

<b>NHS 24 BOARD MEETING</b>		<b>20 JUNE 2019 FOR APPROVAL</b>	
<b>STAKEHOLDER ENGAGEMENT FRAMEWORK 2019 to 2021</b>			
<b>Executive Sponsor:</b>		Director of Service Development	
<b>Lead Officer/Author:</b>		Head of Stakeholder Engagement and Insights	
<b>Action Required</b>		The Board is invited to approve the proposed NHS 24 Corporate Stakeholder Engagement Framework 2019 to 2021	
<b>Key Points</b>		<ul style="list-style-type: none"> <li>• The Stakeholder Engagement Framework 2019 to 2021 replaces the previous Stakeholder Engagement Strategy (2016)</li> <li>• There is an associated Stakeholder engagement toolkit which has also been developed which is intended as a digital resource and supports methods of engagement</li> <li>• Delivery planning is under development.</li> </ul>	
<b>Financial Implications</b>		The cost of developing the Stakeholder Engagement Framework has been achieved as business as usual.	
<b>Timing</b>		There are no immediate timing issues identified.	
<b>Contribution to NHS 24 strategy</b>		<ul style="list-style-type: none"> <li>• Improving services to ensure continuous quality, safe and effective patient care</li> <li>• Significantly improve our Stakeholder Engagement. Ensure our services match our stakeholder needs</li> <li>• Confirm the role of NHS 24 in delivering within the digital health and care landscape.</li> </ul>	
<b>Contribution to the 2020 Vision and National Health and Social Care Delivery Plan (Dec 2016)</b>		The Stakeholder Engagement Framework 2019 - 2021 and associated Toolkit will support the organisation meet its obligations, as set out in the Health and Social Care Standards.	
<b>Equality and Diversity</b>		The Stakeholder Engagement Framework 2019 - 2021 and associated Toolkit strengthens the commitment to achieve inclusive and meaningful engagement across communities, including those who find access to our full range of services challenging.	

## 1. RECOMMENDATION

- 1.1 The Board is invited to approve the proposed NHS 24 corporate Stakeholder Engagement Framework 2019 - 2021

## 2. BACKGROUND

- 2.1 In November 2016, NHS 24 published a Stakeholder Engagement Strategy. The strategy set out roles and responsibilities for teams across the organisation, many of which, have now been consolidated following organisational change and the establishment of the Service Development Directorate.
- 2.2 The Service Development Directorate has a key role in enabling and facilitating the strengthening of our approach and priorities in relation to Stakeholder Engagement through relevant tools, methodologies and capacity to engage in a meaningful and engaging manner across our public, partners and staff.
- 2.3 The Stakeholder Engagement Framework has adopted six key principles (Appendix A). These are:
- **Awareness** – including raising awareness of the services and career opportunities that we provide
  - **Purpose** – setting out the purpose of engagement and objectives to be achieved
  - **Inclusion** – achieving meaningful engagement with diverse communities and using a range of alternative communication tools
  - **Timely and Transparent** – ensuring that engagement takes place at the commencement of any activity
  - **Respectful** – being open and honest, acknowledging the expertise that our partners have and appreciative of the benefits of working together, and,
  - **Measurable** – evaluating our performance through formal and informal monitoring and review.
- 2.4 A Stakeholder Engagement Delivery Plan is under development.

## 3. ENGAGEMENT

- 3.1 The content of the Stakeholder Engagement Framework has been drafted as a result of a review of best practice, continuous appraisal of stakeholder feedback and insights gathered following a period of internal and external engagement