



Working with People and Communities Strategy



Easy Read



The Integrated Care System is a group of health and care services working together to improve health and care for people.

Your local NHS has written a plan for Nottingham and Nottinghamshire. The plan brings health and social care partners together to listen and understand the views and needs of local people.



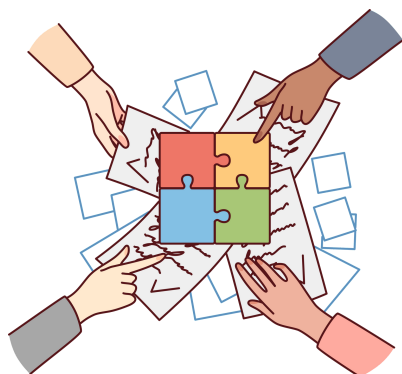
We are required by law to involve people in:
Planning services
Shaping services
Changes to a service



NHS and care organisations must follow the Health and Care Act.



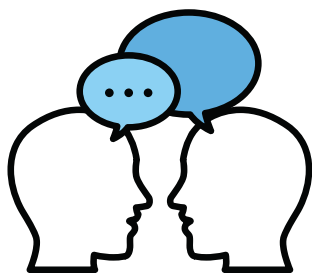
Healthwatch Nottingham and Nottinghamshire is an organisation who help to collect information from people and communities and work with Health and Care Organisations to plan services.



NHS, partners and voluntary organisations and care services plan and deliver services together.

What we want to do

We want to understand the needs and views of people and communities living in Nottingham and Nottinghamshire.

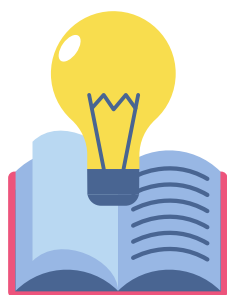


Listen to people's views and feedback.

Speak to people and include them.



Involve people.



Learn from what is working well and do things in a new way



Make sure that everyone receives good care, no matter who they are. At the moment, this is more unfair than it should be and means some people have less good health. This is called health inequalities.



We will work differently with people and communities in Nottingham and Nottinghamshire to understand and respond to the issues that impact on their health outcomes and reduce health inequalities.

We know that we need to hear and involve our people and communities in different ways. We will work with people, connected by where they live, or who have a special interest, or would like to talk about issues about their health and wellbeing.



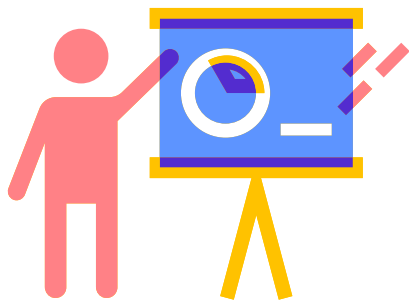
We look at what we have already been told and what other organisations have found out about the local community. This helps us understand more about what people want and need.



Getting together with people from different communities who do not speak English.



Meeting with people who are deaf or partially sighted.



We will provide support and training to people who work in health and care health, giving them the tools and skills to listen and understand the views of people.

The groups we talk to and how we include different people



Engagement - to understand the needs of people by listening to what people need and want.



Forums – NHS organisations, professionals, services and people coming together to listen to what people need and want.



Co production – Many different people coming together to produce something by working together and including people who use health and care services, carers and communities at the beginning of a project.



Citizens Panel – people who would like to have their say, get involved in surveys and join an online group.



VCSE Alliance - Meetings with people from different parts of Nottingham and Nottinghamshire voluntary and community groups to hear what they say.



Speaking to councillors and MP's to make sure they are included in the plan



Placed Based Partnerships – Organisations working together to deliver and plan for health and care services in improving health and wellbeing for our people and communities.



Evaluation and Assessments – Ensuring our services meet the needs of our local people and communities and we are doing a good job.

Our Ideas



We will put the needs of our local people at the centre of health and care decisions



We will try and hear more from people who do not usually have their say



We will use different ways to empower people and communities



We will work with Healthwatch and the voluntary, community and social enterprise sector who are key partners in making change happen.



We will work with staff, people who use health, care and support services and unpaid carers



We will understand people and our community's experience and hopes for health and care



We will work with partners to regularly gather the views from local people



We will use information from hearing from people in different ways to help make decisions

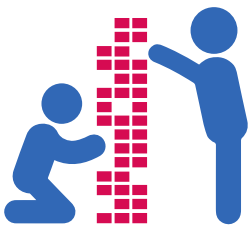


We will develop a way of working where good quality community engagement is part of day to day work

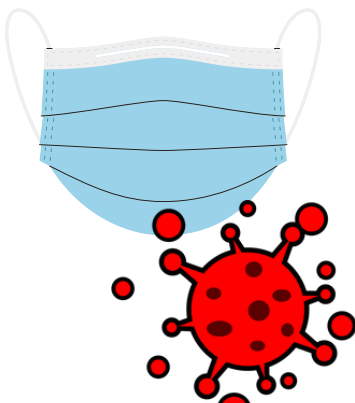


We will keep people up to date with our vision (aims)

Examples of our work with people



In Nottingham and Nottinghamshire we can build on our work by listening to local people and working with our communities.



We learned more about the needs of our communities and how best to communicate during the Covid-19 pandemic.

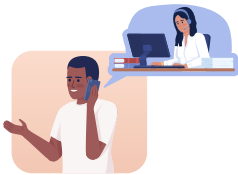


We heard from people in different ways:

Focus groups



Surveys



Telephone interviews



Gathering feedback in different ways helped us hear from new people that we hadn't heard from before. This meant that we received a wider mix of different views.

