

The North East Lincolnshire Commitment



Session 1 - You said

- **What works well**

- Build relationships with community groups
- Emails
- Face to face meetings, presentations, workshops
- Memberships - Newsletters/communications
- Digital engagement
- Talking to staff health and care staff at hospitals, GP practices, mental health practitioners etc

- **Not so well**

- Leaflets
- Public meetings – too many acronyms and make it feel inaccessible to lots of people
- Sometimes emails are irrelevant and should be sent in a more targeted way

- **YOUR KEY MESSAGE – flexible, accessible opportunities for people to have their say**

- **Technology**

- Better use of social media
- Zoom events - younger people/working age an opportunity to get involved
- Enabling people to join/engage in meetings digitally, without having to be seen or heard
- Not everyone has access to technology one way doesn't suit all

- **Access**

- Face to face – To get to people who aren't on email, social media
- Keeping surveys 'short and sweet'
- Think about when meetings are held as well as where
- Ensure information is simple and easy to understand
- Ensure we feedback to people who have been involved

- **Face to face**

- Going out into our communities and talking to people

- **Listening**

- Placing an emphasis on working with people not 'doing to' them.



What You Said is important about how we approach citizen involvement in the HCP

- Plain English. If someone encounters jargon it becomes a barrier, and they switch off.
- Accessible venues.
- Seldom heard and ethnic communities. Target people with experiences.
- Be more creative to get people involved.
- Engage on specific topics. Practical experiences being brought to the table.
- Have support for people to join Zoom.
- Link in with charities better.
- Inclusive
- Multiple sessions to increase attendance/participation
- Needs people & place involvement 'You said we did' feedback to be given regularly



Session 2 – what we said Citizens Engagement needs to do....

- Enable us to share ideas for projects/proposals/service redesign and get feedback from the start
- Help us to get a community perspective on what is important - highlight areas of concern raised by the wider community
- Obtain local views and advice about engagement plans for projects
- Opportunities to work together on specific projects with clinicians, commissioners and providers
- A way to provide assurance and challenge to the HCP that patient, service users, carers and the public **are** engaged and involved in decisions made about health and social care services in keeping with the North East Lincolnshire Commitment– “Talking Listening and Working Together”



Last month we asked you...

- What is important to get right?
- You have heard what the HCP thinks is important about the Citizens Forum
- In your groups discuss what you think is important to get right so that the Forum is effective and a way to ensure all our communities can have a say and it is not just a 'tick box'
- What do you think are the advantages of and potential disadvantages of establishing a 'Citizens Forum'
- Thinking about the North East Lincolnshire Commitment – what does the Forum need to do to make this happen?



You said it was important to...

- Provide flexible and accessible options for people to have their say in ways that they are comfortable with
- Target communications so people get information about what they are interested in in a way that suits them best
- Accord was good way for people to tell us what they were interested in and for us to tell people what was happening
- Build relationships with community groups
- Enable people to 'dip in and out of' involvement opportunities – commit to short term projects
- Provide 'hybrid' options for face to face meetings and digital options (webinars)
- Keep conversations going and provide space for people who do not want to speak in meetings to have their say
- Didn't like word 'Forum' too formal – turn off



This is what you said about the 'Citizens Forum' concept

- Meetings
 - Hybrid style meeting would enable larger participation, allowing people to meet face to face **and** via the use of technology (younger cohort)
 - Citizen forum platform to be created to keep the meeting live. With a face-to-face meeting taking place occasionally.
 - Use technology for those who are not comfortable to speak up - can submit questions 24/7
 - Yes, if it has the right people on board including multi- agency representation, young people, a full age range.
 - Agenda – specific topics
- Membership options
 - representatives from existing forums in each organisation of the HCP
 - community forum, elected by the community
 - flexible/informal 'Forum' off-putting
- How it could work?
 - People on the Forum do the engaging themselves.
 - Cascading feedback post meetings
 - Citizens of community 'my idea is this' – someone comes back to say that they have done it
 - Need real co-production at the beginning of to develop and improve patient experience



Do you agreed we need to...?

- Provide flexible and accessible options for people to have their say in ways that they are comfortable with
- Target communications so people get information about what they are interested in in a way that suits them best
- Accord is a good way for people to tell us what they were interested in and for us to tell people what was happening
- Build relationships with community groups
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Working with the Professionals Group

- Number of the service design projects being taken forward by different teams
- Each 'team' to share their plans with patients/public over the year at accessible 'meetings' with hybrid options
- Opportunities for people with specific interest in things to get more involved
- Depending on the topic – need to target communications and invite people to share their experience/views
- Ongoing dialogue with the PG so that participants are kept updated on developments (via Accord)



Option 1

- A formal Citizens 'Forum' comprising of community members from each of the partner organisations
 - Community members already involved with the partner organisation
 - Come together as HCP forum as partnership not to 'represent' that organisation
 - Role to feedback to their 'groups' on HCP activity and opportunities
- Benefits?
 - Having small group work together over time will build knowledge of issues and working relationship with Professionals Forum
 - Formal nature of the group – agendas/minutes good way to provide assurance
- Disadvantages?
 - Not all partners have their own forum/group or have many in different services
 - Rely on small number of people willing to commit to regular meetings
 - Having a set formal membership – risk that not all voices will be heard?



Option 2

- A formal group of community members who have been elected (or appointed) by the community
 - May wish to look at targeting membership e.g – person with lived experience of...
 - May wish to try and engineer composition of group to reflect diversity of NEL
- Benefits
 - Having small group work together over time will build knowledge of issues and working relationship with Professionals Forum
 - Formal nature of the group – agendas/minutes good way to provide assurance
- Disadvantages
 - How would people be elected/appointed? Risk that only people with the confidence to put themselves forward will do so
 - Rely on small number of people willing to commit to regular meetings
 - Having a set formal membership – risk that not all voices will be heard?



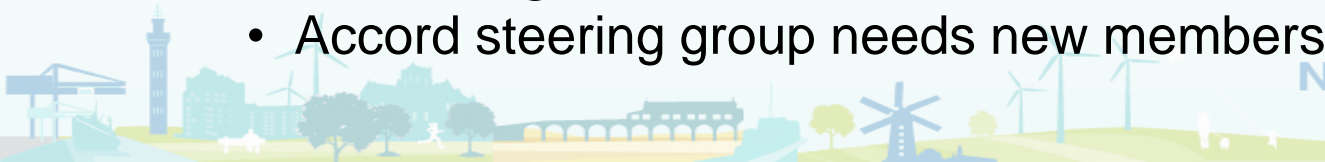
Option 3

- A meeting 'place' (in person and digital) for community members to engage with clinicians and partners to look at specific topics each month
 - No 'formal' set membership (but people will need to register to take part and ground rules agreed)
 - Options for further involvement as projects develop
- Benefits
 - Provides the flexible and accessible approach you identified as important
 - More attractive (less daunting option) for people from all walks of life
 - Potential to increase the number of people getting involved in the work of HCP
- Disadvantages
 - How will the formal 'assurance' element work?



Option 4 (or 3+!)

- Option 3 plus Accord Steering Group to provide the formal assurance element
- A meeting 'place' (in person and digital) for community members to engage with clinicians and partners to look at specific topics each month
 - No 'formal' set membership (but people will need to register to take part and ground rules agreed)
 - Options for further involvement as projects develop
- Benefits
 - Provides the flexible and accessible approach you identified as important
 - More attractive (less daunting option) for people from all walks of life
 - Potential to increase the number of people getting involved in the work of HCP
 - Accord Steering group to provide assurance/challenge that the model is effective
- Disadvantages
 - Accord steering group needs new members





Accord Steering group

Liz Read, Chair

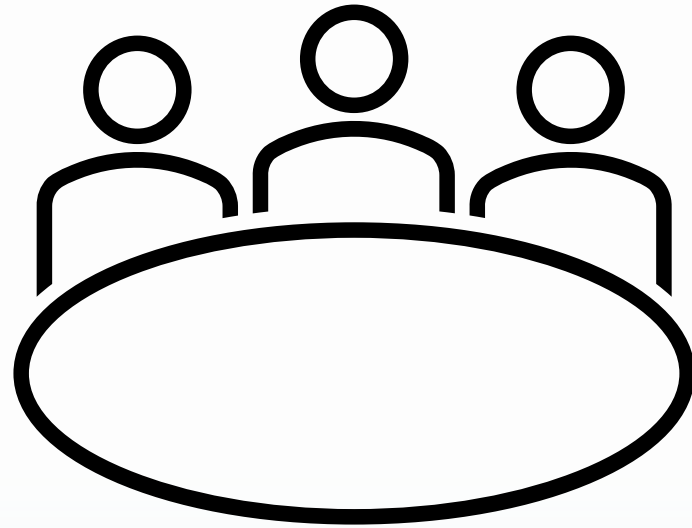


Over to you – group discussion

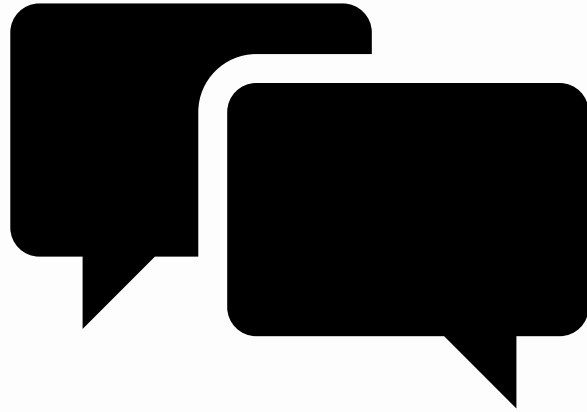
- Do these options reflect the views people have shared at these workshops? Is there anything missing?
- How will these options enable the public to influence the work of the Teams of Teams?
- Do you have a preferred option?
- Are there any other options we should consider?
- Do you think we are on the right track? Given that this is all new and will develop as the partnership develops



Feedback



Final thoughts



Closing and next steps

- Thank you
- Please complete the evaluation
- Refresh you areas of interest/details on Accord – keep in touch!
- We will send you the slides and notes from today
 - Along with answers to any questions we have from you
- Report will go to the HCP with the outcomes from these three workshops
- Accord – Let's get better together!

