

TRANSFORMING CANCER CARE IN HALTON, KNOWSLEY, ST HELENS AND WARRINGTON PRE-CONSULTATION ENGAGEMENT PROCESS

Introduction

Participate Ltd has been commissioned by NHS Halton, NHS Knowsley, NHS St Helens and NHS Warrington CCGs to support a process of pre-consultation engagement in regards to the proposal to transform specialist, non surgical cancer care for people who have been diagnosed with cancer. This document sets out a summary of the engagement process and associated timeframes. A comprehensive communications and engagement plan has also been developed with full stakeholder mapping.

Aims and Considerations

The key aim of the engagement process is to ensure a robust and transparent approach that will enable stakeholders to shape options for consultation. It is in the early stages in terms of what the service may provide and, from that, where it could be located. Therefore, it is at an ideal point to gather insight to help shape the service model from: service users and representatives of those organisations that support cancer services. It must be noted that this is not formal consultation from which a decision will be made. It is instead the process of engagement pre-consultation to develop options that will be taken through NHS England Assurance. Those options would then be taken to full public consultation, which would follow with a consideration phase before any final decision is made.

It is proposed that there will be one main service centre for the four CCG areas. Therefore, ensuring that there is a balance of views from the four localities is critical. It is also vitally important that stakeholders are given an open forum where they can discuss their views, experiences and concerns whilst taking on the viewpoints of others.

Approach

In order to ensure that stakeholders and service users have been fully able to shape any proposed options taken to consultation, we will deliver the following approach:

- **Stakeholder Panel** – A Stakeholder Panel will be recruited made up of people who represent forums, groups and organisations that have a stake in local cancer care. Invitations went out to 100 representatives and around 40 responded to become members, with a mix of representatives across the four localities.
- **Panel Mix** - Each CCG's communications and engagement leads supplied Participate with a list of contacts to help achieve the right mix of participants.

- **Panel Events** – The Panel has been asked to meet three times. The first event focused upon gathering their insight into the Case for Change and understanding their initial concerns and suggestions. This feedback has helped to shape the modelling which the Cancer Care Programme Team is undertaking with clinical experts. The Panel then met for a second time and was presented with more information on the proposed service and the criteria by which any provider may be assessed. The insight from that event fed back into the modelling process, so that a model of care with further information around potential travel impacts could be presented at the third event. This insight (with the feedback from the other engagement activities) will inform an engagement report, which outlines the key areas to address. This report will be presented alongside clinical evidence to NHS England and help to develop options for consultation.
- **Focus Groups** – 10 focus groups with service users have been recruited to ensure detailed feedback into the development of the model and to understand their issues. This ensures there will be the inclusion of feedback from 100+ service users.
- **Interviews** – Telephone interviews with frontline professionals have been undertaken to gather further detailed insight.
- **Feedback Form** – A feedback form has been circulated along with the Case for Change document, so that there are wider spread options for communities to feed in their views and experiences.
- **Political and Other Stakeholders** – The CCGs will ensure all other stakeholders including councillors, MPs, OSCs, GP members and governing bodies are updated throughout this process.

Timeframes

- **August** – development of the Case for Change summary, all supporting documentation, stakeholder mapping and recruitment for the Panel
- **September to December** – Panel events, focus groups, interviews, feedback form analysis and modelling work
- **December/January** – engagement report production
- **February** – NHS England submission
- **March/April** – further scoping for public consultation
- **May to July** – formal public consultation.

We will keep you updated throughout, but please contact your local CCG if you have any queries.