

## Appendix 5: Outline Communications and Engagement Timeline

### Introduction

This is an outline timetable to support the development of a communications and engagement plan. This will feed into the development of options for a future model of care.

The timetable includes both internal and external audiences and dates for the development of targeted activity. Internally, communication and engagement will take place to ensure ward 6 colleagues continue to be informed, engaged and supported during the development work as well as the wider workforce and senior management teams.

Externally, with regards to public engagement, the timeline details an initial meeting with Healthwatch to discuss independent support with this engagement activity. The proposed activity has been included in the timeline but is subject to approval of the workplan request to Healthwatch.

### Communication and Engagement Principles

- Focused on improvement : we want to work with colleagues and local people to continuously improve our services
- Accessible and inclusive : to all people in our communities – internal and external
- Clear and Professional : to demonstrate pride and authority in what we are doing
- Flexible : ensuring activity is undertaken in a variety of different formats that reflect diverse local needs and wide geographical spread of workforce
- Open, Honest and Transparent : we are committed to being clear about why we are engaging, what we will do with feedback/views , and to sharing the impact learning has had on decisions/changes
- Targeted : to ensure we get messages across to the right people in the right way
- Timely and relevant: a commitment to ensure Staffside are engaged
- Two-way : committed to two way conversations, listening and engaging and will have dedicated mechanisms for feedback

### Key dates – outline timetable of activity

Month / Date	Communications activities / products	Audience
October 2018	Internal Staff Consultation process including StaffSide engagement  Staff 1:1 meetings with senior management and staffside  Ward 6 staff briefings	Ward 6 colleagues

November 2018		<p>Internal Staff Consultation process including StaffSide engagement</p> <p>AWHOSC report shared with ward 6 colleagues</p> <p>Trust-wide bulletin issued to communicate &amp; inform wider CDDFT workforce and partners with an update</p> <p>RPIW workshops held</p>	<p>Ward 6 colleagues</p> <p>CDDFT workforce Governors Non-Executive Directors CCGs</p> <p>Ward 6 &amp; partners</p>
December 2018	17.12.18	<p>Meeting held with Healthwatch to discuss proposed engagement approach.</p> <p>CDDFT agreed to submit a workplan request to formally seek support for public / patient engagement in the New Year.</p>	<p>Healthwatch CDDFT Communications CCG Engagement</p>
January 2019		<p>Open dialogue continues with ward 6 colleagues co-ordinated by ward Matron</p> <p>Report drafted for AWHOSC meeting in partnership with CCG colleagues</p> <p>CDDFT &amp; CCG to submit workplan request to Healthwatch to support development of engagement plan</p>	<p>Ward 6</p> <p>AWHOSC</p> <p>Healthwatch</p>
January	7.1.19	<p>Draft report presented to CDDFT Executive Directors</p>	<p>Executive Directors Director of Integration</p>
	14.01.19	<p>AWHOSC report shared</p>	<p>Ward 6 colleagues</p>

			CDDFT Non-Executive Directors Governors CDDFT Staffside
	14.01.19	Trust-wide briefing to wider workforce and partners with an update on process and next steps	CDDFT workforce & Partners
	18.01.19	Briefing note issued to ward 6 staff to outline outcomes from AWHOSC meeting and next steps	Ward 6 staff  CDDFT Directors, Governors and Non-Executive Directors
	21.01.19	Briefing note issued to CDDFT staff and partners to outline outcomes from AWHOSC meeting and next steps	CDDFT workforce & partners Staffside
		Management team to offer meetings with staff and staffside to discuss & further develop engagement proposals	Ward 6 Staffside
February & March 2019		Proposed engagement activity utilising patient scenarios  *Plan to be developed subject to agreement of workplan request to Healthwatch	Public & wider staff engagement
March 2019	13.03.19	Attendance at CDDFT Staffside to provide update on engagement activity	Staffside
April 2019		Attendance at AWHOSC to present outcomes and next steps	AWHOSC
		Briefings on outcomes of	All – internal and

		engagement activity and next steps following attendance at AWHOSC	external audiences
--	--	---	--------------------