



Healthcare  
Improvement  
Scotland

Community  
Engagement

# Evaluation of Our Voice Citizens' Jury on Shared Decision Making

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**NHS**  
SCOTLAND

# Our Voice Framework



**My Voice**



**Community Voice**



**National Voice**

# Realistic Medicine



## PRACTISING REALISTIC MEDICINE



CHANGE OUR STYLE TO  
**SHARED DECISION MAKING?**

BUILD A **PERSONALISED**  
APPROACH TO CARE?



**REDUCE HARM  
AND WASTE?**



REDUCE **UNWARRANTED  
VARIATION** IN PRACTICE  
AND OUTCOMES?

**MANAGE RISK BETTER?**



**BECOME IMPROVERS  
AND INNOVATORS?**

Chief Medical Officer's  
Annual Report 2016-17



**REALISTIC  
MEDICINE**



**Healthier  
Scotland**  
Scottish  
Government

# Objectives of Citizens' Jury

- To offer insight into how relationships between health and social care professionals and service users might be strengthened
- Assess the role of Citizens' Juries as an innovative approach to citizen involvement in policy making process

# Implementation Group



# Recruitment and participation

- 3,000 letters issued, with 269 responses
- Selected through random stratified sampling
- Desired profile matched
- Perth location
  - Ability to access representative population
  - Access and travel time
- Remuneration
- 24 people attended all three sessions

# Scottish Government Commitment

- The Scottish Government made a commitment to carefully consider each of the Jury's recommendations and reply to them all, either with a commitment to action or an explanation as to why that recommendation could not be taken forward.

# Citizens' Jury Question



## The Citizens' Jury question

*'When decisions about a person's care or treatment are made jointly between health or social care professionals and the individual, or others supporting their care, it's known as shared decision-making. The question the Citizens' Jury will attempt to answer is:*

*'What should shared decision-making look like and what needs to be done for this to happen?'*



# Commentators

## Session 1

Helen Mackie: National Clinical Advisor, Realistic Medicine,  
Consultant Gastroenterologist, NHS Lanarkshire

Dr Julie McElroy: Campaigner on diversity and disabilities.

Andrew Cassidy: Care Opinion

## Session 2

Dr. Graham Kramer: GP

Tommy Whitelaw: UK Project Lead, Dementia Carer Voices,  
Health and Social Care Alliance Scotland

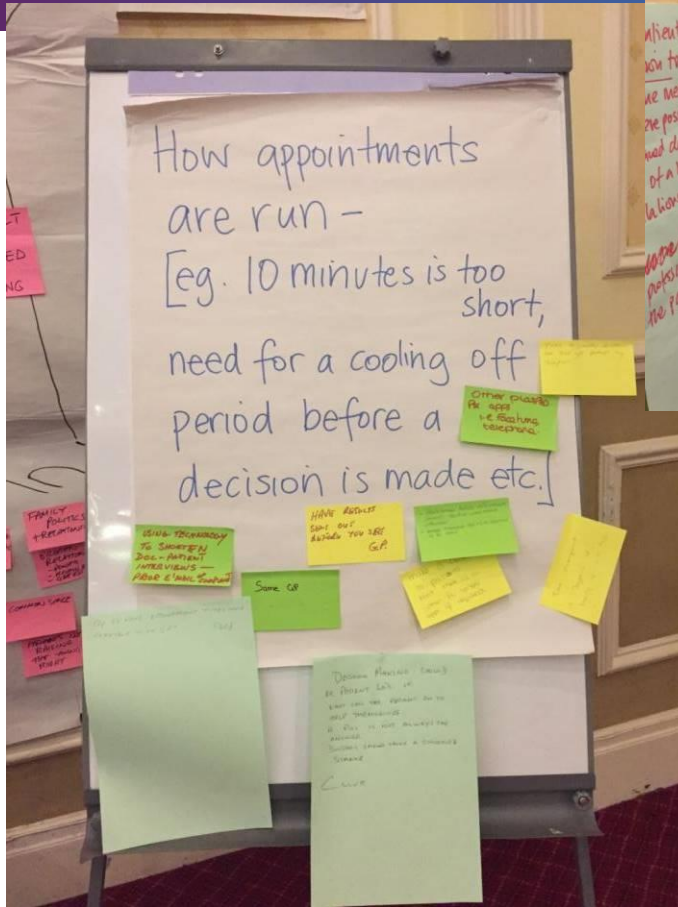
Pauline McFadden: Carer

Shaben Begum: Director, Scottish Independent Advocacy  
Alliance

# Facilitation



# Facilitation





The Jury made 13 recommendations for supporting shared decision-making in Scottish health and care, under 6 themes including educating patients, training professionals and practical resources to support the culture of shared decisions.

# Presenting Recommendations



# Response to recommendations



- Initiatives and practices already established and operational
- Work under- development
- Identified gaps

# Evaluation Approach

- Evaluation framework developed by SHC & approved by Oversight Panel
- Evaluation forms completed by Jury members after 3<sup>rd</sup> session
- Feedback sought after SG response:
  - Jury Members
  - Commentators
  - Oversight Panel

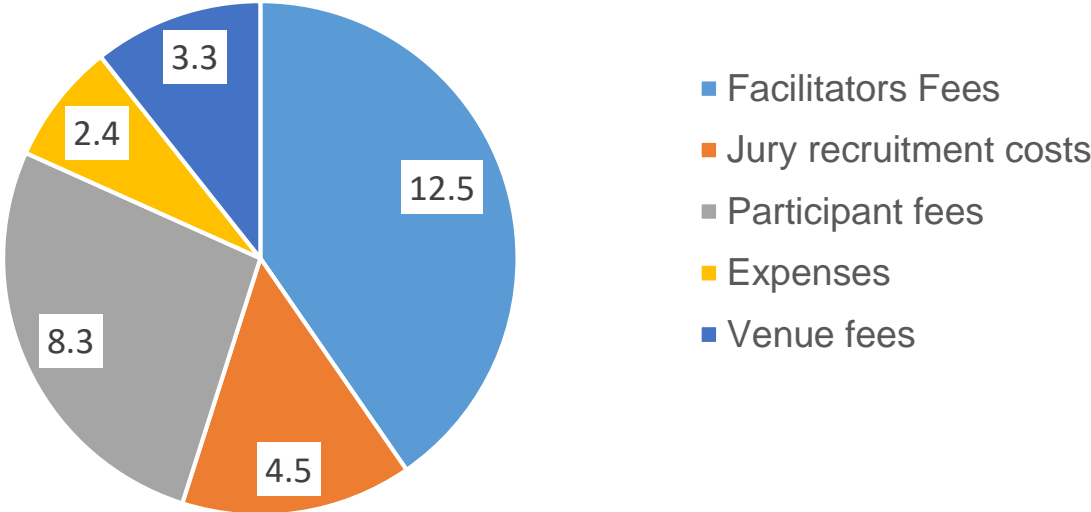
# Planning, admin & costs

- determining question
- procurement & managing contract with facilitators
- admin of Oversight Panel
- venue hire
- jury recruitment
- contact with Jury members before & between sessions
- travel & carer expenses
- evaluation forms
- equality monitoring forms
- consent forms
- payment of participation fee
- recruiting and organising commentators, and
- reporting



# Planning, admin & costs

Costs (£000)



# Recruitment & Retention

Motivation to take part:

- interesting topic/curiosity (12)
- to give something back/make a difference (8)
- financial incentive (3)

Retention:

- Topic
- Remuneration 'about right'
- Venue location, facilities & accessibility
- Length of process – 3Xsessions (6hrs 45 mins) two weeks in between
- Well facilitated

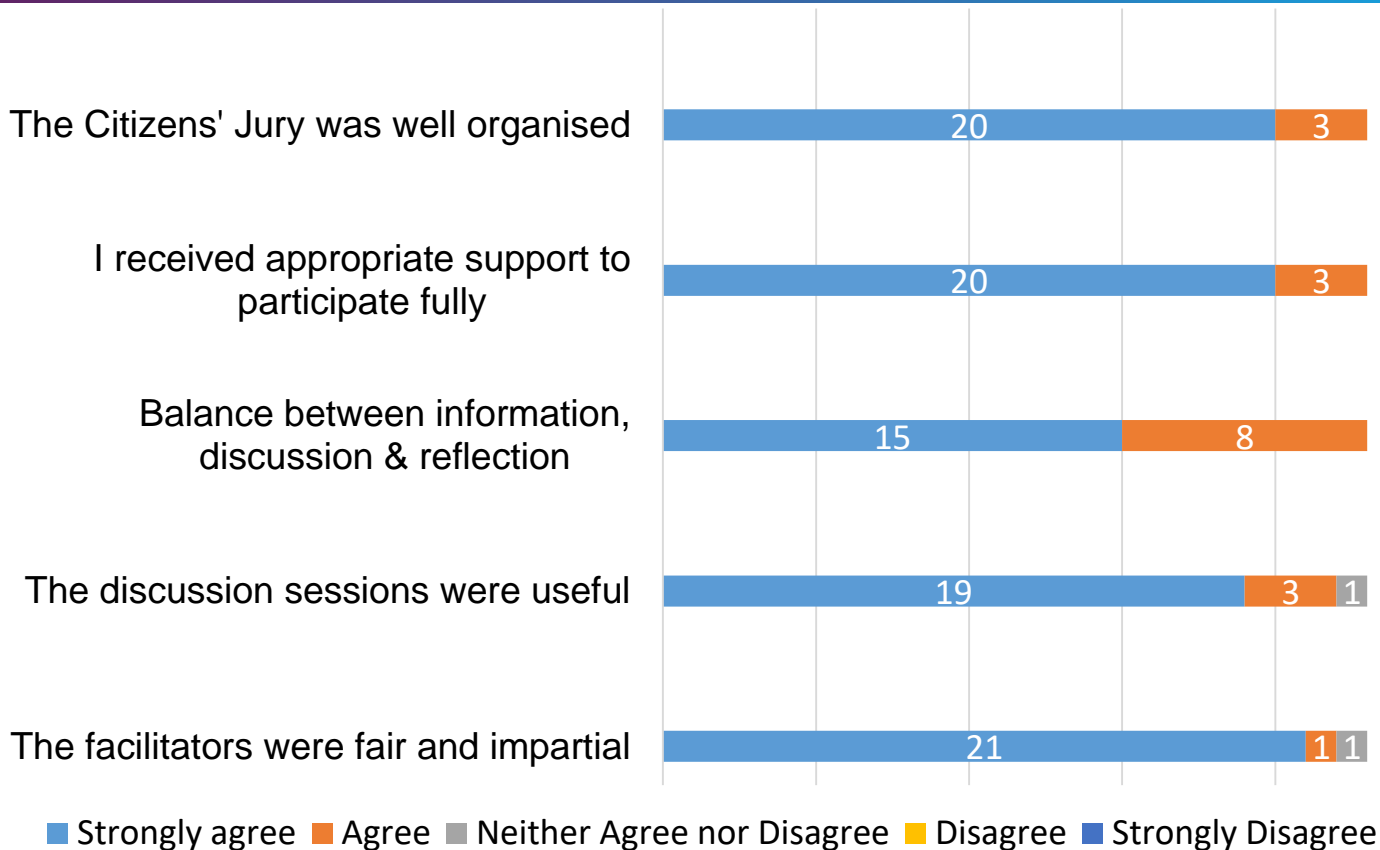
# Jury Demographics

| Recruitment profile                               | Profile as a proportion of Scottish population | Original profile proposed by Oversight Panel | Actual profile of those in attendance at all 3 sessions |
|---|--|--|---|
| <b>Age</b>  |  |  |   |
| 16 to 25  | 3  | 6  | 4   |
| 26 to 44  | 7  | 6  | 5   |
| 45 to 64  | 8  | 6  | 7   |
| 65 and over                                       | 6  | 7  | 8   |
| <b>Gender</b>                                     |  |  |   |
| Female  | 12   | 13   | 12  |
| Male  | 12   | 12   | 12  |
| <b>Scottish Index of Multiple Deprivation</b>     |  |  |   |
| 1 (most deprived)                                 | 5  | 6  | 6   |
| 2   | 5  | 6  | 5   |
| 3   | 5  | 5  | 5   |
| 4   | 5  | 4  | 4   |
| 5   | 5  | 4  | 4   |
| <b>Urban / Rural</b>                              |  |  |   |
| Urban   | 20   | 20   | 17  |
| Rural   | 4  | 5  | 7   |
| <b>Long term physical/mental health condition</b> |  |  |   |
| Yes   | 11   | 10   | 9   |
| No  | 13   | 15   | 15  |
| <b>Ethnicity</b>                                  |  |  |   |
| Ethnic Minority                                   | 3  | 2-4  | 3   |
| White British                                     | 21   | 23-21  | 21  |

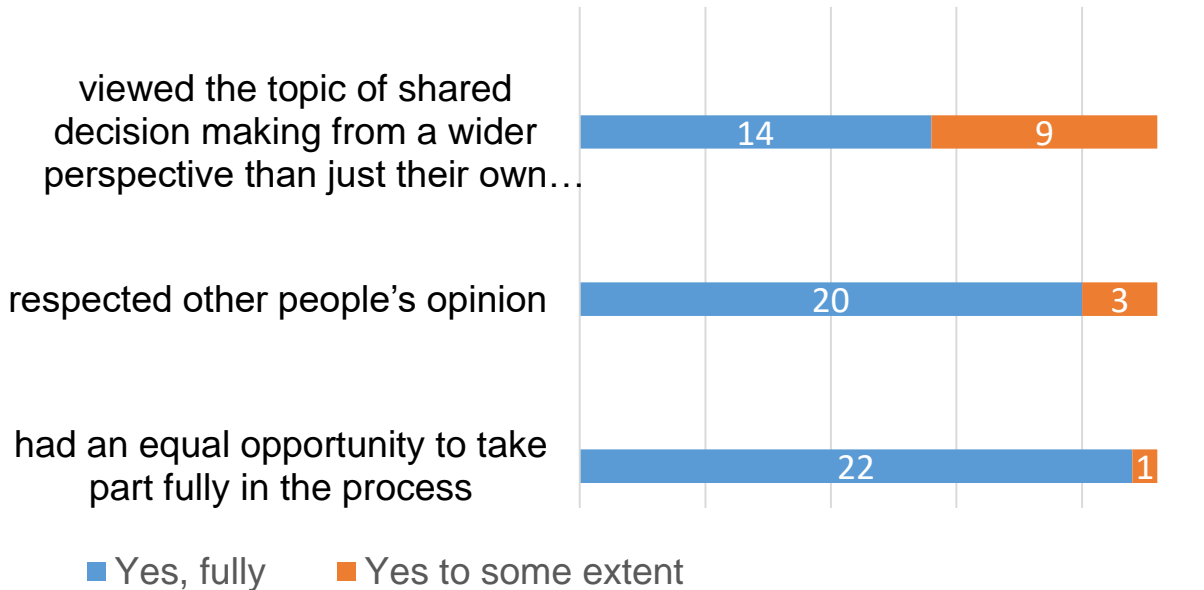
# Citizens' Jury



## Jury members views on facilitation and organisation of jury process



# Jury members felt that they ...



# Commentators

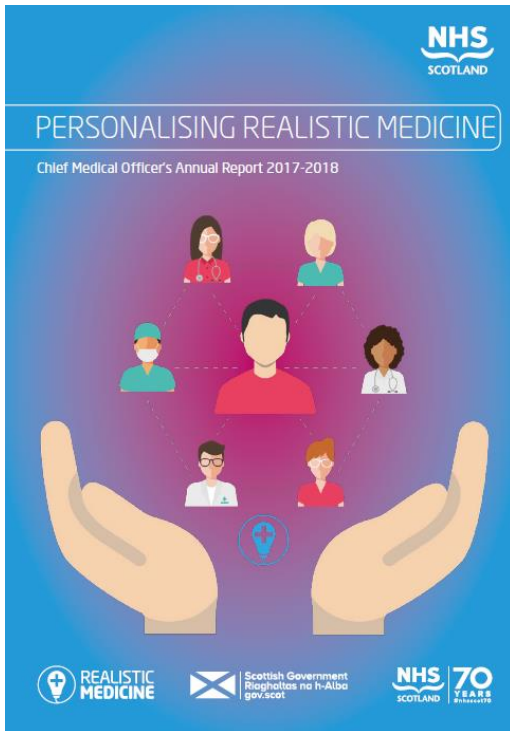
The overwhelming majority of Jury members felt that:

- they were able to ask questions of the commentators
- questions were answered to their satisfaction
- there was a good spread of opinion from commentators
- the commentators provided useful information

The majority of the commentators fed back that:

- their interaction with Jury members was positive
- no undue influence from facilitators or sponsors, and
- their participation added to their own knowledge of SDM

# CMO Response



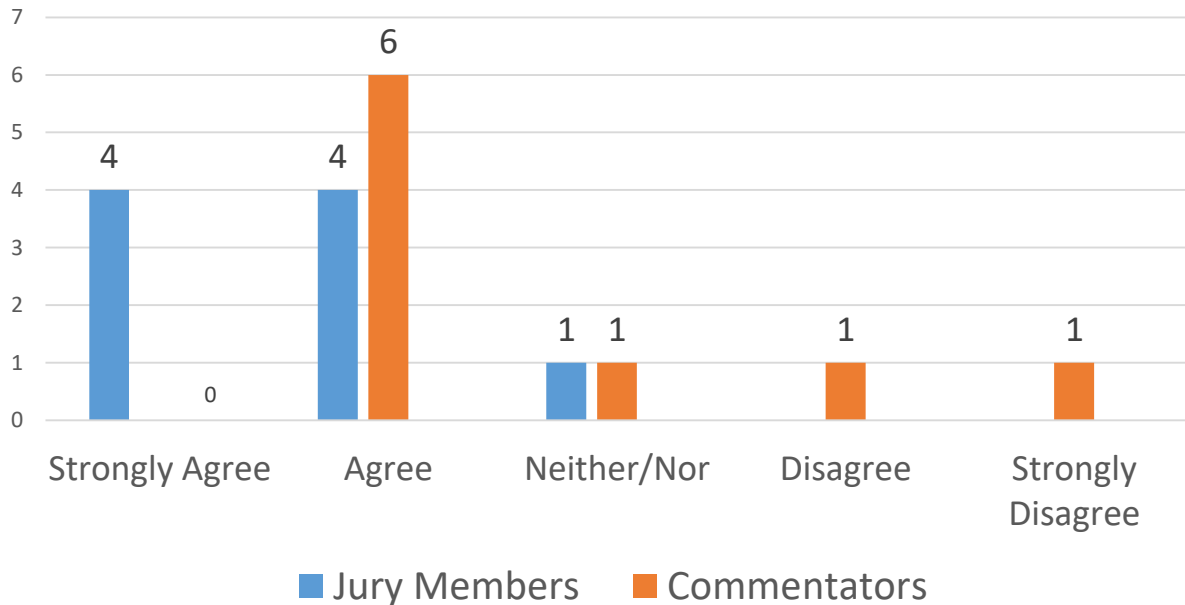
*“The Jury has been a fascinating and most valuable exercise that has given us the opportunity to reflect on how we can get better at shared decision-making.”*

*... this process has provided further evidence that, when provided with the information they need, the public can make practical and very sensible recommendations about how to provide better value care.”*



# Feedback on SG Response

To what extent do you agree or disagree that the Scottish Govts response appropriately addressed the Jury's recommendations?



# Conclusions

- Recruitment & selection of Jury
- Facilitation and deliberation
- Size and length of Jury
- Expert input and role of commentators
- Recommendations

# Conclusions

- SHC conclude that a Citizens' Jury is a valuable tool to capture public involvement in health and social care in Scotland
- Sponsors of future juries need to ensure the jury is suitably resourced, ensuring a robust approach to the process and topic is carefully considered.
- Committing to respond to the Jury's recommendations from the outset is a crucial facet of the approach.

# Acknowledgements

- Erica Reid, Helen Mackie, Joanna Swanson, Shared Future
- Jury members
- Commentators
- Oversight Panel Members
- Everyone else that supported the project