

Engagement Strategy Summary



Derby City Council



Principles

- Clear and honest
- Strengthen relationships
- Transparent and realistic
- Provide feedback
- Inclusive
- Genuine

Aims

To develop partnerships and relationships with individuals, communities, communities of interest and groups to ensure they are able to be actively involved in designing and shaping services	To develop and test models of participation, engagement and measures of experience, which can then be applied across Derbyshire
To engage groups of people at the earliest stages of co-design, co-development and evaluation of services	To identify key developments and changes to services and care which will improve efficiency, quality and experience
To develop and implement effective ongoing engagement with patients, carers, staff and the public to ensure that service delivery is influenced by their experiences and feedback	To identify key developments and changes to services and care which facilitate effective commissioning at place, local and national level

What does success look like?

1. High quality engagement will be something that takes place routinely within our organisations and is ongoing
2. People have an opportunity to express their views and feel confident that their views are being heard
3. People feel their opinions and ideas will influence the future of health and care in Derbyshire

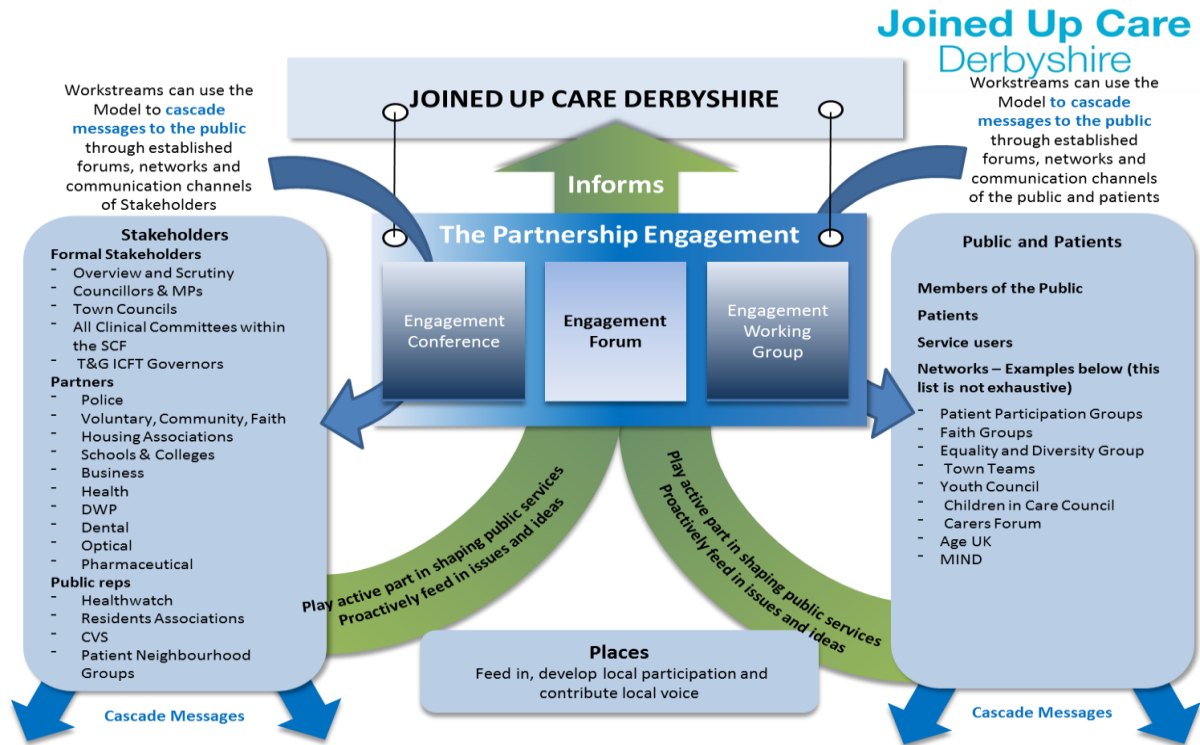
Why engage and consult?

Not only is it the right thing to do and an effective way of improving services, there is a legal obligation through the NHS Act 2006, Health and Social Care Act 2012, 'Gunning' Principles, and Public Sector Equality Duty and Equality Act 2010.



What will we do?

Engagement will take place at three levels – strategic, within workstreams, and in the Place areas.



Key forums

<p>Engagement conference – stakeholder representatives meeting three times a year to share best practice and build relationships</p>	<p>Engagement forum – Representatives of partner organisations and key interest groups to undertake detailed analysis of key issues. Reporting to the Joined Up Care Derbyshire Board.</p>	<p>Engagement working group – representatives to be directly involved in the development of new models and options</p>
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Other proposed approaches

- Co-production
- Public events and meetings
- One-to-one interviews
- Patient and public stories
- Storytelling
- Appreciative inquiry
- Questionnaires and surveys
- Focus and discussion groups
- Presentations
- Facebook and other social media
- Easy read / translated versions
- Third sector circulation
- Media and press releases
- Dedicated web pages or websites



