



# Joined Up Care Derbyshire Engagement Model

## Planning and Preparing for Change

**Complete Project Outline and Initiation Documentation**

### Complete the Patient and Public Involvement (PPI) Assessment and Planning Form

This form must be completed at the start of the planning process for any change and before decisions are taken which may impact on the range of services and/or the way in which they are provided.

All projects leads seeking to make changes to a service must discuss their plans with the Engagement Team from the outset.

## Building a 'Case for Change' – The Why?

### What is already known about the issue?

Review existing information, including patient experience insight to define the need or problem, and determine any gaps in insight.

Check the Patient and Public Insight Library.

Set clear timescales and milestones for the work ahead.

Listening to public and stakeholders to gather useful information for solution development

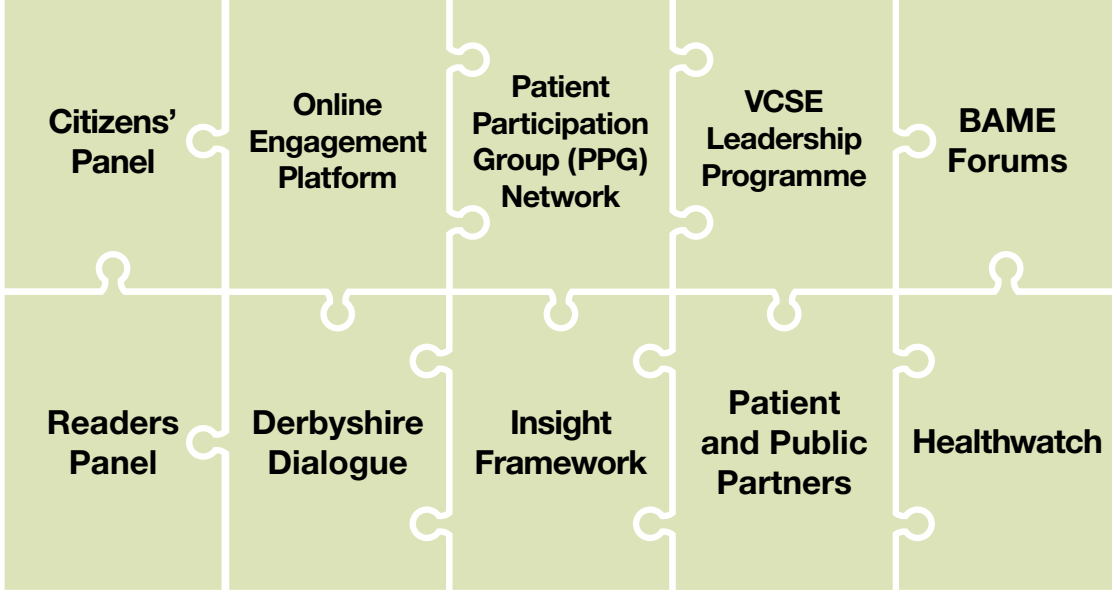
Complete: Quality Impact Assessment (QIA), Equality Impact Assessment (EIA). Start the NHS England Assurance Process if appropriate.

Depending on the extent of the change identified, the approach may need to be checked out with the Public Partnership Committee, and may need Overview and Scrutiny oversight.

## Pre-engagement – The What?

(To check the 'Assessment of Impact' and ensure people are involved in the 'Proposals for Change')

The Engagement Team have a 'Suite of Tools' available to help you with your plans for involvement. Some changes may require a bespoke engagement package.



### Bespoke Engagement Plans

Focus Groups/Confirm and Challenge Sessions/  
Deliberative Events/Patient Stories/Surveys

Listening to public and stakeholders to gather useful information for solution development

At the end of this stage revise your Equalities Impact Assessment (EIA).

## Options Development and Appraisal – The How?

There are 3 essential components to solution development and appraisal:

- Establishing the criteria by which you will decide on the viability of options – these should be development from involvement of patients, members of the public and their representatives. See previous section.
- Weighting – are some criteria considered more important than others?
- Final scoring/decision on each option.

This process will turn your long list of solutions, into a shorter, viable list of options.

Can be behind closed doors through invitation only, but should involve

- Co-design
- Collaboration
- Partnership

At the end of this stage revise your Equalities Impact Assessment (EIA) prior to starting Formal Public Consultation.

### Decision making structures

At the end of this stage, you should produce a 'Pre-Consultation Business Case' and map out the meetings that you will need to go through for discussion or sign-off. Stage Two of the NHS England Assurance Process also takes place here if this is applicable.

## Formal Public Consultation

Public Involvement

### Decision Making

'Conscious consideration' to feedback.

Write your Decision Making Business Case (DMBC).

Adapt plans if appropriate and implement change.

Update your Equalities Impact Assessment (EIA).

### Evaluate the impact following implementation

If you need further information or support contact [ddicb.engagement@nhs.net](mailto:ddicb.engagement@nhs.net)