Engagement, Involvement & Reach

Engagement of people and communities

Q1.1 How well does your organisation understand who you are reaching and who you need to target within your community?

* Very well
* For the most part
* Somewhat
* Only a little
* Not very well

Q1.2 Please tell us about your approach and reasons for your answer. Please include any relevant links which evidence your work in this area.

Q1.2 Please tick all the boxes which you feel accurately reflects your current situation.

* We know from our demographic data which communities engage with us and who we have yet to reach.
* We understand the demographic profile, levels of deprivation and health inequality data of our local area.
* Through our relationships with communities we understand where we can make the most significant impact in tackling inequality
* We use demographic data to explore differences in the experiences of different groups and where relevant use this to seek out appropriate outcomes
* Our communications strategy/plan includes specific references and methods to reach local communities
* We do not map demographics and have no concrete plans to ensure that we are reaching diverse community groups
* We provide information in accessible and alternative formats

Q1.3 Please record plans for future actions in this area and think about what and who you need to help you.

Engagement methodology

Q2.1 To what extent is your research/engagement robust and ethical?

* A lot
* For the most part
* Somewhat
* Only a little
* Not at all

Q2.2 Please tell us about your approach and reasons for your answer. Please include any relevant links which evidence your work in this area.

Q2.3 Please tick all the boxes which you feel accurately reflects your current situation.

* We have developed community volunteer roles in line with our engagement workplan
* We involve local people in the design and delivery of our work. When appropriate, this includes techniques such as co-design and co-production.( Link to definition)
* We test our engagement methodology with people who are from the communities we hope to hear from.
* We are trauma informed in our engagement and signpost people who need support
* We collect and analyse demographic data using the Healthwatch England taxonomy in all our research and engagement projects
* We have a systematic way to store and analyse our data
* We adhere to GDPR when collecting and storing data
* The process of gaining consent is robust
* We have a data sharing agreement with Healthwatch England
* We have a Data sharing agreement with the ICS and other local Healthwatch within the Integrated Care System
* We have adequate training and support structures in place to debrief and support both staff and volunteers involved in collecting views.

Q2.4 Please record plans for future actions in this area and think about what and who you need to help you.

Sharing expertise in engagement and involvement

Q3.1 To what extent do communities, stakeholders (e.g. ICBs, LA and Providers) value your expertise in involving local people in decision making about health and care services.

* A lot
* For the most part
* Somewhat
* Only a little
* Not at all

Q3.2 Describe how you use your engagement expertise to support stakeholders on how they involve local people in health and care decisions.

Q3.3 Please tick all the boxes which you feel accurately reflect your current situation.

* We share our methodology and good practice from within the Healthwatch Network
* We provide support and advice on co-design, co-production ensuring people with lived experience are involved in decision making
* We share opportunities and support people, including those with protected characteristics, to be involved in improving health and care, e.g. PLACE, NICE panels, CQC, patient safety walkabouts, patient/citizen panel/forums

Q3.4 Please record plans for future actions in this area and think about what and who you need to help you.

Information/Signposting/Advice

Q4.1 Are you confident that your organisation is providing local people with the advice and information they need to navigate and access health and care services in accordance with Healthwatch’s statutory role?

* Yes, absolutely
* For the most part
* Somewhat
* Only a little
* No we are not confident

Q4.2 Please tell us about your approach and reasons for your answer

Q4.3 Please tick all the boxes which you feel accurately reflect your current situation.

* We systematically collect and review monitoring and evaluation data to improve access for all groups
* We understand and are able to meet people’s needs for accessible information and advice
* We systematically carry out satisfaction surveys
* We have case studies which document outcomes of signposting/information & Advice

Q4.4 Please tell us about any plans you have for increasing your reach and take-up of the service, including with those from protected characteristic groups.