

Have your say:

**Developing our engagement
strategy for 2019-22**



Initial feedback received:

November 2018 – June 2019

- Key stakeholders: VCSE organisations such as Selby AVS and York CVS, Healthwatch York and North Yorkshire, Older People Advocacy York (OCAY), York Carers Centre, Patient Participation Groups, York College.
- Public: Website and comms workshop (29 January 2019) and Healthwatch Assembly (22 January 2019). Drop-in at West Offices (second Monday of the month).
- Governing Body GPs (representing north, central and south localities) and Accountable Officer
- Website and survey January-June 2019

What you told us is important about how we involve our population

Feedback – include 'you said, we didn't' as well as 'you said, we did'

Trust, integrity and transparency.
Accessibility and inclusion.

Continually check in and engage through the process. Give timescales.



Work collaboratively with other organisations so stakeholders only have to engage once.

Start with people first, and engage from the beginning.

Allow enough time for people to feedback.

[View our video what people said...](#)

What our population has told us about these principles:

- Build **trust** and **relationships**. Have a more partnership approach
- **Regular communication**: around changes that are taking place – don't stop after consultation. Provide evidence that we have listened, responded and taken their views into account
- Allow **enough time for people to feedback** – otherwise it feels tokenistic. Important that people can see the results. Think about where, when and how are we going to feedback.
- **Language** is important: Create an easy read version of the principles.
- **Honesty**: We need to be honest with what can be done within budget
- **Reach out into the community**: Go out to people rather than expecting them to come to you. Ensure you gather a wide and diverse sample.
- **Be inclusive and accessible**: Consider how you access people who are socially isolated, or who are not represented by existing groups – eg homelessness/financial hardship, people with MH conditions
- **Listening, feedback, openness** and **transparency** need to be added
- All principles are important, but we need to ensure how they are implemented and adhered to.

Our engagement principles

During 2018-19 we went out into our local communities and ask what was important to them about how we involve our population in improving health and wellbeing across the patch. These principles will underpin any of the communications and engagement work that we carry out within our communities.

Principle	Description
Coproduce with our population	Ensure engagement is core to our planning, prioritisation and commissioning activities. Involve people who use health and care services, carers and communities in equal partnership. Engage with our communities at the earliest stages of service design, development and evaluation.
Listen	Seek and listen to views of our partners, patients cares and other local citizens.
Honest and transparency	Hold honest, open and collaborative conversations from the start, so that people know what to expect.
Collaboration	Develop and strengthen relationships within the local community and across organisations.
Inclusivity and accessibility	Ensure accessible language and format, which is diverse and easy to understand for all communities. Ensure that those who may not always have the chance to have their say, such as seldom heard communities are represented.
Feedback and inform	Ensure that those who have given their contribution understand what difference it has made, and the feedback is provided in a timely manner.

Feeding back to our community about the contribution you have made

- Quality and patient experience committee (QPEC) 10 October 2019
- Healthwatch Assembly 22 October 2019
- Autumn stakeholder newsletter – sent to all networks
- PPGs
- CCG website

