



Stakeholder Survey Action plan

Ask services to ensure they inform patients and carers about their action plan and what they have done, following our visit	Executive lead for visits Practitioners and E&P officers to follow up	From resumption of local visits, August 2020
Review of visits programme <ul style="list-style-type: none">• Balance of resources – visits vs follow up• Themed vs local visits• Inpatient vs community• E&P officers' input• Power of local visit reports• Balance of focus on professionals and focus on patients and carers	Executive lead for visits	Starting at stage 4 of Scottish Government Covid routemap
Communications – review how we explain what we do (and what we don't do): <ul style="list-style-type: none">• Powers we have/don't have• How to manage expectations• Modes (acknowledging that leaflets won't be possible for some time due to Covid)• Can we do more to publicise what we do eg engagement work?• Consider how we fit in the context of what other organisations do	Executive Director (Engagement & Participation)/ Comms team	Dec 2020
Publish & promote lessons learned on investigations (those currently not published) and our work on active interventions	Investigations practitioner (in post August 2020)	2021-22
Board away-day <ul style="list-style-type: none">• Feed stakeholder research results into thinking on Commission's future direction• Refocus the Advisory Committee by reviewing its membership	Board	Oct 2020
Add report on advice line and call themes to list of potential research projects for Research & Monitoring Group	Medical Director/Executive Director (Engagement & Participation)	2021-22