<table>
<thead>
<tr>
<th>Objective.</th>
<th>Key Stakeholder(s)</th>
<th>Engagement Strategy</th>
<th>Planned / Actual Specific Action</th>
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<tr>
<td>Engagement ensures stakeholders:</td>
<td>NHS Board PT HEAT leads – Clinical, IT and Managerial (plus ability for front line staff to feed in to above)</td>
<td>Stakeholder reference group – two way process - stakeholders can give feedback. PTIMG quarterly meetings – to inform issues which arise during implementation Targeted attendance at NHS Board’s Psychological Therapies steering group meetings.</td>
<td>PT HEAT Stakeholder Reference group 9 September 11 PTIMG – 7 Oct 11 – next meeting 12 Jan Identify profession specific national forums and agree process for ongoing links Identify relevant specialty specific national forums and agree process for ongoing links Identify relevant national service user forums and agree process for ongoing links Article in newsletter Nov 11 on benefits of the target to different professional groups Data Workshop was held on 2nd September 11 and presentations and webcast are available on ISD website Attendance at A11 Technical Group Meeting end October 11</td>
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<td>Are listened to, have helped shape the development and implementation of the target and know that issues from their different perspectives have been taken into account.</td>
<td>Service Users</td>
<td>Specific emails as and when required Focused workshops or pilot work e.g. to support implementation in CAMHS and substance misuse overlaps Attendance at key meetings as required</td>
<td></td>
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<tr>
<td>Understand the scope of the target, and the benefits and</td>
<td>Everybody - All NHS Board staff/ leads and other</td>
<td>ISD website and FAQs NHS NES website</td>
<td>Publication of revised Matrix Last newsletter published July</td>
</tr>
</tbody>
</table>
| Outcomes it is expected to deliver. | Stakeholders involved in delivering the target | Leads for particular area/specialities | QuEST tools on website  
Quarterly eNewsletters  
Specific emails as and when required  
Focused workshops or pilot work e.g. to support implementation in CAMHS and substance misuse overlaps  
Attendance at key meetings as required | 2011  
http://www.isdscotland.org/newletters/ptwt/11/july.html  
Next newsletter to be issued in November  
Update on plans for a pilot workforce survey was sent out to PT HEAT leads via email in September 11  
Article on intended benefits of target included in Nov newsletter  
Develop information targeted at professional and speciality groupings. This needs to include benefits.  
Ensure every NHS Board has a named communications lead identified.  
Planned workshop on Waiting Times Guidance |
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<tbody>
<tr>
<td>Understand how the target will be performance managed by the Scottish Government, the expectations on reporting on progress and the wider support available for delivery around service improvement and training.</td>
<td>All NHS Board staff/leads and other stakeholders involved in delivering the target</td>
<td></td>
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</tbody>
</table>
Ensure we have information on leads in all Board areas.  
Targeted mailshots.  
Targeted attendance at NHS Board’s Psychological Therapies steering group meetings.  
ISD website and FAQs  
NHS NES website  
QuEST tools on website  
Quarterly eNewsletters  
Bi-annual implementation |  
Last newsletter published July 2011 (next to be published Nov)  
http://www.isdscotland.org/newletters/ptwt/11/july.html  
MH Division review visits in November 11  
Revised risk form to be issued for returns 16 Dec |
| Are kept up to date with developments relating to the target such as IT system developments, expectations on milestones, latest FAQ, the Matrix. | Different targeted groups | • ISD website and FAQs  
• NHS NES website  
• QuEST tools on website  
• Quarterly eNewsletters  
• Face to face networking events  
• Targeted information by professional groups, eg. CPNs, OTs, IT and data analysts, Mental Health Nurse Forum, and specialities e.g. neuropsychology, LD, substance misuse | • Publication of revised Matrix  
• Last newsletter published July 2011 (next to be published Nov)  
http://www.isdscotland.org/newsletters/ptwt/11/july.html  
• Summary of feedback from 2\textsuperscript{nd} September workshop issued to PT HEAT leads in September 11 |
| Do not feel isolated in implementing the target and | Everybody - All NHS Board staff/ leads and other stakeholders involved in delivering the target | • Workshops e.g. understanding data  
• Stakeholder reference group  
• Targeted mail shots e.g. re. waiting times guidance/ training, updates from DCAQ pilots etc  
• Boards to develop own engagement strategy  
• Exploring uses of data locally and nationally  
• Facilitate communications between Boards / specialists from different Boards (e.g. IT) to share information | • ISD Data Workshop 2 September  
• PT HEAT Stakeholder Reference group 9 September |
| NHS Board PT HEAT leads – Clinical, IT and Managerial | • Driver diagram on QuEST website | | • PT HEAT Stakeholder Reference group 9 September |
| have support locally and nationally to achieve the target. (plus ability for front line staff to feed in to above) | • Stakeholder reference group – two way process - stakeholders can give feedback.  
• PTIMG quarterly meetings – to inform issues which arise during implementation  
• Targeted attendance at NHS Board’s Psychological Therapies steering group meetings.  
• Letters to Chief executives  
• Websites and quarterly newsletters  
• Networking events as required  
• NSS.ISDpsychtherapies@nhs.net mailbox and other contact details available on website | • PTIMG – 7 Oct – next meeting 12 Jan.  
• Letter sent to Chief Executives 29 July  
• Last newsletter published July 2011 (next to be published Nov) [http://www.isdscotland.org/newsletters/ptwt/11/july.html](http://www.isdscotland.org/newsletters/ptwt/11/july.html) |