

**Flowchart**

<p><b>Planning</b></p> 	<p><b>Identifying need for change</b></p> <ul style="list-style-type: none"> <li>Initial contact with the Scottish Health Council for preliminary discussion on approach</li> <li>Develop a background paper detailing the rationale for change</li> <li>Identify stakeholders and establish a project group to oversee process</li> <li>Equality Impact Assessment (EQIA)/ Health Inequality Impact Assessment (HIIA) of <a href="#">process</a></li> <li>Develop an Involvement and Communication Plan including evaluation of activity</li> <li>Consider work with Local Authorities and other NHS Boards who may be affected by change</li> <li>Consider initial discussion with Scottish Government if appropriate</li> </ul>
<p><b>Informing</b></p> 	<p><b>Inform potentially affected people of the planned timetable for engagement, reasons for change and share any other background information</b></p> <ul style="list-style-type: none"> <li>Carry out communication and engagement activities that can be used to inform the engagement work and development of options and benefits that are expected to flow from proposed change</li> <li>Consider evaluation of engagement</li> </ul>
<p><b>Engaging</b></p> 	<p><b>Development of model(s) with key stakeholders and Option Appraisal process</b></p> <ul style="list-style-type: none"> <li>Develop options with key stakeholders including patients and carers (this can be assisted by Scottish Health Council guidance on <a href="#">Involving Patients, Carers and the Public in Option Appraisal</a>)</li> <li>An option development process should be used to seek consensus, even when there are limited number of options in line with requirements of paragraph 29 of <a href="#">CEL 4 (2010) guidance</a></li> <li>Agree criteria and weightings, option appraisal and scoring process, sensitivity analysis</li> <li>Agree preferred option(s) for consultation and feedback to those involved</li> <li>EQIA / HIIA assessment on preferred <b>option(s)</b></li> <li>Complete Scottish Health Council major service change template for proposal</li> <li>Seek Scottish Health Council view</li> <li>Seek Scottish Government view</li> </ul> <p><b>If considered Major Service Change:</b></p> <p><b>NHS Boards should not move to consultation until confirmation received from the Scottish Health Council that public involvement has been in accordance with guidance</b></p> <ul style="list-style-type: none"> <li>Follow guidance for independent scrutiny <a href="#">if relevant</a></li> </ul>
<p><b>Consulting</b></p> 	<p><b>A proportionate approach may include a form of consultation for proposals not considered to be major. Seek support and advice from Scottish Health Council on methods and process.</b></p> <p><b>If considered Major Service Change</b></p> <ul style="list-style-type: none"> <li>Plan for minimum 3 month consultation period, timescales for analysis of results and reporting to relevant Board meetings</li> <li>A consultation paper needs to be produced which incorporates requirements of paragraph 33 of <a href="#">CEL 4 (2010) guidance</a></li> <li>Agree how information will be shared for the Scottish Health Council to quality assure the process</li> </ul>
<p><b>Feedback and decision making</b></p> 	<p><b>Provide feedback to stakeholders and interested parties on outcome</b></p> <ul style="list-style-type: none"> <li>Explain results of the consultation process, final proposals and next steps</li> <li>Evidence how views were taken into account in developing final proposals</li> <li>Provide reasons for not accepting any widely expressed views</li> <li>Outline plans for implementation and further opportunities for engagement</li> <li>Evaluation of engagement, and consider undertaking an <a href="#">after action review</a> organised by the Scottish Health Council</li> <li>For major service change, seek ministerial approval (you will need quality assurance report from Scottish Health Council)</li> <li>After Action Review organised by the Scottish Health Council</li> </ul>

Throughout the process contact should be maintained with the Scottish Health Council for advice on good practice and proportionate approach. For more information please visit: [www.scottishhealthcouncil.org/servicechange.aspx](http://www.scottishhealthcouncil.org/servicechange.aspx)