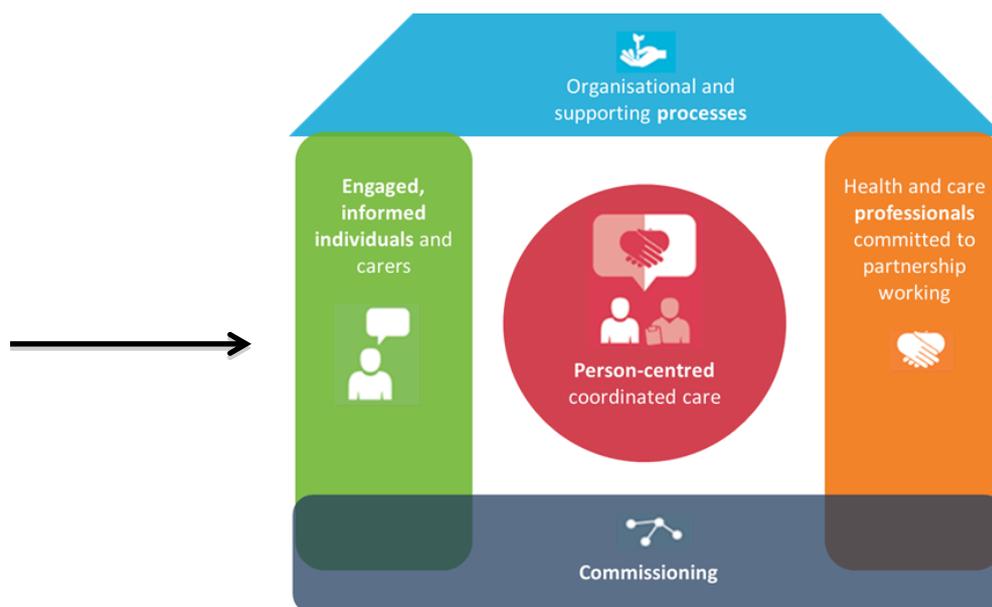


# Foundation in Engagement for Health and Care

*“very useful and I will definitely use it in the future”*

*“a clearer overview of the principles and process to engage”*

*“loved it”*



**Essential workshop pre-reading and preparatory tasks**

## **Workshop aims**

The Five Year Forward View sets out a clear direction for the NHS – showing why change is needed and what it will look like. Key to this is ensuring that every part of our health and care system is shaped and improved by the direct involvement of patients, carers and the public in decisions about its future.

This 3 hour workshop is designed as an introduction to public engagement and to provide a brief overview of the NHS including some of the constraints within which it operates. Participants should leave with a sound understanding of the main elements to consider when running a public engagement programme. It covers the definition of public engagement, different types of engagement and when to use them, and how to define your target audiences.

Using a mix of presentations, group discussion and exercises, we explore in more depth when and why we use different types of engagement activity; and how to effectively map the key stakeholders that must be involved.

Whilst the workshop covers certain aspects of the health and social care system, this is a short half day introduction, aimed at providing an initial overview and de-mystification of engagement. Presentations and handouts signpost for further resources including other training and workshops.

Opportunities for networking and shared learning are available before, during and after the workshop.

### **Access needs**

We recognise that individuals may have specific access needs in relation to participating in this workshop, which involves a powerpoint presentation and video. Please discuss any access needs in advance, with the organisation that is arranging for you to attend the workshop.

## **Learning outcomes**

- Understand a definition of engagement within a health and social care environment
- Understand the value and benefits of engagement
- Be familiar with best practice principles in public engagement
- Gain increased knowledge and confidence when planning and delivering public engagement
- Understand who your stakeholders are and how to map them
- Appreciate the legal requirements

## Essential pre-workshop reading

To make the most of our time together in the workshop it would be useful if you could read the following before attending: *(please let us know as soon as possible if this might be an issue for you)*

1. NHS Transforming Participation in Health and Care – Executive Summary (pgs 1-9)  
<http://www.england.nhs.uk/wp-content/uploads/2013/09/trans-part-hc-guid1.pdf>
2. The NHS Constitution: the NHS belongs to us all March 2013 - (pgs 2-15)  
<http://www.england.nhs.uk/2013/03/26/nhs-constitution/>  
<https://www.gov.uk/government/publications/the-nhs-constitution-for-england>
3. The NHS Outcomes Framework (summary – 1 page)  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/256457/At\\_a\\_glance\\_NHS\\_OF.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/256457/At_a_glance_NHS_OF.pdf)
4. Draft Framework of Excellence in Clinical Commissioning: For CCG's  
<http://www.england.nhs.uk/resources/resources-for-ccgs/dev-insight/>
5. Get Smart About Engagement – Series introduction  
<http://www.networks.nhs.uk/nhs-networks/smart-guides/documents>

## Pre-workshop tasks

We have also designed two pre-workshop activities to ensure that you get the most out of the workshop. Please complete these activities ahead of attending the workshop as it will enable you to play a more active role in the discussions and get the most out of the time we have together *(please let us know as soon as possible if this might be an issue for you)*.

### Task 1:

Thinking about standards or principles for good engagement what does that mean to you, what do you think are the most important elements to consider? What standards or principles for good engagement does your organisation follow?

*Please write your thoughts in the table below – the prompts are designed to help you identify best practice principles for good engagement.*

**Task 1: Personal reflection: What do you think should be included in a set of standards or principles for good engagement?**

List a series of bullet points:

**Task 2:**

This task is designed to explore how in your view your organisation pays heed to the NHS values as set out in The NHS Constitution: the NHS belongs to all of us (pg 5).

**Task 2: Personal reflection: think of a time when you were asked for your opinion – what was good about it?**

Did you feel that your views were valued?

What made you feel valued?

If you did not feel that your views were valued why not?

Finally, please think about what you most want to achieve at the workshop and bring this idea with you to the workshop – you will be asked to write down the most important aspect you want to get out of the workshop!

**What I most want to achieve at the workshop:**

A range of best practice examples and information on our public and patient and public participation tools and training, together with patient centred care and self-management resources, is available on our website:

[participation.southeastcsu.nhs.uk](https://participation.southeastcsu.nhs.uk)

To talk to a member of the Participation Team, please call 07500 990 008 or email [SECSU.participation@nhs.net](mailto:SECSU.participation@nhs.net).