

REVIEW:	COMMUNICATION	
Scrutiny Committee:	Health	Chair: Councillor Brigadier P.Jones CBE
Lead support officer:	Sue Fiennes	

SCOPING STATEMENT AND TIMETABLE

Terms of Reference
To review the Health Service wide communications strategy and procedures to assess their effectiveness.

Desired outcomes
<ul style="list-style-type: none"> • To make suitable recommendations, based on the existence of a Communications Strategy, to improve the lines of communication across NHS organisations in Herefordshire. • To express a view on the leadership/management approach to communication that has been adopted.

Key questions
<ul style="list-style-type: none"> • Is there a Communications Strategy across NHS organisations in Herefordshire? • What are the current procedures? • How are staff and patients kept informed of developments? • Are staff and patients consulted and involved in decision-making? • What are the levels of cohesiveness across the organisations locally? • What views do staff hold on Communications, as recorded in the staff opinion surveys? Is the trend improving?

Timetable	
<i>Activity</i>	<i>Timescale (activity completed by)</i>
Agree approach	1 st December (to submit Scoping Statement to Health Scrutiny Committee)
Collect data	June 2005
Agree list of 'witnesses' to interview	June 2005
Interview witnesses	August – September 2005
Analysis of data and witness evidence	October 2005
Prepare recommendations	October 2005

Report to Health Scrutiny Committee

December 2005

Members	Support Officers
Councillor Mrs W U Attfield Councillor Brig. P Jones CBE (Chair of Review Group) Councillor J B Williams Mr C G Grover	Policy Assistant