to support improvement and ensure that this is responsive to local needs.
Question 6 of 7

Do you think the name of the Scottish Health Council should be changed to make it easier to understand what it does?

What you told us

- Most respondents supported a name change to make the role of the Scottish Health Council clearer, however over a third of respondents either did not support this or were unsure.

- Those that support a name change suggest that the current name does not adequately reflect the Scottish Health Council’s role in the involvement of people in developing and reforming health and social care services.
Question 7 of 7

We want to know any views you have on:

(a) How the Scottish Health Council should be run and organised
(b) How the Scottish Health Council should tell people about what it does

What you told us

...about how the Scottish Health Council should be run and organised

- A small number of third sector organisations suggested the need for a major restructure of the Scottish Health Council and its remit. Other stakeholders suggested more minor changes or the need for structural reviews of, for example, the role of local offices and how they are supported.

- Some people strongly support the Scottish Health Council having full, or a degree of, independence from the Scottish Government and Healthcare Improvement Scotland. Others support the current structure of the Scottish Health Council within Healthcare Improvement Scotland.

What you told us

...about how the Scottish Health Council should tell people about what it does

- Some people highlighted the need for a strengthening of the presence of the Scottish Health Council in local communities. They suggest the Scottish Health Council reach out to local communities, for example in public spaces such as libraries, primary care or social care services. This approach should help to involve hard-to-reach communities and people.

- Some people suggest the Scottish Health Council should develop clear and accessible information leaflets for the public alongside community engagement. Information for the public and service users should make the role, objectives and functions of the Scottish Health Council clear and explain how people can get involved.
3 What we will do now

Healthcare Improvement Scotland will use the feedback that has been received to help reshape the Scottish Health Council’s role. A short-life advisory group will be formed in March 2018, consisting of key stakeholders, to discuss and contribute suggestions about how the role should operate in practice. Healthcare Improvement Scotland will consider these suggestions and work in partnership with staff to develop a change plan which will be implemented over 2018–2019.

The following propositions, along with all of the feedback received, will provide the basis for further discussion with the advisory group, staff and other stakeholders.

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<tr>
<th>The Scottish Health Council should support the participation of people and communities in health and social care services, in line with Healthcare Improvement Scotland’s Making Care Better strategy and the Our Voice framework.</th>
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<td>The Scottish Health Council should adopt a thematic approach to its activity, in order to ensure its work, nationally and locally, is prioritised and focused on areas where it can collaborate with others to add value, avoid duplication and demonstrate clear and measurable impact in improving people’s participation. A key priority for the Scottish Health Council should be enabling people and communities that might otherwise be excluded to be meaningfully involved in health and social care services.</td>
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<td>The Scottish Health Council should collaborate with others to build the evidence base for participatory approaches, linked to its thematic activity, and with a focus on demonstrating the impact of participation.</td>
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<td>Healthcare Improvement Scotland will discuss the consultation feedback received on the involvement of people and communities in service change processes with the Scottish Government, COSLA, the Care Inspectorate, the Integration Authorities Chief Officers Group, NHS Board Chief Executives and other key stakeholders, given the views expressed and the policy implications. The aim of these discussions should be to enable clarification of any future role of the Scottish Health Council in this area.</td>
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A change to the Scottish Health Council name should be considered as part of the ongoing discussions within Healthcare Improvement Scotland about branding and identity of the organisation and its component parts. This should take account of the consultation feedback received and the priorities set out within the *Making Care Better* strategy.

Further work should be carried out to take account of the consultation feedback received on the governance and operation of the Scottish Health Council, particularly with respect to suggestions made about the need for public involvement, transparency and independence.