

A shared understanding of “engagement”

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Better health and care for all

What is “engagement”?



Working with People and Communities



Working with people and communities strategy

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Our strategy

- **A requirement of the new Integrated Care Board (NHS Sussex)**
- **Spans NHS Sussex and the wider health and care system**
- **Developed through partner engagement, including health and care “engagement” leads, Healthwatch, Voluntary, Community and Social Enterprise Sector (VCSE), and public members/representatives**
- **Builds on existing work with communities**
- **Maximizes the benefits of collaborative working across a range of partners**
- **Supports a systematic and robust approach to ensuring that insight from, and involvement of, our local people and communities is at the centre of our aims for “Better Health and Care for All”**

Our principles for working with people and communities



Understand our people and communities' experiences and aspirations for health and care



Ensure that insight from groups and communities who experience health inequalities is sought effectively and used to make changes in order to reduce inequality in, and barriers to, care



Work collaboratively across organisations in SHCP to maximise the impact of involvement



Use public engagement and insight to inform decision-making and ongoing service improvement



Redesign models of care and work relating to system priorities in partnership with staff, people who access care and support, and family and friend carers



Use community development approaches that empower people and communities, building community capacity and confidence in order to improve health and wellbeing



Value lived experience, and ensure co-production is central to our work



Work with voluntary, community and social enterprise sector (VCSE) and Healthwatch as key transformation partners



Demonstrate clearly the actions taken as a result of insight and involvement, and be open when changes cannot be made



Provide clear and accessible public facing information about vision, plans and progress to build understanding and trust

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Key Elements of the strategy

Driving a system shaped by insight from our people and communities

- Systematically **seeking insight** – with particular focus on communities that experience health inequalities
- Using our **Insight Bank** as a way to share, and support system partners to access insight across our communities and more widely
- **Triangulation** of existing insight from our NHS partners- creation of a “patient experience dashboard”
- A focus on **insight and solutions**
- Develop ways to support insight capture **by community members**- including community champions, connectors and researchers

Key Elements of the strategy

Asset based working and removing barriers to empowerment

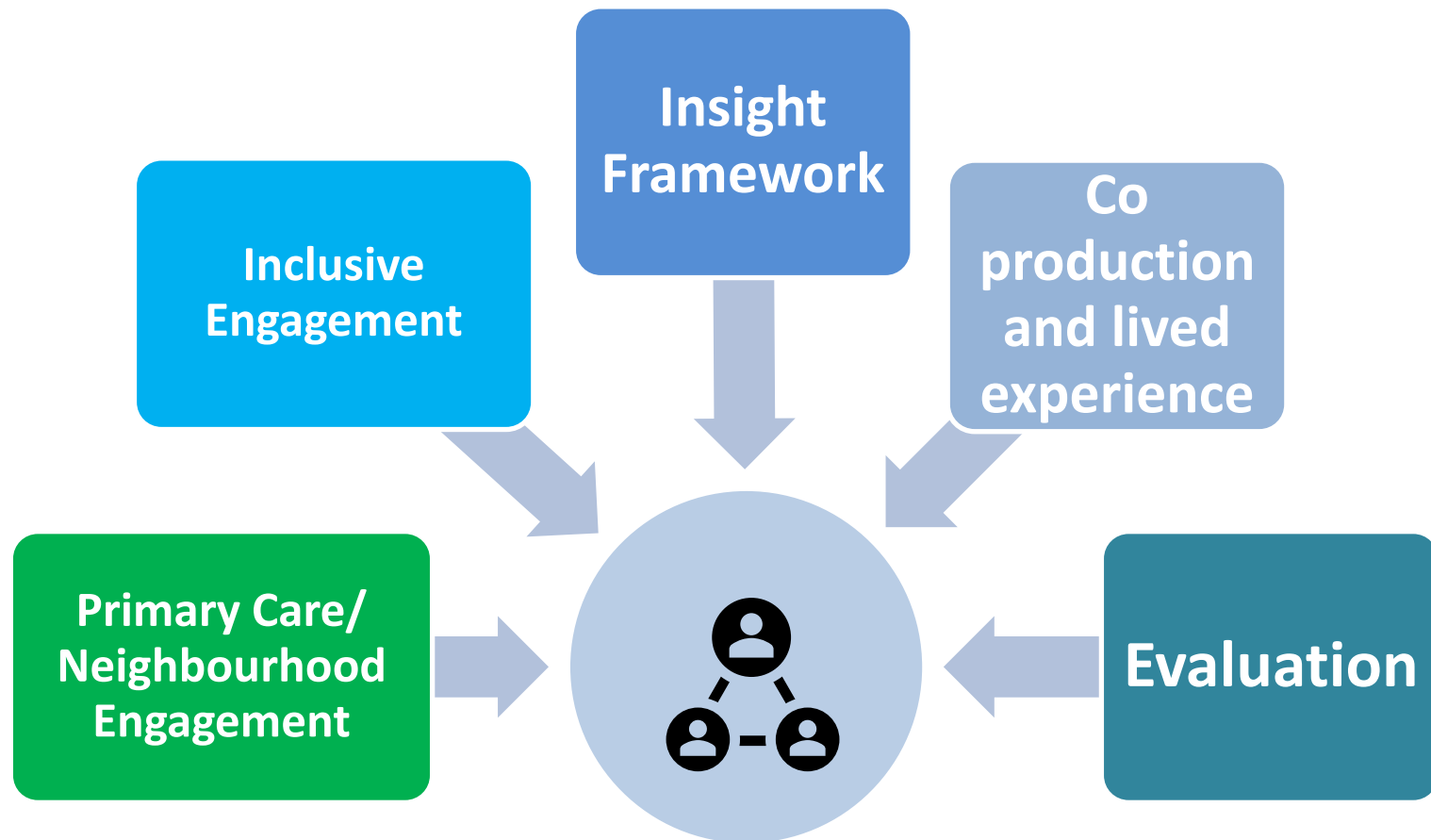
- Understand the **power of community approaches** to health and wellbeing
- Use a **strength based approach** to community development
- Investment in, and support for, **initiatives to support local people and communities**- including small grants, community champions and connectors
- **Support for relationship building** between our communities and neighbourhood health and care structures- including Primary Care Networks
- **Extend our Community Ambassador scheme**, with targeted recruitment from some of our marginalised communities
- Develop our **Lived Experience Network** and support the development of Peer Leadership across our system

Key Elements of the strategy

Using effective insight capture and involvement to reduce health inequalities

- Use **existing networks** and further develop **collaborative work** with partners to continue to reach and hear from communities that experience health inequalities
- Develop an **Inclusive Engagement framework** with associated funding to support ongoing work with targeted communities, through trusted partners
- Use our **Insight Bank** to collate insight, and share across system partners
- Offer **opportunities to members of disadvantaged communities** to be involved in our work- for example, Community Ambassadors or Health Champions
- **Audit and monitor participation** of inclusion groups and take positive action to address gaps
- Ensure a **range of methods** to reach and hear from people and communities, and build accessibility into our work as a core principle

Working with people and communities – our frameworks



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Assurance and evaluation

- **Formal reporting** to the ICB through our Patient Experience Committee
- **Independent review:** “**Working with people and communities evaluation panel**”

Chaired by Healthwatch; membership includes VCSE, people with lived experience, carers, young people to:

- Provide a check and challenge to assess how well we are doing against our Strategy
 - Seek demonstration of how insight from people and communities has influenced the planning, delivery and improvement of health services
 - Provide feedback to the Patient Experience Committee
- **Reviewing insight use:** “**Working with people and communities insight forum**”

Support key topic-based discussion about how insight from, and experience of, people and communities has been – or can be – used to shape services

Partnership and collaboration with Healthwatch



Hearing from patients, carers and the public- early warning and themes



Targeted insight capture



Critical friend and constructive challenge

Co-production

Surveys

Networks

Digital platforms

Community Champions and Connectors

Our tools and methods for working with people and communities

Working with the VCSE sector

Experts by Experience

Involvement in Governance

Panels and deliberative engagement

Webinars and conferences

Outreach

Formal public consultation

Partnership and collaboration

Well developed collaborative partnerships at system and place are key to effective engagement and involvement:

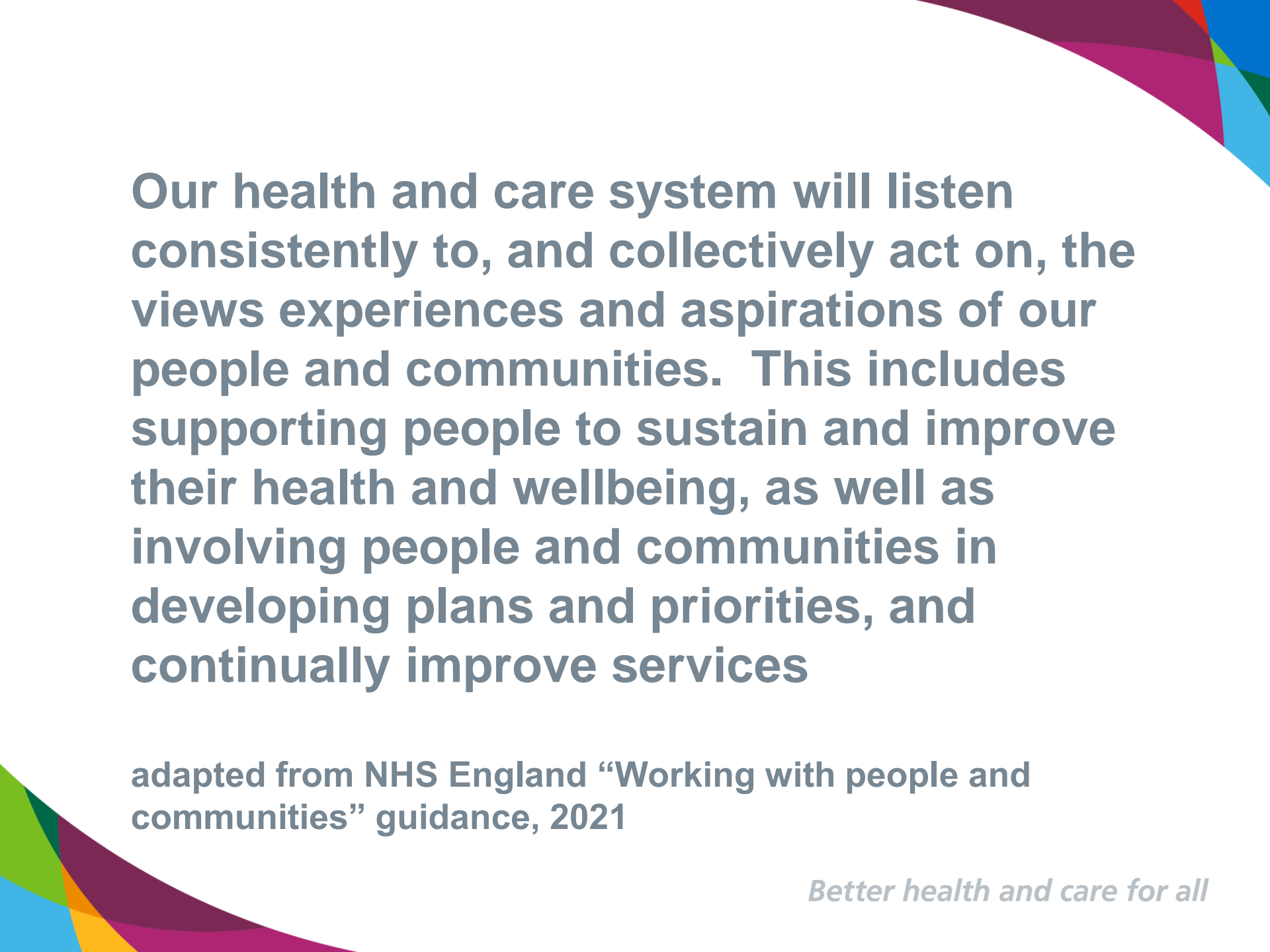
- “Build on” existing relationships and networks
- Maximise the use of funding
- Work jointly across “engagement” roles and teams
- Collaborative approach to planning involvement
- Shared insight and solutions

**Local
engagement
groups and
forums**

**Place based
“people’s
networks”**

**Inclusion
group forums**

**“Patient
Experience”
leads
network**



Our health and care system will listen consistently to, and collectively act on, the views experiences and aspirations of our people and communities. This includes supporting people to sustain and improve their health and wellbeing, as well as involving people and communities in developing plans and priorities, and continually improve services

adapted from NHS England “Working with people and communities” guidance, 2021

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