

**Development of Billingham Health Centre
Communication and Engagement Action Plan**

Date	Audience	Action	Location	Lead	Progress / Completion
W/C 20.08.12	NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group	Briefing, covering letter and copy of C&E Action Plan sent to Chair of NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group	N/A	SM	
W/C 20.08.12	Stockton-on-Tees Borough Council – Chief Executive	Briefing sent with copy of C&E Action Plan	N/A	AP	
W/C 20.08.12	Client Relations	Briefing sent to Client Relations / PALS	N/A	SM	
W/C 20.08.12	Overview and Scrutiny Committees (OSC)	Briefing sent to Stockton-on-Tees Health Scrutiny Committee with cover letter and C&E Action Plan	N/A	SM	
W/C 20.08.12	Local Involvement Network (LINK)	Briefing sent to Stockton-on-Tees LINK with cover letter and C&E Action Plan	N/A	SM	
W/C 20.08.12	Key local stakeholders: <ul style="list-style-type: none"> ➤ Asda ➤ Billingham Town Council ➤ Catalyst ➤ CLMC ➤ LHWBB 	Letter sent outlining proposal & inviting comments	N/A	SM	

	<ul style="list-style-type: none"> ➤ Library ➤ MP ➤ Northern Area Partnership Board ➤ Police ➤ SCRGA ➤ Stockland ➤ Tees Active (Billingham Forum) ➤ Ward Councillors (Billingham) 				
W/C 20.08.12	Stockton Borough Council Staff	Information included in internal communications	N/A	NE / SBC	
W/C 27.08.12	NHS Tees staff	Information in staff newsletter <i>Up2Speed</i>	N/A	NE	
W/C 20.08.12	Independent Contractors and Staff - Tees	Information in independent contractor's newsletter <i>Contractors Chronicle</i>	N/A	NE	
W/C 20.08.12	Patients, Carers and Public	Information and invitation to comment sent to MY NHS members	N/A	CD	
W/C 20.08.12	Patients, Carers and Public	Information including questions for comment sent to Practice Managers of GP Practices in Billingham & surrounding area with request for sharing with patients / patient groups	N/A	NE	
W/C 20.08.12	Patients, Carers and Public	Information on www.stockton-on-tees.nhs.uk/mynhs	N/A	CD	
W/C 20.08.12	Patients, Carers and Public	Press Release to local media contacts	N/A	NE	
W/C 20.08.12 onwards	Patients, Carers and Public	Display of information and comment cards in Billingham Health Centre & Clinic	Various	EB / AM	

20.08.12 – 30.09.12	Patients, Carers and Public	Comments submitted to NHS Stockton-on-Tees	Various	SM	
October 2012	NHS Tees	Report of involvement activity produced to inform decision-making process	N/A	SM	

Key

AM Andrew McMinn, Estates Project Manager, NHS Tees
AP Audrey Pickstock, Interim Director of Finance, NHS Tees
EB Emma Bolton, Head of Estates and Facilities, NHS Tees
CD Chris Daley, Communication and Engagement Support Officer, NHS Tees
NE Nicky Easby, Communication Officer, NHS Tees
SBC Stockton Borough Council
SM Sarah Marsay, Engagement Manager, NHS Tees