

A large decorative graphic on the left side of the slide. It features a large pink circle at the top left, a large green circle at the bottom left, and a smaller white circle with a green shadow to its right. The text "Supporting effective public engagement to improve design and delivery" is overlaid on these shapes in white, sans-serif font.

Supporting effective public engagement to improve design and delivery

A green speech mark icon is located to the left of the speaker's name.

Neil Tester

Deputy Director, Healthwatch England @NTtweeting @HealthwatchE

About the Healthwatch network



341,000
people spoke to our
network about their
experiences of using
health and social care
services.

healthwatch



176,000
people contacted our
network for advice
and information about
health and social care
services.

healthwatch



4,700
volunteers gave up
their time to support
our work.

healthwatch



We publicised the difference
local Healthwatch have
helped make through their
1,745
reports and used the contents
in our national work.

healthwatch

<http://www.healthwatch.co.uk/resource/our-annual-report-201617>

Why neither of these images is right...



But they can still lead to...

What if people point out what's not working?

What if people point out we haven't really engaged?

When do we get to have our say? They must have decided already...

The cycle of fear

National leadership on engagement

NHS England's *Next Steps on the NHS Five Year Forward View* adopted the Healthwatch engagement principles:

1. Set out the case for change so people understand the current situation and why things may need to be done differently.
2. Involve people from the start in coming up with potential solutions.
3. Understand who in your community will be affected by your proposals and find out what they think.
4. Give people enough time to consider your plans and provide feedback.
5. Explain how you used people's feedback, the difference it made to the plans and how the impact of the changes will be monitored. ⁴²

As STPs move from proposals to more concrete plans, we expect them to involve local people in what these plans are and how they will be implemented.

<https://www.england.nhs.uk/publication/next-steps-on-the-nhs-five-year-forward-view/>

National leadership on engagement



**Patient and public participation
in commissioning health and care:**
Statutory guidance for clinical commissioning groups
and NHS England



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<https://www.england.nhs.uk/publication/patient-and-public-participation-in-commissioning-health-and-care-statutory-guidance-for-ccgs-and-nhs-england/>

Enlightened self-interest: using existing insight to start conversations

NHS England's doing it

In setting national priorities and strategic direction, we draw on numerous sources, including but not limited to:

- The annual NHS Mandate¹⁹ framed by the Government. Issues are also identified by Parliamentary select committees.
- NHS England's direct work in multiple venues with the public, patients, staff and stakeholders.²⁰
- Healthwatch compiles an annual priorities list of the top five issues citizens want to see improved.²¹ For the second year running, mental health services topped the list. Convenient access to GPs, easier hospital discharge and better social care also feature prominently. These priorities are all addressed in this plan.

<https://www.england.nhs.uk/publication/next-steps-on-the-nhs-five-year-forward-view/>



How do Healthwatch add value to engagement?

1. Our network joins up around people and reaches across health and social care
2. Healthwatch help to cut out the jargon
3. Independent voice and role helps to build trust
4. Creative ways to make sure every voice is heard
5. Links to voluntary and community sectors
6. Advice on engagement approaches
7. Transparent scrutiny of engagement
8. Work undertaken as part of core activity or as additional commissions





So here's what that looks like in practice

- Working at scale across a system - 6 Healthwatch informing the Humber, Coast and Vale Sustainability and Transformation Partnership.
- Targeted engagement with key groups - working with men in Blackburn with Darwen.
- Enabling young people to shape re-commissioning of Children's Community Health Services in Bristol, South Gloucestershire and North Somerset.
- Helping to shape a constructive discussion on a contentious potential reconfiguration - maternity services in Cumbria.





Tips for working with Healthwatch

- The earlier you start talking, the better - and don't ask for "3 real people next Tuesday, please".
 - Be prepared for questions about the aim of the exercise.
 - Remember that if time and resources are tight for you, they're tighter for them.
 - Healthwatch must and will always retain editorial independence but are here to help drive improvement.
 - Be willing to credit your partners for their contribution to improved commissioning decisions, implementation and experience. Specific is best.
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Any questions? Find out more

Web:

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