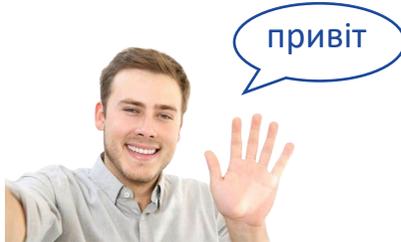


Engagement Toolkit

*Or how to involve local people
in your work...*



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Created in partnership with...



What, why & how...



We are sharing information you need to involve your local community in decision making within health and care services. By doing this, we hope to encourage everyone to have their say and learn about services in their area.



Your local NHS is working with patients, charities and other services in the community to make sure that everyone understands how health and care works and can use these services well. Together we can make sure that no-one is left behind.



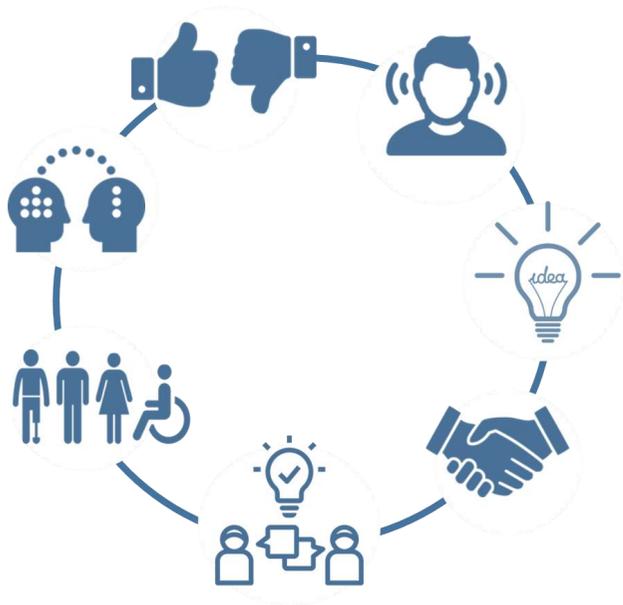
We have developed a simple toolkit which brings together lots of information. The toolkit is a practical guide to help you understand how and when community engagement should take place. Within this toolkit we use the word engagement to describe involving people and communities on how health and social care is designed and delivered.

What's in this toolkit?

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Wherever you see a word in bold and underlined, this is a link to a website or email address for more information.

What is engagement?

Involving people in the planning of services ensures that their views are built into the services

Listening...



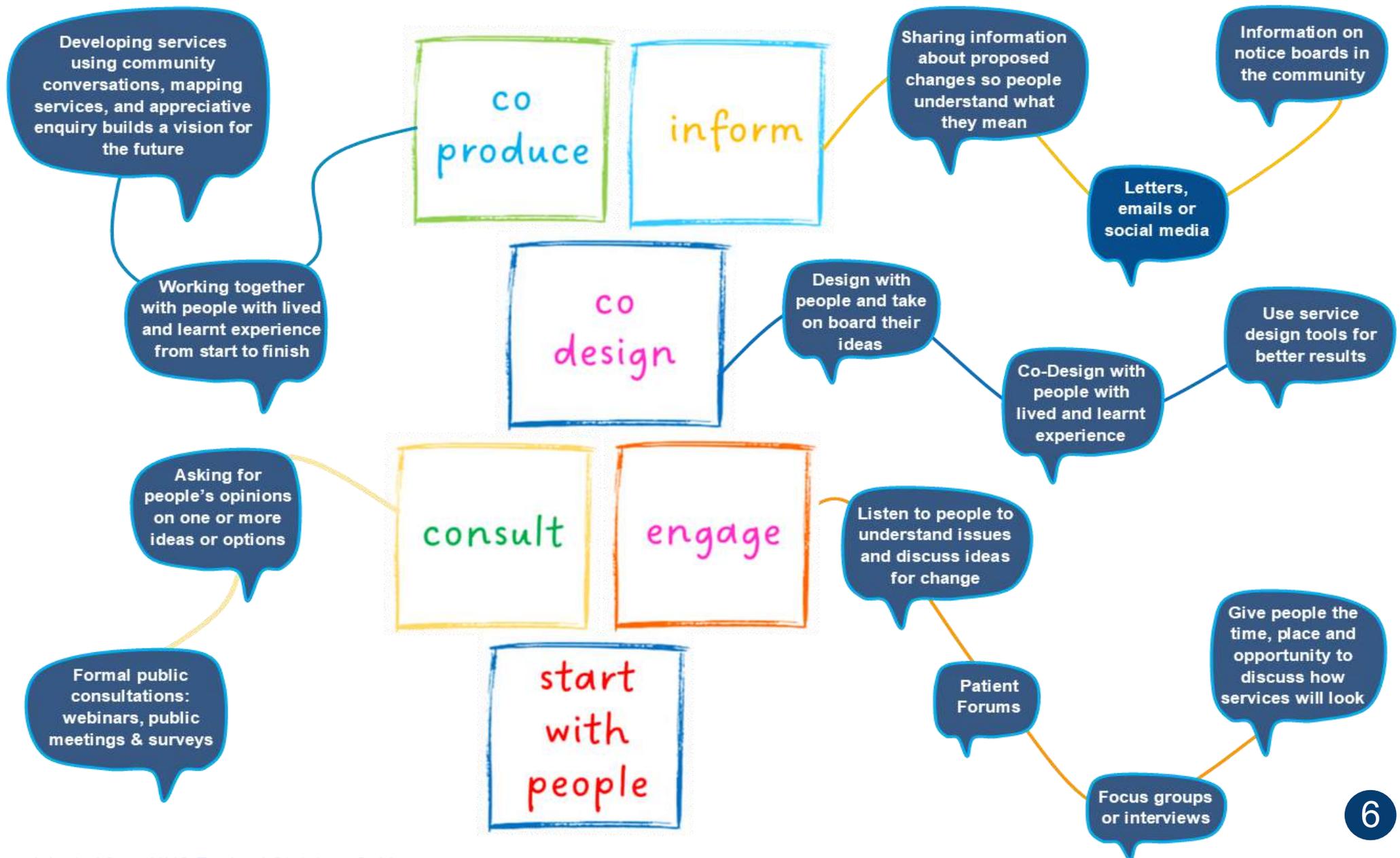
Public involvement in the planning stages builds greater understanding of what is important

Listening to people in the planning and development of services makes sure that their views and opinions are built in. This gives local people the opportunity to have their say on what they feel is important and allows for greater understanding around what services will meet the needs of our communities.

Click [HERE](#) for more information on different ways of involving local people.



What does engagement look like?



Why do we need to talk to people & how will we do it?

We want to understand what local people want from the health services they use. We can only do this by talking to lots of different people to make sure that the services we put in place work well for everyone.

WHAT ARE WE GOING TO DO?

We will speak to different communities in lots of different ways to find out what they think.

WHY ARE WE DOING THIS?

We want to make sure that the services we deliver will work well for everyone. Better services that meet the needs of local people will help us all to be healthy and live well for longer.



Why is engagement so important?

- Your views will be used to shape services and make sure that they work well.
- Hearing from people from different backgrounds and life experiences can help us to develop services which work better for our communities.
- It's the law! Under the Health and Care Act (2022) the ICB, or Integrated Care Board, has to involve people in planning and developing services. (The ICB is the part of the NHS which plans and pays for services and this [DIAGRAM](#) explains how it all fits together).
- The National Health Service Act 2006 (updated by the Health and Care Act 2022) shows the importance of including local people in our work.

When should we involve local people?

- When new services are being planned.
- When services are being improved.
- When people can influence and inform changes to services.
- When changes to services may effect people and communities.



CHECKLIST FOR PLANNING ENGAGEMENT

- **WHO** - Think about who you want to hear from. Are there any barriers people might come up against before they can take part? (Maybe they don't speak English very well, have a learning disability, or cannot read). Is there any support that might help them to take part?
- **WHY** - Think about why you want to involve people and what you hope to get out of it. Make sure that people understand why they are being asked to take part.
- **WHAT** - What are your aims? Think about the questions you need to ask to get answers that are linked to what you are trying to achieve.
- **WHERE** - Where are you going to promote this engagement and how are you going to do it? The more ways and places you can advertise will help to make sure that everyone has the chance to become involved.



CHECKLIST FOR PLANNING ENGAGEMENT

- **WHEN** - Think about when and how long you will need to talk to people.
- **HOW** - Think about how you want to talk to people and capture their views. You could try surveys, focus groups, one-to-one interviews in person, or over the phone. The more ways you have to talk to people the easier you make it for them to get involved. Make sure you make it easy for people to ask for information in other languages and formats; easy read, large print and so on.



Make sure that you are following the rules for protecting how you use and store the information you collect about people (GDPR). Click [HERE](#) for more information.

When you are planning to engage with people make sure that everyone knows about safeguarding and how to support people who may need help to keep themselves safe.

Our commitment to engagement...

Engagement covers a wide range of activities from telling people what is happening to working with communities to co-produce services.

Inform

We promise to keep you informed

Ask

We will listen and your views will influence our decisions and keep you informed

Engage

We will work with you & your views will directly inform our decisions

Co-produce

We will work in partnership with you & make decisions together



What is Co-Production?

Understanding...



Co-designing services with
the public



Co-production is a way of working that involves people who use health and care services, carers, and communities in equal partnership. It does this by involving people at the earliest stage of service design, development and evaluation. Co-production recognises that people with 'lived experience' are well placed to advise on what services and support will make a positive difference in their lives.

Click [HERE](#) to learn more about how we aim to work with you to plan and design services.

If you need any help, support, or advice then please contact the Co-Production Team at nnicb-nnicbcoproductionteam@nhs.net.

Our journey to happier healthier communities

PCN - Primary Care Network

- Create services in partnership with staff, service users & carers
- Work with Healthwatch & the voluntary & community sector
- Understand your community's needs for health and care. Reach out and make it easier for people to get involved
- Provide clear public information about vision, plans & progress



Use community places which are more accessible and inclusive



Get a range of local people involved at the earliest stage and maintain an ongoing conversation



Build on what already exists



Be open and honest with people



Value people's time and views and ask what support they need



Involve people in the design of services



Focus on doing things together



TO BETTER HEALTH & SOCIAL CARE



HEALTH & SOCIAL CARE WORKING TOGETHER...

‘Every citizen will enjoy their best possible health and wellbeing.’

THE INTEGRATED CARE SYSTEM

A partnership of the NHS, Local Authorities and Voluntary Sector Organisations working together to provide joined up health and social care.

THE INTEGRATED CARE BOARD

The part of the NHS which works to meet the health needs of the population, managing the NHS budget and planning and providing health services in a geographical area.

THE INTEGRATED CARE PARTNERSHIP

A joint committee of the NHS Care Board and Local Authorities that falls within the ICS area. Working together to improve the health and wellbeing of the population.

Involving people in planning



Engaging...

Involving people in
planning

NHS

Involving local people in the planning and delivery of services is critical. Building the patient voice into consultation ensures that their perspective is embedded into services and therefore better meets their needs.

Click [HERE](#) to find out more about how we involve people.



Equality, Diversity and Inclusion



Co-designing services
with the public



Our promise is that we will try to be more responsive to the needs and wishes of the public, all of whom will use our services at some point in their lives. We will work jointly with all of our communities to improve services delivered locally.

Click [HERE](#) to find out more.



Ways of working with people

Open to new ideas...



Good ways to test ideas



Testing...

It's important not to take a 'one size fits all approach' when involving people in the design and delivery of services. Try different routes and methods of communication from social media, to easy read documents, online and printed documents.

Patient groups can be a really good route into involving the wider public.

Click [HERE](#) for resources for your patient group.



NHS

Ways of working with people

- Communicate by letters, leaflets, text messages and email.
- Work with community and voluntary services to understand local communities.
- Post on social media and websites and in local publications and newsletters.
- Visit community groups, places of worship and local events.
- Share surveys online and provide hard copies.



For more information on running a focus group, please visit:

[A bite size guide to running focus groups for patient and public engagement.](#)

For further guidance on writing an effective questionnaire, please visit:

[Bitesize-guide-writing-an-effective-questionnaire.pdf](#)

To watch a short video on ways to involve patients. Please visit:

[Widening participation in health and care \(youtube.com\)](#)

Building confidence

Building confidence...



Building confidence by
designing services



We offer continuous training development opportunities for local people to build their confidence when commenting on services. We have worked in partnership with Health Innovations East Midlands to run a series of training sessions. Further development will continue to be developed and progressed in partnership with our patient citizen leaders.

Click [HERE](#) for more information.



Support to get involved



Support will be given
to get involved

Building
confidence...

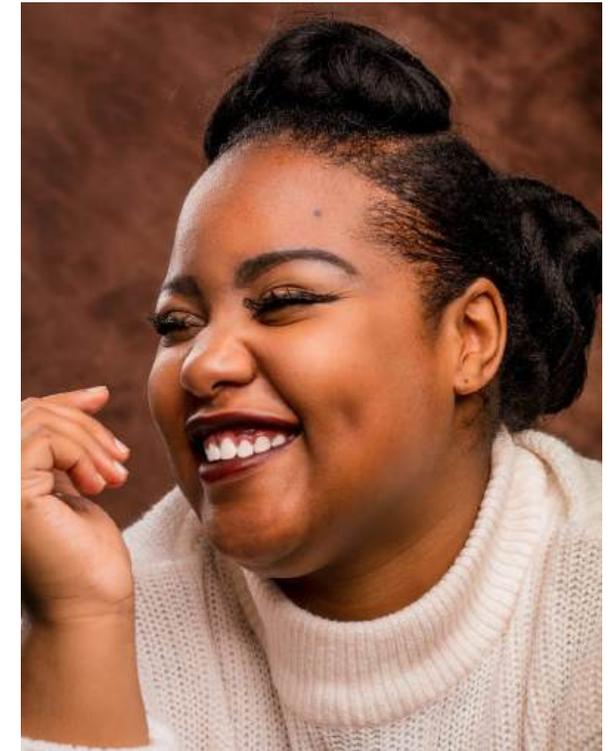


The NHS Nottingham & Nottinghamshire/ICS has an Engagement Team which is willing to offer expert help and advice around engagement and getting people involved.

If you need any help, support or advice then please contact the Engagement Team at nnicb-nn.engagement@nhs.net.

One of the Engagement Team will contact you directly to discuss your needs and provide expert guidance and support.

Alternatively, further information can be found [HERE](#) on the NHS Nottingham and Nottinghamshire website.



Core values to involve patients and the public



CORE VALUES TO
INVOLVE PATIENTS AND
THE PUBLIC

Recognising
the need for
support...



NHS Nottingham & Nottinghamshire updates its website frequently, it is an excellent source for advice, support and resources around patient engagement.

Please click [HERE](#) for more information.





Statutory ICS

Integrated Care Board (ICB)

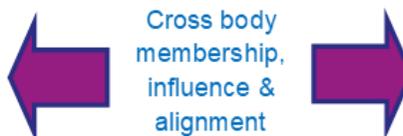
Membership: Independent chair; non-executive directors; members selected from nominations by NHS trusts & local authorities, general practice: an individual with expertise & knowledge of mental illness.

Role: allocates budget & commissions services, produces five year system plan for health services.

Integrated Care Partnership (ICP)

Membership: representatives from local authorities, ICB, Healthwatch and other partners.

Role: planning to meet wider health, public health and social care needs; develops and leads integrated care strategy, but does not commission services.



System

Place

Neighbourhood

Partnership and delivery structures	
Name	Participating organisations
Provider collaboratives	NHS trusts (including acute, specialist & mental health) & as appropriate voluntary community & social enterprise (VCSE) organisations & the independent sector; can also operate at place level.
Health & wellbeing boards	ICS Healthwatch, local authorities & wider membership as appropriate, can also operate at system level.
Place-based partnerships	Can include ICB members, local authorities, VCSE organisations, NHS trusts (including acute, mental health & community services). Healthwatch & primary
Primary care networks	General practice, community pharmacy, dentistry, opticians.

The Local Picture

Our family portrait – This page shows the different organisations that make up and participate in Nottingham and Nottinghamshire Integrated Care System (ICS).							
Nottingham City PBP 396,000 population		South Nottinghamshire PBP 378,000 population		Mid Nottinghamshire PBP 334,000 population		Bassetlaw PBP 118,000 population	
8 Primary Care Networks		6 Primary Care Networks		6 Primary Care Networks		3 Primary Care Networks	
NHS Nottingham and Nottinghamshire Integrated Care Board (ICB)							
Nottingham University Hospitals NHS Trust				Sherwood Forest NHS Foundation Trust		Doncaster and Bassetlaw NHS Foundation Trust	
Nottinghamshire Healthcare NHS Foundation Trust (mental health)							
Nottingham CityCare Partnership (community provider)		Nottinghamshire Healthcare NHS Foundation Trust (community provider)					
East Midlands Ambulance NHS Trust							
Nottingham City Council (Unitary)		Nottinghamshire County Council					
		Broxtowe Borough Council	Gedling Borough Council	Rushcliffe Borough Council	Ashfield District Council	Mansfield District Council	Newark & Sherwood District Council
Voluntary and community sector input		Voluntary and community sector input		Voluntary and community sector input		Voluntary and community sector input	

How does the NHS in England work and how is it changing?

The Kings Fund has produced a short (5 minute) video to explain how the NHS is working in England and how it is taking a more 'joined-up' approach to provide a better service for patients.

Click on the IMAGE below to view this short, simple and helpful clip.



Your quick route to key information

Involving people...

Listening...



What is engagement?

Understanding...



What is Co-production?



Inclusion...

Why do we need to talk to people & how will we do it?



Engaging...

How to communicate better?

Open to new ideas...



Ways of working with people



Testing...

Building confidence by designing services



Building confidence...

Support will be given to get involved

Recognising the need for support...



Core values to involve patients and the public

NHS

Your quick route to key information (continued)

Listening...



[Our journey to happier, healthier communities](#)

Understanding...



[Checklist for planning engagement](#)

[What does engagement look like?](#)



Engaging...

[Why is engagement so important](#)

Open to new ideas...



[Health & Social Care working together](#)



Testing...



Building confidence...

[Our commitment to engagement](#)

