

Appendices

Appendix 1

List of stakeholders

- Patients, carers and members of the public
- Local Authorities / local councilors/MPs
- Partners on their Health and Wellbeing Boards
- Patient Reference Groups
- Healthwatch County Durham
- Overview and Scrutiny Committee
- GPs
- GP Practice Managers
- CCG
- My NHS members
- Key voluntary and community sector organisations across their localities
- Foundation Trusts
- NHS England
- Cardiovascular Disease Network (CVD)
- Social media



Partners in improving local health



**North of England
Commissioning Support Unit**

North Durham Clinical Commissioning Group

Durham Dales, Easington, Sedgefield Clinical Commissioning Group

Darlington Clinical Commissioning Group

Communications and Engagement Plan

Stroke Rehabilitation Services



August 2018

This document can be made available in different languages and formats on request.

Please contact the Communications and Engagement Team on 01642 745401.

Project Title:	Stroke Rehabilitation Services
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Owner:	Rachel Rooney
Date:	30 August 2018

Version	Date	Author	Changes Made	Status
1	30.08.18	Tina Balbach Nicola Black		DRAFT
2	13.09.18	Nicola Black	Added stakeholder map and populated action plan	DRAFT
3	4.10.18	Nicola Black	Updated activity and added stroke association meetings	DRAFT
4	8.10.18	Lynne Cooke	Updates column added to Action plan	DRAFT
5	12.11.18	Lynne Cooke	Updates column updated	DRAFT
6	13.12.18	Tina Balbach	Updated activity and added stroke association meetings	DRAFT
7	13.12.18	Lynne Cooke	Updates column updated	DRAFT

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1. Background

In 2011, the local NHS consulted and changed the model for hyper acute stroke, so that anyone who had a stroke within the area would go directly to the stroke ward at the University Hospital of North Durham for rapid assessment and treatment.

At this time, there was a commitment to review the rehabilitation provision for stroke to ensure that patient experience and outcomes were maximised for the local population.

County Durham and Darlington Clinical Commissioning Groups (CCGs) and County Durham and Darlington Foundation Trust have made a commitment to review community provision for stroke.

Following recent presentations by the CCGs and the Trust at their local Overview and Scrutiny Committees, it was highlighted that there was a need to review pathways particularly in light of existing and emerging national guidance for stroke and performance against current outcomes for those who have had a stroke.

They also provided a detailed overview of the current state and suggested a period of engagement with stroke patients, families/carers as well as further discussion with clinicians to understand best practice and areas for development.

The scope of this service review relates to the rehabilitation elements of the pathway following an acute episode due to stroke

This includes:

- Community based rehabilitation
- Hospital based rehabilitation
- CCGs and CDDFT as our partner/new community service provider have a major emphasis on community services focussing on
- Prevention and maintaining independence
- Supporting patients with long term conditions
- Managing crisis and supporting a return to independence

2. Communications and Engagement Objectives

- To fully understand the needs and priorities of patients who have experienced a stroke and / or their families/carers
- Gather views and suggestions for a future set of draft models of care
- Continue to meet NHS legal duties for engagement, equality and best practice in engagement and communications, in line with previous engagement activity
- Communicate any changes to services to service users via agreed communication channels

Engagement activity will commence on Wednesday 4 October 2018 until Friday 9 November 2018 (5 weeks).

3. Target audiences

The CCGs need the right information to inform decisions for their communities. They continually strive to maintain and strengthen their strong working relationships with their stakeholders.

The CCGs are proud of their strong working relationships they have developed with:

- Patients, carers and members of the public
- Local Authorities / local councilors/MPs
- Local Healthwatch organisations
- Partners on their Health and Wellbeing Boards
- Patient Reference Groups
- Overview and Scrutiny Committee
- GPs
- CCG My NHS members
- Key voluntary and community sector organisations across their localities
- Foundation Trusts
- NHS England
- Cardiovascular Disease Network (CVD)
- Social media

A stakeholder map overview (Appendix A) has been developed to ensure that relevant stakeholders are aware of, and will have the opportunity to participate in the engagement.

In addition to the stakeholder map, there is a detailed spreadsheet which includes a full list of groups and contact details. This also includes disadvantaged, marginalised and minority groups and communities that may not always have the opportunity to have their say in decisions that affect them.

4. Governance and Quality Assurance

County Durham and Darlington Stroke Rehab Improvement Group

Membership of the group consists of representatives of the following organisations:

- Rachel Rooney
- Lisa Cole
- Tina Balbach
- Nicola Black
- Yogish Pai
- Gillian Curry
- Peter Moore,
- Ally Miller
- Simon Clayton
- Sandra Leech
- Julie Southern

Governance and quality assurance issues managed by the sub group will include, but will not be limited to, areas such as:

- Providing updates to the County Durham and Darlington FT Executive Board, ND / DDES Executive in Common, Darlington Management Executive
- Budget oversight and management
- Compliance to legal duties, local and national policy, guidance and mandated requirements
- Identification, and mitigation, of risk
- Quality assurance of communications and engagement activity
- On-going equality analysis and assurance. Targeted engagement where necessary to ensure that people from groups with protected characteristics are fully engaged in a way that is accessible to them
- On-going analysis and identification of under-represented stakeholder groups and targeted engagement to ensure they have the opportunity to participate.

5. Communications and engagement tactics

- Online and paper survey
- Attendance at existing established groups, identified by the Stroke Association
- Targeted engagement with people from groups with protected characteristics
- Stakeholder briefing;
- Information on CCG website
- Social media;
- Reactive media handling.

6. Risks and Mitigations

The County Durham and Darlington Stroke Rehab Improvement Group will be responsible for identification and mitigation of risk. A risk log, including a RAG monitoring system, will be kept and regularly updated.

Risk	Potential mitigation
<p>Failure to engage with relevant stakeholders and meet statutory duties / stakeholders feel that they have not been fully involved</p>	<p>Plan developed identifying relevant stakeholders and partners</p> <p>Ensure all stakeholders receive appropriate updates and feedback</p> <p>Ensure appropriate stakeholders are invited to participate in a way that is accessible to them</p> <p>Ensure clear communication of messages through robust communications plan, including updates on CCG website, stakeholder bulletins and through (My NHS for DDES and ND CCGs)</p>
<p>CCG does not engage with marginalised, disadvantaged and protected groups</p>	<p>Plan identifies relevant groups and organisations.</p> <p>Commission Local Healthwatch organisations/Healthnetworks to undertake targeted engagement with people from groups with protected characteristics.</p> <p>Email local voluntary sector groups, community organisations and partners to gain access to these groups and communities</p>
<p>Accessibility of activities and appropriate feedback mechanisms to those taking part</p>	<p>Ensure clear contact for EasyRead, translations or alternative formats</p> <p>Include appropriate feedback mechanisms in plan that are accessible to people with varying needs and abilities</p>
<p>Managing expectations of members of the public</p>	<p>Ensure adherence to communications and engagement plan and advise CCG of any issues that arise</p>
<p>Any proposals for change may be seen as a cost-cutting exercise by members of the public</p>	<p>Ensure adherence to communications and engagement plan and advise CCG of any issues that arise</p>
<p>The engagement may be subject to challenge</p>	<p>Appropriate governance policies / standards will be put into place to ensure correct procedure and equality analysis are maintained throughout</p>

7. Legal duties, governance and quality assurance

Statutory duty or guidance	Further Information (click on link to access)
Duty to Engage	NHS Act 2006 (as amended by the Health and Social Care Act 2012)
Duty to consult the Overview and Scrutiny Committee of the relevant Local Authority or Local Authorities	NHS Act 2006 (as amended by the Health and Social Care Act 2012)
The public sector equality duty, including equality impact assessment and engagement of groups with protected characteristics	Equality Act 2010
Conduct privacy impact assessment	
Uphold the rights and pledges defined by the NHS Constitution	NHS Constitution
Assume that individuals have the capacity to make their own decisions, unless it is shown otherwise through a capacity assessment	Mental Capacity Act 2005
Work in accordance with the rights set out under the European Convention of Human Rights (ECHR)	Human Rights Act 1998
Adhere to the Gunning Principles in relation to formal consultation	R v Brent London Borough Council, ex parte Gunning [1985] 84 LGR 168
Ensure that all proposals for service change comply with the Department of Health's five tests	Government Mandate to the NHS
Follow the NHS England assurance process	Planning, Assuring and Delivering Service Change for Patients
NHS England guidance for commissioners to involve patients and carers in decisions relating to care and treatment and the public in commissioning processes and decisions	Patient and Public Participation in Commissioning Health and Care Involving people in their own health and care
Community participation and involvement within Sustainability and Transformation	Next Steps on the NHS Five Year Forward View

8. Budget

CCGs to identify budget

9. Data analysis and reporting

The engagement activity will result in a number of streams of quantitative and qualitative data.

As the data and feedback from those taking part in the engagement will inform the decision-making of the CCGs in relation to potential changes to the stroke services, it is essential that the data and feedback is subject to robust, in-depth analysis by the lead CCG engagement officer.

10. Monitoring and evaluation

Monitoring and evaluation will be on-going throughout the engagement activity.

Appendix A: Stakeholder map

Stakeholder group	Stakeholder	Stakeholder prioritisation category	Communication method(s)	Lead contact
Internal	GP practices (member practices)	Key player		CCGs
Internal	CCG governing body	Key player		CCGs
Political audience	Local councilors	Key player	Regular updates	CCGs
Governance and regulators	Health and wellbeing boards	Key player	Meetings & regular briefings	CCGs
Political audience	Local MPs	Key player	Regular briefings	CCGs
Governance and regulators	Tees Valley Joint OSC	Key player	Meetings & presentations/ regular briefings	CCGs
Partners	Community voluntary sector groups	Active engagement	Briefings and survey	CCG engagement & NECS comms and engagement
Patients and the public	Service users and the public	Active engagement	Paper surveys placed in BAH rehab ward and UHND ward for patients to complete Survey and attendance at existing patient group meetings via stroke association	CDDFT CCG engagement & NECS comms and engagement
Partners	Healthwatch	Active engagement	Briefings, survey and updates	CCG engagement & NECS comms and engagement
Patients and the public	Hard to reach, easy to overlook groups	Active engagement	Targeted engagement via Healthwatch and Health Networks Survey and Briefings	CCG engagement & NECS comms and engagement CCG engagement & NECS comms and engagement
Patients and the public	CCG patient participation groups	Active engagement	Briefings, survey and attendance at meetings where required	CCG engagement & NECS comms and engagement
Patients and the public	GP patient participation groups	Active engagement	Briefings, survey via the practice	CCG engagement & NECS comms and engagement
Partners	County Durham and Darlington Foundation Trust	Inform	Briefings	CCG engagement & NECS comms and engagement
Governance and regulators	NHS England	Inform	Briefings	CCG engagement & NECS comms and engagement CCGs
Public	General Public	Inform	Social Media	NECS comms & engagement

Appendix B: Communications and engagement action plan

Area	Task	Who's responsible	Timeframe	Updates
Stakeholder contacts	Develop stakeholder map and contact list	CCG / NECS engagement	w/c 27/8/18 – ongoing	Completed – 4/10/18
	Identify patient stroke groups for attendance at meetings Darlington stroke group – 24/09/18	NECS engagement/Stroke Ass	w/c 27/8/18 - ongoing	NB & LC attended 24/09/18
	Teesdale stroke group – 09/10/18			TB attended
	Bishop Auckland stroke group – 18/10/18	CCG engagement		TB attended
	Bowburn stroke group	CCG engagement		DB attended
	Easington stroke group – 29/10/18	CCG engagement		TB attended
Age UK Darlington stroke group – 22/10/18	NECS engagement		NB attended 22/10/18 NB & LC attended 05/11/18	
Growing Old and Living in Darlington – 05/11/18	NECS engagement			
Patients and the public	Develop patient survey online and paper form	NECS / CCG engagement	w/c 27/8/18 Completed and signed off	Completed – 4/10/18
Stakeholders	Develop stakeholder briefing	NECS / CCG engagement	w/c 27/8/18 Completed and signed off	Completed – 4/10/18
Patients and the public	Develop crib sheet for attendance at patient stroke groups	NECS / CCG engagement	w/c 27/8/18 Completed	

Area	Task	Who's responsible	Timeframe	Updates
Current stroke patients	Print copies of the survey and send to FT staff to disseminate to patients Provide box for collection of surveys	CCG engagement	w/c 2/10.18	
Patients and the public	Attend patient stroke groups and present engagement and share patient survey Record outcomes from meetings	NECS / CCG engagement	w/c 24/9/18 - ongoing	Notes from Darlington Stroke Association meeting completed Notes from Age UK stroke meeting completed
Website	Information for CCG websites	NECS comms & engagement	4/10/18	Completed 4/10/18 Websites updated with extended end date – 25/10/18
Stakeholders	Email stakeholder briefing and link to survey Request attendance at relevant meetings via voluntary and community sector Send out reminder	NECS / CCG engagement	4/10/18 4/10/18 - ongoing w/c 22/10/18	Darlington stakeholders completed – 4/10/18 Darlington stakeholders completed – 26/10/18

Area	Task	Who's responsible	Timeframe	Updates
My NHS	Information to be distributed to My NHS Members (ND & DDES)	CCG engagement	4/10/18	
CCG patient reference groups	Disseminate briefings and survey link and attend meetings where requested	NECS / CCG engagement	4/10/18 - ongoing	Darlington Community Council completed – 4/10/18 Attended Darlington Community Council Tea and talk meeting – 17/10/18
Liaison with HWBB and OSC	Attend scheduled OSC meetings	CCG Officers	TBC	
Engagement with groups with protected characteristics	Commission VCS organisations to undertake targeted engagement with groups	CCGs/NECS comms & engagement	Completed	Healthwatch Darlington - Focus Group Engagement report  Healthwatch Darlington Stroke Rep
Social media	Raise awareness of where people can access information (signpost to CCG website) regarding project where appropriate	NECS comms & engagement	4/10/18 - ongoing	News post to CCG sites – 5/10/18  Stroke Rehab Social Media Activity.docx
Data Analysis and Reporting	Conduct engagement data analysis Compile and develop engagement report	Both by CCG Engagement Lead		

Appendices 3 - Equality Impact Assessment

Equality Impact Assessment	
STEP 1 - EVIDENCE GATHERING	
Name of person completing EIA:	Rachel Rooney
Title of service/policy/process:	Stroke Rehabilitation Service Transformation
Existing / New/proposed / Changed	Changed
What are the intended outcomes of this policy/service/process? Include outline of objectives and aims	
<p>The aim of the project is to review the current rehab services for those who have a stroke within CDD with a view to understanding how this compares to national clinical standards and best practice. To understand how community services wrap around the needs of individuals to improve outcomes post stroke.</p>	
Who will be affected by this policy/service /process? (please list)	
<p>Stroke Patients, Families and Carers Secondary care staff - Consultants, nurses and therapy staff Community care staff - nurses and therapy staff Primary care</p>	

<p>Evidence - What is the source of feedback / existing evidence?</p>	<p>What does it tell me? (about the existing service/policy/process? Is there anything suggest there may be challenges when designing something new?)</p>
<p>National Reports</p>	<p>SSNAP data shows that access to therapies could be improved Stroke guidance that good quality community rehab and early supported discharge have a positive impact on patient outcomes</p>
<p>Patient Surveys</p>	<p>A local survey was conducted at BAH - within the stroke ward. Furhter work is required to engage with patients and their families to undertand their experiences.</p>
<p>Staff Surveys</p>	<p>None completed yet. Anecdotally we do know thought that there is an issue with recruitment and retention of staff due to multiple sites and inability to follow the patient though the pathway</p>

Complaints and Incidents	To be reviewed as part of business case development
Results of consultations with different stakeholder groups – staff/local community groups	Engagement exercise complete results to be fed into overall decision making process
Focus Groups	as above
Other evidence (please describe)	
<u>STEP 2 - IMPACT ASSESSMENT</u>	
What impact will the new policy/system/process have on the following: (Please refer to the 'EIA Impact Questions to Ask' document for reference)	
Age A person belonging to a particular age	
Age can be a risk factor for stroke and therefore there may be a higher proportion of stroke survivors who are older age. Specific discussions are being held with those from all age groups in the engagement process to ensure that there will be no negative effects on any age group.	
Disability A person who has a physical or mental impairment, which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities	

People with learning disabilities or with a history of mental health will access mainstream stroke services. As part of the Trust's workforce strategy skills, knowledge and experience are assessed on an ongoing basis and any identified gaps will be addressed as part of a long term training plan.

Any new or existing services, including premises utilised as part of any service reconfiguration will have disabled user access to ensure it is equitable. Any County Durham or Darlington resident with a disability will already have a comprehensive individual care package appropriate to their required needs.

Direct engagement is underway with those from this group to fully ensure that this group will not be negatively affected in any way.

Outcome: No negative impact identified

Gender reassignment (including transgender) Medical term for what transgender people often call gender-confirmation surgery; surgery to bring the primary and secondary sex characteristics of a transgender person's body into alignment with his or her internal self perception.

Engagement is underway with those from this group to ensure there will be no unintended negative impact.

Outcome: No negative impact.

Marriage and civil partnership Marriage is defined as a union of a man and a woman (or, in some jurisdictions, two people of the same sex) as partners in a relationship. Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must be treated the same as married couples on a wide range of legal matters

Any new models of care are intended to benefit all groups regardless of any protected characteristics.

Outcome: No negative impact.

Pregnancy and maternity Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context.

Engagement is underway with those from this group to ensure there will be no unintended negative impact.

Outcome: No negative impact.

Race It refers to a group of people defined by their race, colour, and nationality, ethnic or national origins, including travelling communities.

Race is also a risk factor for stroke

Engagement is underway with those from this group to ensure there will be no unintended negative impact.

Outcome: No negative impact.

Religion or belief

Religion is defined as a particular system of faith and worship but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Data relating to a person's particular religion or belief does not tell us to the extent of which individuals practice their religion and how it affects their life. However, there are some general issues we know that the Muslim community face in accessing health services, such as being treated by a staff member of the same sex and services being available outside of prayer times. Any new service model will ensure that individuals are treated with dignity and respect.

Engagement is underway

Outcome: No negative impact.

Sex/Gender A man or a woman.

The proposed new model of care does not anticipate any restrictions to those either male or female, engagement will take place with those from both groups to ensure there will be no negative impacts.

Outcome: No negative impact identified.

Sexual orientation Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes

People of this protected group will have the same basic health needs regardless of whether they are gay, lesbian, bisexual or heterosexual. All staff are required to complete mandatory Equality and Diversity training to ensure they are fully aware of the needs of this protected group.

Engagement is underway with people from this protected group to ensure they will not be negatively affected in any service change
Outcome: No negative impact

Carers A family member or paid helper who regularly looks after a child or a sick, elderly, or disabled person

There should be a positive impact on carers who will be supported throughout the patient pathway

Other identified groups such as deprived socio-economic groups, substance/alcohol abuse and sex workers

N/A

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STEP 3 - ENGAGEMENT AND INVOLVEMENT

How have you engaged stakeholders in testing the policy or process proposals including the impact on protected characteristics?

As part of the project there will be a period of engagement which will focus on those who have recently suffered a stroke to understand their experiences but also to test out our thinking on potential new models of care

Please list the stakeholders engaged:

- Patients, carers and members of the public
- Local Authorities / local councillors/MPs
- Partners on their Health and Wellbeing Boards
- Patient Reference Groups
- Healthwatch County Durham
- Overview and Scrutiny Committee
- GPs
- GP Practice Managers
- CCG
- My NHS members
- Key voluntary and community sector organisations across their localities
- Foundation Trusts
- NHS England
- Cardiovascular Disease Network (CVD)
- Social media

STEP 4 - METHODS OF COMMUNICATION

What methods of communication do you plan to use to inform service users of the policy?

Online and paper survey, Attendance at existing established groups, identified by the Stroke Association, Targeted engagement with people from groups with protected characteristics, Stakeholder briefing, Information on practice and CCG website, Social media; Reactive media handling.

<u>ACCESSIBLE INFORMATION STANDARD</u>	
The Accessible Information Standard directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of service users.	
Confirm you have you considered an agreed process for:	Yes
Sending out correspondence in alternative formats.	Yes
Sending out correspondence in alternative languages.	Yes
Producing / obtaining information in alternative formats.	Yes
Arranging / booking professional communication support.	Yes
Booking / arranging longer appointments for patients / service users with communication needs.	Yes
If any of the above have not been considered, please state the reason:	Yes

Appendix 4 - Social media activity

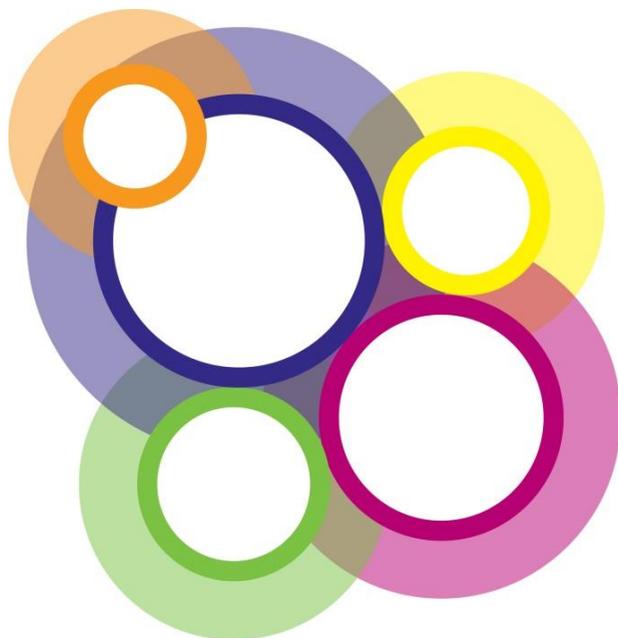


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Social Media Activity

(4 October – 30 November 2018)

Stroke Rehabilitation Services

NORTH DURHAM CCG

Date & Time	Social media	Post	Total reach	No. of shares/ retweets	No. of comments	No. of likes	No. of clicks
16 Oct 2018 9:32	Twitter	Tell us YOUR views on stroke services in #Durham! http://socsi.in/fPehj	1.9k	0	0	0	15
16 Oct 2018 9:32	Facebook	Tell us YOUR views on stroke services in #Durham! http://socsi.in/Dt2gt	577	5	0	1	2
17 Oct 2018 19:33	Facebook	Don't miss a chance to share your views! #StrokeServices http://socsi.in/eCOCd	70	0	0	0	6
17 Oct 2018 19:33	Twitter	Don't miss a chance to share your views! #StrokeServices http://socsi.in/iqCS8	1.9k	0	0	1	32
18 Oct 2018 10:22	Facebook	Have you or a family member suffered from a stroke? We want your views! http://socsi.in/nFbxq	283	1	1	0	6
18 Oct 2018 10:22	Twitter	Have you or a family member suffered from a stroke? We want your views! http://socsi.in/PHH7P	1.9k	0	0	0	9
19 Oct 2018 12:11	Twitter	Has a relative or a close friend suffered from a stroke? We want your views on the service! http://socsi.in/38OT	1.9k	0	0	0	16
22 Oct 2018 18:17	Twitter	Have you suffered from a stroke in the past? Your views can help improve the rehabilitation service! http://socsi.in/E0oZD	1.9k	0	0	0	15
22 Oct 2018 18:17	Facebook	Have you suffered from a stroke in the past? Your views can help improve the rehabilitation service! http://socsi.in/KWsrz	89	0	0	0	8
25 Oct 2018	Twitter	Tell us your views on stroke services in #Durham -	2.2k	1	0	1	20

11:12		it will only take a few minutes! http://socsi.in/qXYlp					
25 Oct 2018 11:12	Facebook	Tell us your views on stroke services in #Durham - it will only take a few minutes! http://socsi.in/phxMI	254	2	0	0	5
27 Oct 2018 12:12	Twitter	Have you suffered from a stroke in the past? We would love to hear from you! http://socsi.in/SwwvB	1.9k	0	0	0	15
27 Oct 2018 12:12	Facebook	Have you suffered from a stroke in the past? We would love to hear from you! http://socsi.in/3aWh5	100	0	0	1	2
29 Oct 2018 12:33	Twitter	Have you suffered from a stroke in the past? We would love to hear your views! http://socsi.in/C3AMi	1.9k	0	0	0	11
29 Oct 2018 12:33	Facebook	Have you suffered from a stroke in the past? We would love to hear your views! http://socsi.in/sLmRN	256	5	1	1	4
31 Oct 2018 12:22	Twitter	Has a relative or a close friend suffered from a stroke? We want your views on the service! http://socsi.in/JgCf3	1.9k	0	0	0	12
31 Oct 2018 12:22	Facebook	Has a relative or a close friend suffered from a stroke? We want your views on the service! http://socsi.in/MLItq	57	0	0	0	2
3 Nov 2018 13:24	Twitter	Don't miss a chance to share your views on #stroke services http://socsi.in/I9MQ2	1.9k	0	0	1	29
3 Nov 2018 13:24	Facebook	Don't miss a chance to share your views on #stroke services http://socsi.in/H2QN9	68	0	0	0	3
6 Nov 2018 11:27	Twitter	Has a relative or friend suffered from a #stroke? We want your views on the service! http://socsi.in/MqPMf	1.9k	0	0	0	16

6 Nov 2018 11:27	Facebook	Has a relative or friend suffered from a #stroke? We want your views on the service! http://socsi.in/gHyjA	78	0	0	0	5
11 Nov 2018 14:43	Twitter	Have you or a family member suffered from a stroke? We want your views! http://socsi.in/g5yXJ	1.9k	0	0	0	11
11 Nov 2018 14:43	Facebook	Have you or a family member suffered from a stroke? We want your views! http://socsi.in/u2uRi	116	0	0	0	5
14 Nov 2018 10:09	Twitter	Has a relative or friend suffered from a #stroke? We want your views on the service! http://socsi.in/bGqWe	1.9k	0	0	0	11
14 Nov 2018 10:09	Facebook	Has a relative or friend suffered from a #stroke? We want your views on the service! http://socsi.in/6a73g	247	1	0	0	6
18 Nov 2018 13:32	Twitter	Have you suffered from a stroke in the past? We would love to hear your views to help us improve the service! http://socsi.in/rDQGw	2.2k	1	0	1	3
18 Nov 2018 3:32	Facebook	Have you suffered from a stroke in the past? We would love to hear your views to help us improve the service! http://socsi.in/A7zPT	80	0	0	0	3
23 Nov 2018 12:17	Twitter	Could you share any views to help improve stroke services in #Durham? http://socsi.in/3hO8t	1.9k	0	0	0	11
23 Nov 2018 12:17	Facebook	Could you share any views to help improve stroke services in #Durham? http://socsi.in/MBBOE	62	0	0	0	3
25 Nov 201813:37	Twitter	Time is running out to tell us your views on stroke services in #Durham! The deadline is Friday	2k	0	0	0	34

		November 30th http://socsi.in/9Z0fX					
25 Nov 2018 13:37	Facebook	Time is running out to tell us your views on stroke services in #Durham! The deadline is Friday November 30th http://socsi.in/rvgz0	263	3	0	0	4
26 Nov 2018 13:34	Twitter	Time is running out to share your views on stroke services in #Durham. The deadline is this Friday! http://socsi.in/Q3rv9	2k	0	0	0	29
26 Nov 2018 13:34	Facebook	Time is running out to share your views on stroke services in #Durham. The deadline is this Friday! http://socsi.in/42cu0	49	0	0	0	2
27 Nov 2018 11:25	Twitter	We would love to hear your views on #stroke services in #Durham! You have until this Friday's deadline! http://socsi.in/7gmn2	2k	0	0	0	6
27 Nov 2018 11:25	Facebook	We would love to hear your views on #stroke services in #Durham! You have until this Friday's deadline! http://socsi.in/ycjr9	91	0	0	0	3
28 Nov 2018 13:08	Twitter	You have until Friday to share your views on stroke services in Durham - don't miss out! http://socsi.in/Mat1m	2.3k	1	1	0	22
28 Nov 2018 13:08	Facebook	You have until Friday to share your views on stroke services in Durham - don't miss out! http://socsi.in/SbYtu	42	0	0	0	2
29 Nov 2018 17:52	Twitter	Help improve stroke services in #Durham by sharing your views - you have until tomorrow!	2.2k	1	0	0	14

		http://socsi.in/XpeK4					
29 Nov 2018 17:52	Facebook	Help improve stroke services in #Durham by sharing your views - you have until tomorrow! http://socsi.in/TvGVN	99	0	0	0	1
30 Nov 2018 11:23	Twitter	Today is your last chance to share any views to help improve stroke services in #Durham - don't miss out on your opportunity to make a difference! http://socsi.in/b5D7x	2k	0	0	0	5
30 Nov 2018 11:23	Facebook	Today is your last chance to share any views to help improve stroke services in #Durham - don't miss out on your opportunity to make a difference! http://socsi.in/BEDZ6	66	0	0	0	2

Twitter Posts = 21

Facebook Posts = 20

TOTAL			44,742	21	3	7	410
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DDES CCG

Date & Time	Social media	Post	Total reach	No. of shares/ retweets	No. of comments	No. of likes	No. of clicks
16 Oct 2018 16:35	Twitter	Have you suffered from a #stroke in the past? Let us know your views on the service in #Durham! http://socsi.in/NDX30	775	0	0	0	54
17 Oct 2018 10:21	Twitter	We need YOUR views on #stroke services in #Durham http://socsi.in/x8g0G	777	1	0	0	14
17 Oct 2018 10:21	Facebook	We need YOUR views on #stroke services in #Durham http://socsi.in/3vd1B	396	10	0	1	292
18 Oct 2018 15:43	Facebook	Have you suffered from a #stroke in the past? Let us know your views on the service in #Durham! http://socsi.in/zs6yL	55	0	0	0	11
21 Oct 2018 15:43	Twitter	Tell us YOUR views on stroke services in #Durham! http://socsi.in/vuNPA	775	0	1	0	12
21 Oct 2018 15:43	Facebook	Tell us YOUR views on stroke services in #Durham! http://socsi.in/swliS	119	0	0	0	4
22 Oct 2018 19:23	Twitter	Could you share any views on stroke rehabilitation services in #Durham? We would love to hear from you! http://socsi.in/jlR1F	776	0	0	0	15
22 Oct 2018 19:23	Facebook	Could you share any views on stroke rehabilitation services in #Durham? We would love to hear from you! http://socsi.in/9Alhb	181	1	0	0	18
25 Oct 2018	Twitter	Help influence changes to #stroke services in #Durham	776	0	0	1	16

14:43		by filling in a short survey! http://socsi.in/6SQoE					
25 Oct 2018 14:43	Facebook	Help influence changes to #stroke services in #Durham by filling in a short survey! http://socsi.in/K7lg3	99	1	0	0	4
27 Oct 2018 14:13	Twitter	Could you share any views on stroke rehabilitation services in #Durham? http://socsi.in/O0f14	1.4k	2	0	0	22
27 Oct 2018 14:13	Facebook	Could you share any views on stroke rehabilitation services in #Durham? http://socsi.in/QS4Qq	133	1	0	0	9
29 Oct 2018 13:37	Twitter	Help influence changes to #stroke services in #Durham by filling in a short survey - it will only take a few moments! http://socsi.in/WN8GG	1.2k	1	0	0	11
29 Oct 2018 13:37	Facebook	Help influence changes to #stroke services in #Durham by filling in a short survey - it will only take a few moments! http://socsi.in/BFtAf	117	1	0	0	5
1 Nov 2018 11:23	Twitter	Have you suffered from a #stroke in the past? Let us know your views on the service in #Durham! http://socsi.in/uyJER	774	0	0	1	13
1 Nov 2018 11:23	Facebook	Have you suffered from a #stroke in the past? Let us know your views on the service in #Durham! http://socsi.in/LLqSB	119	1	0	0	3
4 Nov 2018 13:37	Twitter	Could you share any views on #stroke services in #Durham? You have until the end of the month! http://socsi.in/aLVeR	1.2k	1	0	0	17
4 Nov 2018 13:37	Facebook	Could you share any views on #stroke services in #Durham? You have until the end of the month! http://socsi.in/kTzMx	101	1	0	0	4

6 Nov 2018 10:21	Twitter	Could you share any views on stroke rehabilitation services in #Durham? http://socsi.in/Lw0Nc	772	0	0	0	18
6 Nov 2018 10:21	Facebook	Could you share any views on stroke rehabilitation services in #Durham? http://socsi.in/S9Jqz	75	0	0	0	3
8 Nov 2018 13:32	Twitter	You have until the end of the month to share your views on #stroke services in #Durham. It will only take a few minutes! http://socsi.in/4Hda0	772	0	0	0	7
8 Nov 2018 13:32	Facebook	You have until the end of the month to share your views on #stroke services in #Durham. It will only take a few minutes! http://socsi.in/rL6WP	128	1	0	0	3
14 Nov 2018 15:57	Twitter	Could you share any views on stroke services in #Durham? We would love to hear from you! http://socsi.in/PRZQP	771	0	0	0	12
14 Nov 2018 15:57	Facebook	Could you share any views on stroke services in #Durham? We would love to hear from you! http://socsi.in/cqpkj	273	2	0	0	4
18 Nov 2018 11:23	Twitter	You have until the end of the month to share your views on #stroke services in #Durham. It will only take a few minutes! http://socsi.in/LOBN2	3.1k	2	0	1	12
18 Nov 2018 11:23	Facebook	You have until the end of the month to share your views on #stroke services in #Durham. It will only take a few minutes! http://socsi.in/OKf87	220	1	0	0	2
22 Nov 2018 15:51	Twitter	Can you share any views on stroke services in #Durham? http://socsi.in/FeiRF	770	0	0	0	35

22 Nov 2018 15:51	Facebook	Can you share any views on stroke services in #Durham? http://socsi.in/iwBQ9	85	0	0	0	4
24 Nov 2018 15:12	Twitter	Have you suffered from a #stroke in the past? Let us know your views on the service in #Durham! http://socsi.in/xXqAW	773	0	0	0	16
24 Nov 2018 15:12	Facebook	Have you suffered from a #stroke in the past? Let us know your views on the service in #Durham! http://socsi.in/1ICky	116	0	1	0	4
30 Nov 2018 10:12	Twitter	Don't miss out on your chance to share views on #stroke services in #Durham - the deadline is today! http://socsi.in/neQnD	776	0	0	0	44
30 Nov 2018 10:12	Facebook	Don't miss out on your chance to share views on #stroke services in #Durham - the deadline is today! http://socsi.in/YZS4Q	97	0	0	0	5

Twitter Posts = 16

Facebook Posts = 16

TOTAL			18,501	27	2	4	693
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DARLINGTON CCG

Date & Time	Social media	Post	Total reach	No. of shares/ retweets	No. of comments	No. of likes	No. of clicks
16 Oct 2018 13:23	Twitter	We need YOUR views on #stroke services in #Darlington http://socsi.in/tBHQL	3.1k	0	0	0	12
17 Oct 2018 14:53	Facebook	We need YOUR views on #stroke services in #Darlington https://www.darlingtonccg.nhs.uk/tell-us-your-views-on-str.../	30	2	0	0	Unknown
19 Oct 2018 11:51	Twitter	We want YOUR views on stroke rehabilitation services in #Darlington! http://socsi.in/9YAuA	9.8k	1	0	1	21
21 Oct 2018 10:06	Twitter	Tell us YOUR views about stroke services in #Darlington http://socsi.in/Yau4i	3.6k	1	0	1	18
22 Oct 2018 13:12	Twitter	If you have recently experienced a #stroke or are a family member or carer for someone who has, we would like to hear from you! http://socsi.in/0jAo1	3.1k	0	0	0	9
24 Oct 2018 15:08	Twitter	Tell us YOUR views about stroke services in #Darlington http://socsi.in/wXt8W	3.1k	0	0	0	29
26 Oct 2018 14:53	Twitter	If you have recently experienced a #stroke, we would like to hear from you! http://socsi.in/8orZ3	3.1k	0	0	0	30
29 Oct 2018 12:08	Twitter	We want YOUR views on stroke rehabilitation services in #Darlington! http://socsi.in/R6WND	4.6k	1	0	0	14
29 Oct 2018 16:47	Facebook	On #WorldStrokeDay, we want YOUR views on stroke rehabilitation services! https://www.darlingtonccg.nhs.uk/tell-us-your-views-on-str.../	30	1	0	0	Unknown

31 Oct 2018 10:28	Twitter	We need YOUR views on #stroke services in #Darlington http://socsi.in/LmUN2	3.1k	0	0	0	15
4 Nov 2018 14:21	Twitter	We need YOUR views on #stroke services in #Darlington. Let us know what you think! http://socsi.in/q2ilq	3.1k	0	0	0	15
6 Nov 2018 12:05	Twitter	Tell us YOUR views about stroke services in #Darlington http://socsi.in/4OG2c	3.1k	0	0	0	48
7 Nov 2018 13:37	Twitter	Time is running out to let us know YOUR views on stroke services in #Darlington! http://socsi.in/6lRdo	13.3k	1	0	0	33
14 Nov 2018 13:11	Twitter	We want YOUR views on stroke rehabilitation services in #Darlington! You have until the end of the month http://socsi.in/BdOJa	3.1	0	0	0	35
14 Nov 2018 9:44	Facebook	Time is running out to let us know YOUR views on stroke services in #Darlington! https://www.darlingtonccg.nhs.uk/tell-us-your-views-on-str.../	30	0	0	0	Unknown
17 Nov 2018 14:43	Twitter	Tell us YOUR views about stroke services in #Darlington http://socsi.in/DuJL7	3.1k	0	0	0	15
22 Nov 2018 14:12	Twitter	If you have recently experienced a #stroke or are a family member or carer for someone who has, we would like to hear from you. It will only take a few minutes! http://socsi.in/Z75Xo	3.1k	0	0	1	8
23 Nov 2018 12:07	Twitter	Tell us YOUR views on #stroke services in #Darlington! You have until the end of the month! http://socsi.in/YurOt	13.3k	1	0	0	24
25 Nov 2018 12:18	Twitter	Stroke services in #Darlington are currently being reviewed - we want your views to help improve! http://socsi.in/zCazB	3.1k	0	0	0	7

26 Nov 2018 13:12	Facebook	Tell us your views on stroke services in Darlington! You have until this Friday... https://www.darlingtonccg.nhs.uk/tell-us-your-views-on-str.../	30	0	0	0	Unknown
27 Nov 2018 13:11	Twitter	Time is running out to share your views on #stroke services - the deadline is this Friday! It will only take a few minutes http://socsi.in/PVsZW	3.1k	0	0	0	6
28 Nov 2018 10:32	Twitter	Stroke services in #Darlington are currently being reviewed - we would like your views to help improve! http://socsi.in/meHxC	3.1k	0	0	0	15
29 Nov 2018 15:12	Twitter	#Stroke services in #Darlington are currently being reviewed - we would like your views to help improve. Please fill in our short online survey before tomorrow's deadline! http://socsi.in/BYuCR	3.1k	0	0	0	7
30 Nov 2018 11:32	Twitter	Today is your final chance to share views on stroke services in #Darlington! http://socsi.in/Ch330	13.8k	2	0	0	35

Twitter Posts = 20

Facebook Posts = 4

TOTAL			101,920	10	0	3	396
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