



South East  
Commissioning Support Unit

# MASTER CLASS: STRENGTHENING VOICE

Mobilising patients, Healthwatch and the  
voluntary sector

**SOUTH EAST / CSU**

# Housekeeping

- Fire exits and facilities
- Please silence your Blackberrys, iPhones, etc. during the session
- Documentation
- Workshop will last 1.5 hours (post workshop conversation recording)

# Introduction

- Your name
- Your role and organisation
- Why you came along today

# Pre workshop activity and reading

## Discovery Interview

Find someone you don't know and conduct a discovery interview based on the pre workshop reading

- Which part of the pre read did you enjoy the most?
- What's your biggest challenge around strengthening patient voice?

5 minutes each interview (I will prompt you after 5 minutes so that you can switch)

# Setting the scene: movie time...

Film: Strengthening Patient Voice – mobilising patients, Healthwatch and the voluntary sector

# Emerging themes from the literature and practice

- How to work effectively with the Voluntary and Community Sector (VCS)?
- What is best practice when working with Volunteers?
- Opportunities and challenges around commissioning the VCS
- How you support Patient Voice
- How do you measure the impact of participation?
- Additional organisational themes:
  - Equality and Diversity
  - Making the business case to engage the voluntary sector
  - Managing your programme

# Peer dialogue and sharing of practice

- On your tables you will see a laminated sheet facing down. Turn it over!
- This will be this table's theme for the rest of the workshop – decide which theme is most useful for you to engage with today, and move to that table
- One person on the table should agree to note the dialogue on the flipchart paper so that you have a record of what you discussed which you can photograph to help you back at the office!

# Future Visits...

Contact details of Sutton if you would like to share learning post-workshop:

[prg@suttoncvs.org.uk](mailto:prg@suttoncvs.org.uk)



# Thank you and Feedback Forms