

Evolving through Involving...



Involving People in Service Change: A quick guide to engagement requirements

All service changes should consider the impact on patients, carers, families and communities. The level of engagement required depends on the type of change being proposed.

Identify the type of service change required:

Temporary Service Change:

What is it?

A time-limited change, pilot or interim arrangement.

Examples

- Infection prevention and control measures
- Staffing-related changes
- Pilots and test projects
- Temporary service reconfiguration

What should we do?

- Contact the NHS Grampian Engagement Team
- Understand potential impacts
- Communicate clearly
- Gather and use feedback
- Review regularly
- Plan for longer-term arrangements if needed

Key Message

Even temporary changes should involve and inform people wherever possible.

Planned Service Change:

What is it?

A planned redesign, development or improvement that is not temporary and is not considered major.

Examples

- New digital services
- Changes to service delivery
- New care pathways
- Changes affecting access to services
- Service improvement projects

What should we do?

- Contact the NHS Grampian Engagement Team
- Complete impact assessment
- Involve people early
- Engage with stakeholders
- Seek and use feedback
- Explain how feedback influenced decisions

Key Message

Proportionate engagement helps shape better services and better outcomes.

Major Service Change:

What is it?

A significant change that may substantially affect patients, carers, communities or access to services.

Indicators

- Significant impact on patients and carers
- Changes to accessibility
- Impact on emergency care
- Public or political concern
- Changes to the way services are delivered
- Wider financial implications

What should we do?

- Contact the NHS Grampian Engagement Team
- Contact Healthcare Improvement Scotland (HIS)
- Undertake early engagement
- Follow Planning with People guidance
- Complete formal public consultation
- Minimum three-month consultation period
- Obtain Board approval
- Ministerial approval required for NHS Boards

Key Message

Major service changes require formal consultation and a defined approval process.

Engagement Expectations for all Service Changes:

Regardless of the type of change:

- Involve people as early as possible
- Communicate clearly and honestly
- Consider equality, accessibility and inclusion
- Listen and respond to feedback
- Demonstrate how views influenced decisions
- Keep people informed throughout implementation

Which approach should I take?

Type of Change	Engagement Requirement
Temporary	Inform, listen and review
Planned	Engage, assess impacts and involve people in developing solutions
Major	Formal engagement, HIS involvement and public consultation

When in doubt, ask early:

Not sure whether a change is temporary, planned or major?

Contact the NHS Grampian Engagement Team as early as possible.

- **gram.involve@nhs.scot**

Early advice can help ensure engagement is proportionate, meaningful and aligned with Planning with People guidance.

Our Aim:

To ensure patients, carers, families, communities and stakeholders are involved appropriately in decisions that affect the services they use.

