

Citizens' jury

Brief for expert witnesses

1. General briefing for all witnesses

You are asked to provide evidence as an expert witness to a citizens' jury.

In December 2020, a citizens' jury of 18 people from across Gloucestershire will be recruited by [Citizens Juries c.i.c.](#) They will meet online using Zoom from 13.00 to 17.30 for eight days in January 2021: from 19 to 22 January, and from 25 to 28 January. We will help people unused to online video-conferencing or who have difficulty accessing a computer. The jury will be given relevant information, and work together to answer important questions about the [public consultation](#) currently being carried out on how some specialist NHS hospital services should be organised between Gloucestershire Royal and Cheltenham General Hospitals. The "Fit for the Future" consultation information can be found [here](#). The recommendations of the jury (such as what the jury considers to be the most important public consultation findings) will be put to the governing bodies of the NHS in Gloucestershire to inform their decisions about changes to hospital services.

The online jury process will be led by skilled facilitators: Kyle Bozentko and Sarah Atwood of the [Jefferson Center](#). The jury will be informed about the questions they are exploring, partly through the expert witnesses who will also use Zoom to make their presentations and answer questions posed by the jurors. Jurors will be given time to work together and deliberate amongst themselves before reaching their conclusions, which will later be published.

As a witness, you are asked to take part at a specific point in the jury proceedings (see your witness brief in section 2 below for your specific timings).

The jury will contain adult residents from across Gloucestershire. They will be selected to include a broadly representative mix of people in terms of age, gender, ethnic group, educational attainment, geographical location and employment status. As the jury will have people with different levels of educational attainment, including people with no educational qualifications and people with university degrees, it is important that you try to explain things as simply as you can, and that you avoid acronyms and do not assume that the audience has any prior knowledge of your subject.

If you are presenting, please:

- Be aware that your presentations will be recorded and your slides and a video of the presentation will be made available on the web for the public to see;
- Draw up a presentation slide pack that addresses the questions set out for your session in Appendix A of this brief;
- Please stick to the brief as much as possible when designing the slides (or discuss with Malcolm Oswald)
- Try not to cover too much material
- Repeat the main messages
- Relate what you say explicitly to the relevant jury question(s)

- Illustrate your points with examples where you can
- Take into account the information being presented by others (as described in this briefing document)
- Try to make your presentation as interesting and as clear as possible without use of acronyms and without assuming your audience has prior knowledge of your subject
- Avoid making descriptive statements where the evidence is uncertain or disputed
- Finish with a slide summarising your main points
- Stick to the information in your slides when presenting without introducing new information, as these slides are reviewed by the independent oversight panel for the jury (see below).

The jury will hear a variety of evidence in order to reach informed conclusions about the quality of the public consultation process and information, and to identify the most important things within the consultation responses results. However, the process is also designed so that they use their own values and local knowledge to weigh the evidence they are given. For this reason, it is important that the impartial witnesses confine their presentations, and answers to questions, to descriptive information rather than values. You should try to describe the world rather than judge it. Where the evidence is uncertain, provide an answer to the best of your knowledge, mentioning the uncertainty. But if you do not know, say so. For this jury, all witnesses should be impartial other than those community representatives asked to express their views (see section 2.7 and 2.8 below).

If you have something that may be perceived as a conflict of interest, please raise this with Malcolm Oswald, and assuming this is not a barrier to you being a witness, add it as a bullet point to your introductory slide for the jury so it is declared openly.

Comments on this brief and particularly the brief relating to your specific presentation are very welcome. Please discuss these before you draw up your presentation, and then address the agreed questions in your presentation. The time allotted for each presentation is described below.

In addition to the presentation, you are also asked to answer questions posed by the jurors. Some jurors may lack confidence, so please respond positively to any question you receive. When answering questions, please try to make your answers clear and concise, and if you do not know the answer to a question, please say so. To help members of the jury and observers with poor hearing, please speak clearly into the standalone or computer microphone you are using. If you have think you may encounter any technical difficulties with your online presentation (e.g. poor broadband, background noise), please raise this with Malcolm Oswald.

The role of the oversight panel, and the timetable for producing and reviewing your slides

Please share your presentational material in advance with Malcolm Oswald to give him the opportunity to bring to your attention any material which he feels is not relevant, not easy to understand or which might be considered biased. An important critique of citizens' juries is that they could be prone to bias. For this reason, we recruit an oversight panel of three independent people who review in advance the design of the jury, and the materials that the jury will see. **All slides presented to the citizens' jury must first have been reviewed by**

the oversight panel. To support this review process, and because all slides must be printed, copied, bound and posted to participants, your draft slides are needed well in advance of the jury start. For presenters in week 1 of the jury (18-22 January), the timetable will be:

- By 24 December 2020: draft slides to Malcolm Oswald
- By 30 December 2020: Agree any revisions with Malcolm Oswald (e.g. by phone call)
- 5 January 2020: Oversight Panel meeting to review presenters' slides and propose changes (to make more understandable, or prevent bias or misrepresentation)
- By 8 January 2021: slides changed to take account of oversight panel comments
- 11-14 January 2021: slides printed, copied, bound, and posted to participants.
- 18 January 2021: jury begins.

The two witnesses for week two (see 2.9 and 2.10 below) will follow the same schedule but with all dates a week later. This will allow time for consultation responses to be collated. Jury materials for week 2 will be copied and posted to jury participants a week later.

2. Briefing to individual witnesses

2.1 Where are we now, how did we get here and what happens next?

Micky Griffiths, Programme Director, Fit for the Future

Required on 19 January, session 2 (which runs from approximately 15.30-17.30)

Presentation duration: 15 minutes (followed by 15 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Why has the jury been called?
- Who has commissioned it?
- What is the subject of the jury?
- What are the main steps that have led up to this jury, and when did they happen?
[Please note that the process will be covered in more detail by a witness on January 20, session 2]
- Where are we now and what steps will follow the jury to lead to decisions being made?
- Why do the results of the jury matter, and how will they be used?
- A summary of your main points

2.2 What is “Fit for the Future”? NHS Gloucestershire representative

Prof. Mark Pietroni, Director for Safety and Medical Director, Gloucestershire Hospitals NHS Foundation Trust

Required on 20 January, session 1 (which runs from approximately 13.00-15.00)

Presentation duration: 25 minutes (followed by 20 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- What is “Fit for the Future”, an “integrated care system”, and the Centres of Excellence approach?
- Why are changes to hospital services being proposed?
- In summary, what are the main service changes being proposed?
[Note that the jurors will hear about the consultation process that has been carried out, and will be reviewing the consultation material so all that is needed here is an overview. Remember that the jury is not assessing the service changes, just the public consultation and its results.]
- A summary of your main points

2.3 What does a good NHS public consultation process look like?

Frances Newell, Senior Programme Lead (community involvement), NHS England

Required on January 20, session 1 (which runs from approximately 13.00-15.00)

Presentation duration: 15 minutes (followed by 15 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- What does the law and national guidance require from a NHS public consultation?
- What features would a good NHS public consultation process have?
- What features might a poor NHS public consultation process have?
- Any other relevant points about public consultation processes (e.g. the need to reach out to particular minorities)
- A summary of your main points

2.4 What does good NHS public consultation information look like? Independent expert

Frances Newell, Senior Programme Lead (community involvement), NHS England

Required on January 20, session 2 (which runs from approximately 15.30-17.30)

Presentation duration: 10 minutes (followed by 10 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to what you will be presenting
- What information does the law and national guidance require to be included in a NHS public consultation?
- What would be the features of good information content in a NHS public consultation?
- What might be the signs of poor information in a NHS public consultation?
- Any other relevant points about public consultation information
- A summary of your main points

2.5 What has the FFTF engagement and consultation process been?

Micky Griffiths, Programme Director, Fit for the Future & Becky Parish, Associate Director Engagement and Experience, Gloucestershire Clinical Commissioning Group

Required on January 21, session 1 (which runs from approximately 13.00-15.00)

Presentation duration: 20 minutes (followed by 20 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- What steps did the NHS in Gloucestershire go through up to the end of engagement?
- What steps did the NHS in Gloucestershire go through from engagement up to the end of the public consultation?
- What has the NHS in Gloucestershire done (with relevant metrics) during the public consultation to make these consultation materials accessible?
- What activities were carried out to encourage local people to respond and what mechanisms were available to people to respond? [Note that this should cover digital and non-digital]
- Following the public consultation, what steps will be taken before the governing bodies make decisions?
- A summary of your main points

2.6 What information has NHS Gloucestershire provided for the public consultation?

Becky Parish, Associate Director Engagement and Experience, Gloucestershire Clinical Commissioning Group

Required on January 21, session 2 (which runs from approximately 15.30-17.30)

Presentation duration: 10 minutes (followed by 10 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- What are main public consultation documents, and what purpose does each of them serve?
- What purpose does each serve?
- Is there anything in particular that jurors should be aware of when reviewing the documents?
- A summary of your main points

2.7 Community perspectives: what were the strengths and weaknesses of the public consultation? Community representative 1

Required on January 22, session 1&2 (which runs from approximately 13.00-15.00, and 15.30 – 17.30)

Presentation duration: 10 minutes each representative (followed by 10 minutes for questions and answers from members of the jury).

The six invited community representatives are, each speaking for 10 minutes are:

- Dr Russell Peek, Consultant Paediatrician and Medical and Dental Staff Governor, Gloucestershire Hospitals NHS Foundation Trust
- REACH
- Louise Currie, Community transport representative
- Trevor Rawlinson, Patient participation group representative
- Angela Gilbert, Know Your Patch
- Vicci Livingstone-Thompson, Inclusion Gloucestershire.

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- What in your view were the strengths of the NHS public consultation to solicit and engage the public on the Fit for the Future proposals?
- What in your view were the weaknesses of the NHS public consultation?
- A summary of your main points

2.8 Community perspectives – repeats for up to 6 representatives

See 2.7 above

2.9 What can we learn and where should we be cautious when interpreting public consultation results?

Richard Stockley, Head Of Research, Surrey Heartlands Health & Care Partnership (NHS) & Surrey County Council

Required on January 26, session 1 (which runs from approximately 13.00-15.00)

Presentation duration: 15 minutes (followed by 15 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- What can we learn from the results of a public consultation?
- What are we unable to learn from a public consultation?
- Why might public consultation results NOT reflect the views of the local population (e.g. self-selection bias)?
- What are the important questions to ask to test how well the results reflect the views of the local population?
- Any other relevant points about interpreting consultation results
- A summary of your main points

2.10 What were the results of the NHS Gloucestershire public consultation?

Becky Parish, Associate Director Engagement and Experience, Gloucestershire Clinical Commissioning Group

Required on January 26, session 2, (which runs from approximately 15.30-17.30)

Presentation duration: 30 minutes (followed by 25 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- Who / how many people responded?
- Did the mix of people responding closely match the Gloucestershire population in relation to:
 - Where people live?
 - Other key demographics such as age, gender, ethnicity etc.?
- What groups were over-represented and under-represented/missing?
- What were the main results?
- Was there a clear pattern in any of the results suggesting that particular views came from particular groups of people?
- Were there marked differences between staff and public responses?
- What were some of the main themes from free-text responses?
- Were there public responses received from other organisations?
- A summary of your main points

Appendix A: Jury Questions (note – still subject to minor changes)

Jury name	NHS Gloucestershire Fit for the Future (FFTF) Consultation
Jury questions (i.e. the questions the jury must answer)	<p>1. How good was the FFTF consultation process?</p> <p>1a. What are the characteristics of a good consultation process?</p> <p>1b. Based on what you have learned, how confident are you that the consultation process has allowed all residents to contribute meaningfully to the decision-making process?</p> <p>[Very confident/Fairly confident/Neutral/ Not that confident/Not at all confident]</p> <ul style="list-style-type: none"> - What are the most important reasons to be confident? - What are the most important reasons to not be confident? <p>2. How good was the consultation information?</p> <p>2a. What are the characteristics of good consultation information?</p> <p>2b. Based on what you have learned, how confident are you that the information provided through the consultation enabled residents to be adequately informed about the proposed service changes?</p> <p>[Very confident/Fairly confident/Neutral/ Not that confident/Not at all confident]</p> <ul style="list-style-type: none"> - What are the most important reasons to be confident? - What are the most important reasons to not be confident? <p>3. What are the most important findings from the FFTF consultation results?</p> <p>3a. What are the most important findings from the consultation for the NHS Governing Bodies to consider (such as impact on local community, and suggestions to reduce any negative impacts)?</p> <ul style="list-style-type: none"> - Why? <p>4. Any other messages for the Governing Bodies?</p> <p>Is there anything else about the consultation that a majority of the jury would like the NHS Governing Bodies to consider in the decision-making process?</p>