

Engagement and consultation on proposals

During the development of the 2019/20 national tariff, NHS England and NHS Improvement engaged stakeholders on our policy proposals in a number of ways, including:

- a series of face-to-face workshops during summer 2018
- webinars on specific policies
- an October 2018 publication outlining principal policy proposals, accompanied by a survey and an Excel file of draft price relativities to collect feedback
- the January 2019 publication of the statutory engagement on the proposed tariff, again accompanied by a survey.

Understanding and responding to proposals for the 2019/20 tariff

How easy did you find it to understand and respond to our proposals for the 2019/20 tariff?

Very easy Quite easy Quite difficult Very difficult Don't know

How could we make it easier to understand and respond to consultation on tariff proposals?

One of the key issues is that the information on any given service is scattered across multiple documents which are not necessarily well signposted. Therefore to create a holistic view of the changes in anyone service it is necessary to pull together all the elements from multiple sources that may be buried in documents 100's of pages long. The net effect is to make it extremely difficult for anyone without experience of commissioning and 'digging around' NHSI websites to understand the range of change and impact that is being consulted on. This creates a situation that whereby 'consultation' is consultation in name only not in execution. It is arguably also completely unintelligible for third party groups. We have a range of stakeholders, such as charities and interest groups who are extremely interested and engaged with all aspects of maternity but have voiced to us how they feel effectively excluded from this process by the use of inaccessible documents, websites, language and poor signposting.

Engagement methods

How useful do you find the following ways of engaging with us on tariff proposals?

	Extremely useful	Moderately useful	Slightly useful	Not at all useful	Don't know
Publications setting out proposals and accompanying surveys		X			
Lists of prices in Excel		X			
Face-to-face workshops					X
Webinars on specific topics			X		

Do you have any comments about the engagement methods used?

Please see earlier response

What other engagement methods should we consider using?

You should create guides for specific service types such as A&E and maternity that include ALL the relevant information in one place. You should also introduce plain English versions. For example the use of the phrase 'currencies' is one that has a completely different usage in standard English and so is remarkably unhelpful for the average person trying to decipher the work. There is an unhelpful level of assumption of knowledge that should be reviewed prior to publication of future documents. It is also almost impossible to work out the impact of changes in a practical fashion. Worked examples would support CCGs and services (and other interest groups) to be able to determine the impact on their organisation of any changes proposed. The current way of doing it suggests educated guessing is the most useful method to determine this. It would also be important to compare the changes with the current method (and amounts in pounds in use and proposed).

Workshops for the 2020 tariff

If you would be interested in attending a workshop on our proposals for the 2020 national tariff, please enter your email address:

Gabrielle.bourke@rcm.org.uk

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What would you think would make the workshops most useful for you?

Topic specific change summaries in plain English as discussed above.

Thank you for giving us the opportunity to respond.



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