

# Council Meeting – 19 April 2010

## Notice of Motion – The Surgery Abbey Square

### 1. Introduction

The following notice of motion has been submitted from Councillors Phillips, Barton, Robertson and Young:

*"This Council notes and shares the concerns raised by local residents as to the proposed closure of The Surgery, Abbey Square on the Mossley Estate, Bloxwich, following GP retirements. We therefore call on NHS Walsall to extend the current interim arrangements in order to allow full consultation and to explore options for continuing to provide primary care within the local Mossley community."*

### 2. Background

On 15 March 2010, Health Scrutiny and Performance Panel received a briefing paper informing members of a public consultation process regarding future provision of primary care (GP) services to The Surgery, Abbey Square, Mossley, along with the communication and engagement plan.

### 3. Detail

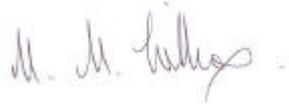
NHS Walsall is consulting formally on "Future access to primary care (GP services) to Mossley and Dudley Fields communities". The detailed consultation document is attached (**Appendix A**). Also for information a copy of the Communication and Engagement Plan is attached (**Appendix B**) which details the process of consultation and who will be consulted. The consultation period is to run from Friday, 18 December to 23 April 2010. At the end of the consultation period comments on the options will be collated and included in the Evaluation Report that will be considered by the NHS Walsall Trust Board at their meeting in July 2010.

### 4. Health Scrutiny and Performance Panel Recommendations

The Health Scrutiny and Performance Panel recommend that:

- a) option one 'Abbey Square Surgery remains open with small scale redevelopment and refurbishment. GP services will be provided by a new team of doctors' is pursued by NHS Walsall and recommended to the NHS Walsall board

b) When considering option one, the use of alternative accommodation should not be excluded.

A handwritten signature in blue ink, appearing to read "M. M. Willcox".

Margaret Willcox  
Acting Executive Director

7 April 2010

# **Future access to primary medical care (GP Services) for Mossley and Dudley Fields Communities**

## **Public Consultation document**

### **A chance to have your say**

**Do you want this in another format or language,  
or do you want someone to go through it with you?  
Ring us on 01922 618358. We will do our best to get  
it into a format or language that suits you and that  
you can understand as quickly as possible.  
Of course, this is free of charge.**

## Why is NHS Walsall consulting you?

NHS Walsall has been informed of Dr (Mr) Ghaffar and Dr (Mrs) Ghaffar's plans to retire after a long career spanning 31 years. During this time they have worked at premises owned by them known as the Abbey Square Surgery on Mossley estate. Together with a third GP, Dr Saleem, they provide general medical services to 3,145 patients.

We have published this consultation document to tell you about the options for providing future GP services in Mossley and so that you can give us your views on them.

The consultation is running until 23 April 2010. Any views you pass back to us during this time will be recorded by us and used with other relevant facts to help us make a decision about future GP services in Mossley. At the end of the consultation we'll let you know about the decision and how and why we made it.

Sometimes, decisions are difficult to make because, as well as what you tell us, there are certain factors that we have to consider, for example cost and affordability. In this case, we'll be looking at solutions that are affordable, acceptable to patients, staff and the public and clinically safe and effective. We'll weigh up each of these in making our final decision.

If you are writing your comments on this document and posting it back to us, you can put your contact details here.

You can also leave it anonymous if you prefer

Name

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Address

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Postcode

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Email

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- I am responding for myself
- I am responding on behalf of a group or organisation

Name of group:

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## **How you can have your say**

The easiest way to let us know what you think is to simply write it on the document and send the whole thing back to us. Just fold the back cover over so that the FREEPOST address is showing, fold it into three, and sellotape down the ends. You can then pop it into the post, and no stamp is necessary.

You can email  
Consultations@walsall.nhs.uk  
with your views.

You can ring one of our Customer Services representatives on 01922 618358 and we will write down what you tell us over the phone.

You can also send us a letter free of charge, by writing FREEPOST RRLU-CSTS-ERUZ above the address:

Primary Care Consultation  
NHS Walsall  
Jubilee House  
Bloxwich Lane  
Walsall WS2 7JL

To find out more about the consultation, have a look at the information over the page.

## **1. Who have we consulted with so far?**

This is the start of the process for NHS Walsall. We haven't yet consulted with local people about the options set out in this document.

## **2. Why we're consulting and what it means for local services**

NHS Walsall has been informed of Dr (Mr) Ghaffar and Dr (Mrs) Ghaffar's plans to retire after a long career spanning 31 years. During this time they have worked at Premises owned by them known as the Abbey Square Surgery on Mossley estate. Together with a third GP, Dr Saleem, they provide family doctor services to 3,145 patients.

Because these 2 long serving GPs want to retire at the end of March 2010 and also the fact that the PCT currently contracts for primary medical care (GP services) to be delivered at Abbey Square surgery, we have decided that there is a need to look urgently at how we will continue to provide access to GP services to patients who are registered with Abbey Square from 1 April 2010.

We have come up with a number of possibilities (options) to ensure that we continue to provide family doctor services to people who live in the Mossley and Dudley Fields area of Walsall. Before we make a final decision on what to do, we want to hear your views about the options shown below.

## **3. The Options**

Option 1 – Abbey Square Surgery remains open with small scale redevelopment and refurbishment. GP services will be provided as now by a team of new doctors.

Option 2 – Abbey Square Surgery joins with All Saints Surgery at Pinfold Health Centre and Abbey Square patients will get their GP services at Pinfold.

Option 3 – All Saints Surgery relocates to Abbey Square Surgery, Mossley and All Saints patients get their GP services at Abbey Square.

Option 4 - Abbey Square Surgery joins with All Saints Surgery. Abbey Square patients get their GP services at Pinfold Health Centre but a satellite branch surgery is provided in the Mossley/Dudley Fields area, for a short period whilst all adapt to the change.

#### 4. Some of the advantages and disadvantages of the options

OPTION	ADVANTAGES	DISADVANTAGES
<p>1. Abbey Square Surgery remains open with small scale redevelopment and refurbishment. GP services will be provided by a new team of doctors.</p>	<p>Would ensure GP services continue as they are to registered patients.</p> <p>GP Practice would remain within the heart of the community.</p> <p>Public transport would not be needed.</p>	<p>Existing Abbey Square premises would need refurbishment but retiring GPs want to sell.</p> <p>Abbey Square only offers GP services. Patients would still need to go to Pinfold for other community services.</p> <p>It may be difficult to recruit new GPs.</p> <p>There is very limited parking at Abbey Square and patients have to park in nearby streets.</p> <p>The building isn't suitable for people with disabilities and the cost to alter it would be very high.</p>
<p>2. Abbey Square Surgery joins with All Saints Surgery at Pinfold Health Centre and Abbey Square patients will get their GP services at Pinfold.</p>	<p>Existing GP services would be maintained.</p> <p>The needs of housebound and infirm patients would continue to be a high priority of the newly joined Practices.</p> <p>Home visits would continue to be provided. The relocation would bring together on one site the GP and all community services that Mossley and Dudley Fields residents currently access. No refurbishment costs.</p> <p>There are good public transport links</p> <p>A large free car park is available for patient parking. For some patients, Pinfold Health Centre is nearer.</p>	<p>Local businesses might be affected because of loss of passing trade.</p> <p>The local pharmacy might be affected because prescriptions and over the counter sales provide its main income.</p> <p>Patients who aren't mobile may find the Pinfold Surgery location too far away and difficult to get to.</p> <p>The car park at Pinfold is already very heavily used throughout the day.</p> <p>Some patients may have to travel further.</p> <p>Some patients will be reliant on public transport.</p>

OPTIONS	ADVANTAGES	DISADVANTAGES
<p>3. All Saints Surgery relocates to Abbey Square Surgery, Mossley and All Saints patients get their GP services at Abbey Square.</p>	<p>Would ensure GP services continue as they are to registered patients.</p> <p>GP Practice would remain within the heart of the community.</p> <p>Public transport wouldn't be needed.</p>	<p>Abbey Square doesn't have sufficient space to accommodate All Saints staff.</p> <p>Existing Abbey Square premises would need refurbishment but retiring GPs want to sell.</p> <p>Abbey Square only offers GP services. Patients would still need to go to Pinfold for other community services.</p> <p>It may be difficult to get the current GP and to find any new GPs to stay in the longer term.</p> <p>There is very limited parking at Abbey Square and patients have to park in nearby streets.</p> <p>The building isn't suitable for people with disabilities and the cost to alter it would be very high.</p>
<p>4. Abbey Square Surgery joins with All Saints Surgery. Abbey Square patients get their GP services at Pinfold Health Centre but a satellite branch surgery is provided on a short term basis in the Mossley/Dudley Fields area.</p>	<p>There is access to a primary care surgery in Mossley and Dudley Fields, though this is likely to be limited to two to three days per week.</p> <p>The needs of housebound and infirm patients will continue to be a high priority of the newly merged practice.</p> <p>All Saints Surgery will continue to provide home visits.</p> <p>The relocation will bring together on one site the GP and all community services that Mossley and Dudley Fields residents currently access.</p> <p>No refurbishment costs.</p> <p>Good public transport links.</p>	<p>Local businesses might be affected - loss of passing trade.</p> <p>The local pharmacy might be affected because prescriptions and over the counter sales provide its main income.</p> <p>Patients who aren't mobile may find the Pinfold Surgery location too far away and difficult to get to.</p> <p>Car park at Pinfold is already very heavily used throughout the day.</p> <p>Some patients may have to travel further.</p> <p>Some patients will be reliant on public transport.</p>

## **5. How to get more information**

If you want an electronic or paper copy of any other supporting information just telephone 01922 618358 and speak to the Customer Care Team.

## **6. How decisions will be made and what will happen after the consultation**

It is important that you as local people and other interested parties have the opportunity to have your say about 1.the options we're proposing and 2.what your preferred option is for offering future GP services in Mossley and Dudley Fields. Our proposals will ensure that you can access future services but, as mentioned above, as well as your input, difficult factors have to be considered before a final decision is made. In this case, we'll be looking at solutions that are affordable, acceptable to patients, staff and the public and are clinically safe and effective.

This document tells you information about the consultation and how to make your views known but there will also be formal public meetings at which you can have your say and we will notify you of these. What you tell us will be given to NHS Walsall's Board of Directors to help them make a final decision.

## **7. What are the timescales?**

We expect the consultation exercise to be finished by the end of April 2010 and the PCT to make a final decision in May 2010. We'll let all of you who took part know our decision and the reasons for it.

## **8. Some useful questions and answers**

**Q Who owns Abbey Square Surgery premises?**

**A** Drs Ghaffar & Ghaffar own the premises

**Q Can the PCT (NHS Walsall) buy the premises from Drs Ghaffar & Ghaffar?**

**A** The PCT doesn't plan to do this. It would be very difficult as the costs would be very high.

**Q Could the PCT rent the accommodation from Drs Ghaffar & Ghaffar?**

**A** Yes, this is possible.

- Q Can the PCT pay for refurbishment costs?**  
A No, as this would normally be up to the landlord, in this case the GP are owners of the building. PCT support may be possible but we'd need to look at how much it would cost and whether it would result in the best benefits.
- Q Does Abbey Square offer all primary care (i.e. community based health services) services?**  
A No, only GP services. Other community health services are available at Pinfold Medical Centre.
- Q Do Mossley & Dudley Fields residents have a choice of GP practice they can register with?**  
A Yes, this choice will remain. If patients don't want to relocate to All Saints Surgery they can choose to join other GP practices that cover the Mossley/Dudley Fields area.
- Q Are all Abbey Square patients Mossley/Dudley Fields residents?**  
A No, about 35% come from outside the area including Willenhall North, Bloxwich East and Blakenall.
- Q Of all the people who live in the ward, approximately how many residents get their primary medical care (community health services) outside the area they live?**  
A About 75% of residents in the Mossley/Dudley Fields area access primary medical care outside the area they live in.

Other questions you may want to think about

- Q What could All Saints Surgery offer that I can't get from Abbey Square Surgery now?**
- Q Would I be able to get a home visit when I needed one?**

These are just some examples of questions you may want to ask. If you have any others, please let us know them so that we can give you an answer.

Finally, thank you for taking the time to tell us your views. Our Board will take these into account in the decision they make and we'll let you know once we know the result.

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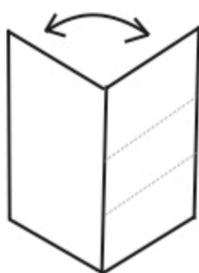


Primary Care Consultation  
Jubilee House  
Bloxwich Lane  
WALSALL  
WS2 7JL

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How to fold:

Fold back the back cover so this page is showing.



Then fold into three so the address is showing.

Finally, sellotape or stick down the edges.

**Mail it to us free of charge.**



## NHS Walsall

### COMMUNICATION AND ENGAGEMENT (C&E) PLAN

#### Final

**Project Title: Future access to primary care (GP Services) to Mossley and Dudley Fields Communities**

#### **Rationale for the Engagement Activity**

The aim of the engagement work is to inform service users and other key stakeholders of the retirement of Drs Ghaffar and Ghaffar of the Abbey Square Surgery, Mossley, the preference of the remaining GP Dr Saleem to merge with the All saints Practice, Pinfold Medical centre, Bloxwich and to consult on the options available to patients registered at both Abbey Square and All saints Practices on their future access to GP and other Primary care services.

#### **Aims of the C&E plan**

- Raise awareness and inform all identified stakeholders about this project
- To consult key stakeholders on options as a result of the retirement of 2 long serving GPs currently practicing at Abbey Square Surgery Mossley
- Keep stakeholders informed throughout the consultation process
- Promote key messages
- Monitor and record feedback from stakeholders on the option to secure future primary care access (GP services)
- Act on feedback and inform stakeholders of the outcome(s)
- Inform the Communication and Engagement team of feedback and outcomes
- Ensure all those involved in the project have a common understanding of the purpose and deliverables

**Start Date:** December 2009

## COMMUNICATION AND ENGAGEMENT PLAN

### Project Title: Future access to primary care (GP Services) to Mossley and Dudley Fields Communities

<b>STAKEHOLDER</b> <i>(i.e. target audience)</i>	<b>MESSAGES &amp; INFORMATION TO BE COMMUNICATED</b>	<b>FOR WHAT PURPOSE</b> <i>(To inform, consult, achieve decision, ratify etc)</i>	<b>HOW?</b> <b>Format of information provision/collection</b> <i>(e.g. public meeting, letter, e-mail, press, focus group, survey, website)</i>	<b>WHO WILL PROVIDE</b> <i>(Person/Group/Role responsible for delivering/distributing the communication)</i>	<b>WHEN?</b> <i>(include frequency and any specific dates)</i>	<b>MONITORING and FEEDBACK /ACTION(S) TAKEN IN RESPONSE</b> <i>(Principles of 'you said, we did'-include evidence for each methodology)</i>
<b>Local Press</b>	To inform media re consultation exercise on the options for future access to primary care access (GP services) Mossley and Dudley Fields communities	Inform	Press release	Director of Public Health Medicine Asst Director primary Care contracting GPs from affected practices	December 2009	
<b>1.Service Users</b>  Petitioners  All existing patients-Abbey Square Surgery, Mossley (i.e. including those from outside the immediate Mossley area)  All existing patients-All Saints Surgery, Bloxwich	Key message is to set out the options to ensure continued access to primary care (GP Services) <b>Reasons why:</b> Retirement of Dr Ghaffar and Ghaffar of Abbey Square Surgery and preference of remaining GP to merge with All Saints Surgery <b>Constraints effecting options:</b> <i>Affordability, Sustainability, Strategic Fit, Access – environmental, Access-availability of services</i>	To inform and present options  Inform decision/outcome	Public Meeting x 2  Letter- explanation and invite to public meeting ( <i>Plain English, account for BME community, other hard to reach groups if needed-ref: demography</i> )  Press release-invite to public meeting  Website	Director of Public Health Medicine Professor Sam Ramaiah, Dr B Watt – Consultant in Public Health Medicine and Asst Director Primary care and Abbey Square and All saints GPs  Primary care contracting team, Public Health Information Analysts, customer care team, Communications team (throughout the plan)  Communications	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>

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Practice Public meetings  LNP  LINKs  Practice staff Meetings	<b>What's realistically negotiable:</b> <i>Patients ability to exercise choice to register with whichever practice they want and possibility of a primary care outreach facility on estate if the Abbey Square closure was the preferred option but only in the short term</i> <b>Feedback mechanism</b> <i>Through the press            Trust Web site            By letter to patients that request feedback in writing</i>	Inform & Consult  Inform & Consult  Inform & Consult  Inform & Consult	Presentation and discussion  Presentation and discussion  Presentation and discussion  Presentation and discussion	ditto  ditto  ditto  ditto	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>
<b>2. Other GPs in the locality and in those areas outside of Mossley where other registered patients live</b>  <b>Practice staff</b>	To inform and consult on the options for future access to primary care access (GP services) Mossley and Dudley Fields communities Possible impact on their practices should patients decide to exercise choice and join their lists	Inform & Consult	Letter to GPs inviting comment on the consultation document and options therein	Asst Director Primary Care Contracting	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>

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<b>3. Mossley Estate's Pharmacy</b>	To inform and consult on the options for future access to primary care access (GP services) Mossley and Dudley Fields communities	Inform & Consult	Letter inviting comment on the consultation document and options therein	Asst Director Primary Care	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>
<b>4. Local Authority/Social Care</b>	To inform and consult on the options for future access to primary care access (GP services) Mossley and Dudley Fields communities	Inform & Consult	Letter to Chief Executive	Asst Director Primary Care	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>

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<b>5. Relevant Practice based Commissioning Groups</b>	To inform and consult on the options for future access to primary care access (GP services) Mossley and Dudley Fields communities	Inform & Consult	Attend relevant group meetings and give presentation and seek comments	Asst Director Primary Care  Dr B Watt Consultant in Public Health Medicine	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>
<b>6. Local NHS Trusts: Dudley and Walsall MH Trust and Walsall Hospitals NHS Trust and NHS Walsall Provider Arm and South Staffs PCT</b>	To inform and consult on the options for future access to primary care access (GP services) Mossley and Dudley Fields communities	Inform & Consult	Letter to Chief Executives	Asst Director Primary Care	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>

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<b>7. Transport providers-WMPTE</b>	To inform- <i>(possible increase in use public transport)</i>	Inform	Letter	Asst Director primary care Contracting	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>
<b>8. Overview and Scrutiny Committee</b>	To inform and consult on the options for future access to primary care access (GP services) Mossley and Dudley Fields communities	Inform and Ratify	Attend OSC meeting  Consultation Report  Presentation	Director of Public Health Medicine Asst Director primary Care contracting	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>
<b>9. NHS Walsall Board</b>	To inform and consult on the options for future access to primary care access (GP services) Mossley and Dudley Fields communities	Inform and agree this plan  Update progress	Report	Asst Director primary care Contracting	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>
<b>10. Local Councillors</b>	To inform and consult on the options for future access to primary care access (GP services) Mossley and Dudley Fields communities			Asst Director primary care Contracting	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>

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<b>11. Local MPs</b>	To inform and consult on the options for future access to primary care access (GP services) Mossley and Dudley Fields communities	Inform & Consult	Letter and copy and consultation document inviting comments	Asst Director primary Care contracting	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>
<b>12 My NHS Walsall</b>	To inform and consult on the options for future access to primary care access (GP services) Mossley and Dudley Fields communities	Inform & Consult	Letter and copy and consultation document inviting comments	Asst Director primary Care contracting	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>
<b>13. Walsall LMC</b>	To inform and consult on the options for future access to primary care access (GP services) Mossley and Dudley Fields communities	Inform & Consult	Letter and copy and consultation document inviting comments	Asst Director primary Care contracting	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>

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<b>14. Walsall LPC</b>	To inform and consult on the options for future access to primary care access (GP services) Mossley and Dudley Fields communities	Inform & Consult	Letter and copy and consultation document inviting comments	Asst Director primary Care contracting	As per Plan attached at <b>Appendix A</b>	As per attached Monitoring Activity Plan, <b>Appendix B</b>

## Further information

Distribution methods detailed in plan above under format of information provision/collection including letters, press releases and posters  
Inform & Consult

Feedback – from public will be via telephone, email and by letter to customer care team at the Trust. Feedback from other stakeholders detailed in the plan above will be via letter to the Chief Executive. Comments made at public meetings will be minuted and included with all other comments received through other communication channels. All the information will be aggregated and detailed/summarised into the Monitoring Activity plan at **Appendix B** of the document.

The analysis will be undertaken by Department of Public Health medicine, estates, finance and Primary care Contracting but the decision will be made by the Board who will receive a report that has evaluated the options in rank order and that will also reflect summarise the views of all stakeholders consulted on each of the options we are consulting on

An evaluation plan is developed. The criteria being used to assess the options and weightings are as follows:

	Maximum Score	Weighting
Public Acceptability	40	H
Affordability	40	H
Sustainability	10	L
Integration	20	M
Access- environmental	10	L
Access – services	30	H
Strategic Fit	30	H
Premises	20	M
	-----	
Total	200	

Scores for each section will be multiplied by weighting H,M & L.

H = 3, M = 2, L = 1

**Future access to primary care (GP Services) to Mossley and Dudley Fields Communities  
Communication and Engagement Timetable**

**APPENDIX A**

**COMMUNICATION AND ENGAGEMENT PLAN**

<b>Group</b>	<b>Meeting dates</b>	<b>Link/Lead</b>
PEPI (on agenda)	9 December @ 11.30 am Seminar Room, Pinfold Health Centre	Louise Mabley
PBC West	30 Dec 2009	
OSC (on agenda)	4 Jan 2010 @ 6 pm Council House	
Blakenall LNP (request made)	5 Jan 2010 @ 6 pm venue tbc	LNP PCT Links
LPC (on agenda)	6 January 2010 venue tbc	Jayesh Patel (Chair)
LMC (request made)	11 Jan 2010 @ 7 pm Lecture Theatre, Manor	Dr Desai
PBC South East	12 Jan 2010	
PBC North	14 Jan 2010	
PEC	18 January	Pam Skinner
MyNHS Walsall (emailed 3 Dec)	28 January venue tbc	Dominic Leadbetter
Public Meeting	28 January 2010 Sneyd School	Phil Griffin/Dr Ramaiah/Barbara Watt/GPs
Public Meeting	5 Feb 2010 Sneyd School	Phil Griffin/Dr Ramaiah/Barbara Watt/GPs
PBC Trans	8 Feb 2010 venue tbc	P Griffin, Mike Johnson, Lydia Hudson
Abbey Square PPG	27 Jan 2010 @ 12 mid.day	GPs/Dr Ramaiah/Barbara Watt/Phil Griffin
All Saints PPG	NONE	GPs/Dr Ramaiah/Barbara Watt/Phil Griffin
Local Authority	by letter	CEO- Paul Sheehan
APRO	by letter	Terry Mingay, Managing Director
Pinfold Practices	By letter	Dr Ramaiah/Barbara Watt/Phil Griffin
LDC (request made)	1 Feb 2010	David Statham (Chair)
Manor Hospital	By letter	Sue James CEO
Dudley & Walsall MH Trust	By letter	CEO
South Staffs PCT	By letter	CEO
Walsall Voluntary Services	By letter	CEO
Centro	By letter	
MPs	By letter	
MEPs	By letter	
Councillors	By letter	

**MONITORING ACTIVITY**

**APPENDIX B**

**Project /ConsultationTitle: Future access to primary care (GP Services) to Mossley and Dudley Fields Communities**

**MONITORING PROCESS**

<b>Information/ message)</b>	<b>Stakeholder</b> <i>(i.e. target audience</i>	<b>Feedback/ monitoring activity</b> <i>e.g qualitative/quantitativ e-telephone, e mail etc</i>	<b>Date/ Frequency</b>	<b>Data analysis/ Evaluation</b>	<b>Outcome</b> <i>i.e impact -on service delivery/service re- design etc/board decision</i>	<b>Feedback methodology – how?</b> <i>pct to stakeholder- 'you said, we did'</i>	<b>When?</b> <i>date feedback</i>
Example only  To inform and consult	Service users	email	During the 12 week consultation period	Preferences expressed Option 1=10 Option 2=5 Option 3=2 Option 2=2  No option given	Information put through to Board report to inform decision making Final Outcome Option 4	Email Letter Radio press release	After Board decision within 2 weeks