

# Local conversations and engagement in all that we do

North East Hampshire and Farnham CCG is committed to working with the community in a different way - so people are involved in discussions and decisions which affect their health and social care. This means getting the community involved at the very beginning of a project, not just asking them what they think of something that's already been decided. We believe that better decisions are made when the patients and professionals work together.

## Why engage?

- involving patients in decisions about their own health and care will result in better outcomes and patient experience;
- gathering and using patient experiences can help the CCG commission and deliver services more effectively;
- informing and engaging people can increase self-care, improve take-up rates for healthy options, and reduce inappropriate service use, reducing demand; and
- involving people in discussions and decisions about service changes can make it easier to deliver difficult change successfully.



Supporting the delivery and evaluation of projects like the Recovery College and Making Connections (our local social prescribing model)

Co-designing breast cancer and hip and knee pathways

Patient engagement to monitor services

Patient, carer and public engagement to out the right services in place

Deliver & Improve

Specify & procure

Analyse & Plan

Design

Community engagement to tell us what people need locally and develop priorities, strategies and plans

Patient and carers engagement to improve services

Examples such as the development of our local primary care services to meet local need such as urgent and integrated care centres, or our local mental health Safe Havens

The development of integrated care teams to support people staying out of hospital

## Embedding Patient and Public Engagement – let's practice what we preach

- ✓ Make it clear why we need to do it, use examples and case studies to illustrate
- ✓ Help staff to see how to make patient engagement real and give them the support and tools to do it
- ✓ Do not engage for the sake of it – target your resources and energy to where open conversations with the local community can make a difference
- ✓ Share the good stuff within and across the organisation