



South East
Commissioning Support Unit

UNDERSTANDING THE VALUE OF ENGAGEMENT

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SOUTH EAST / CSU

Welcome

Expectations from today

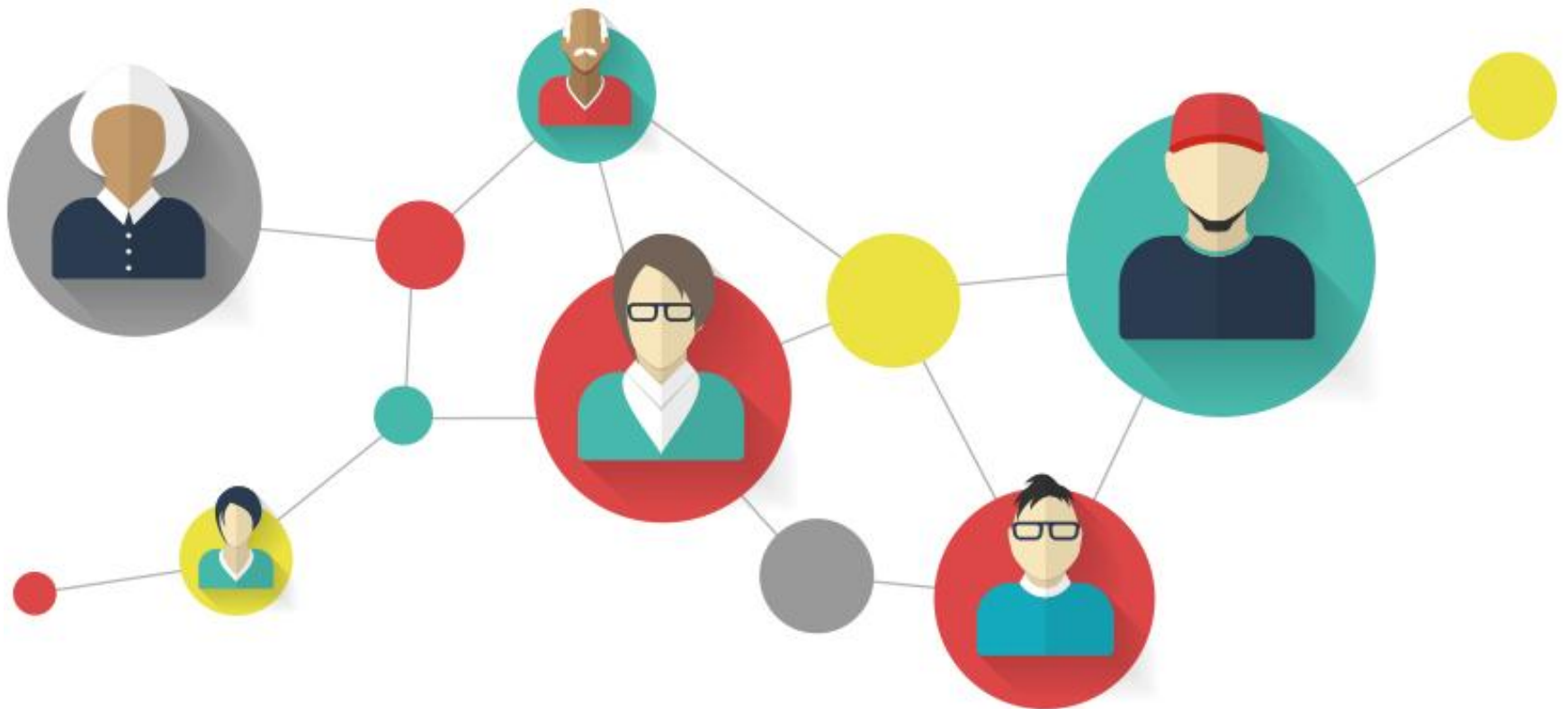


Who is in the room?

- Name
- Role
- Reason for coming today



Embedding patient and public engagement



Activity

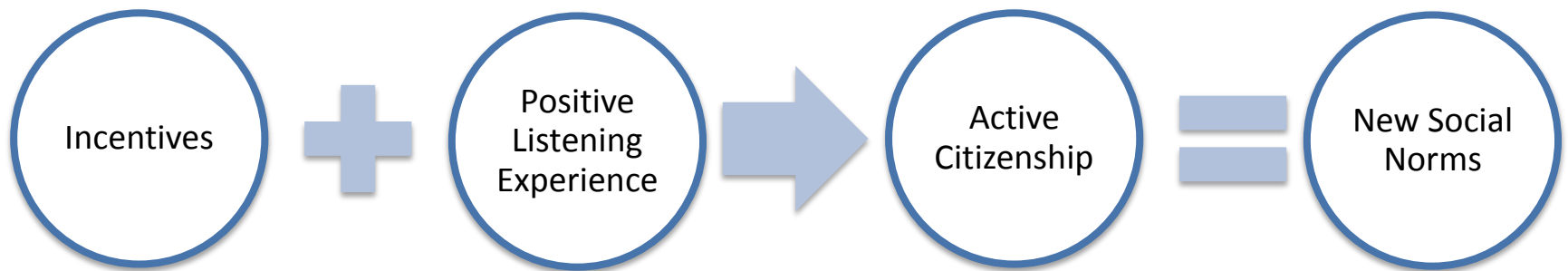
What are the main elements of “excellent” patient and public participation?

(What will it look and feel like for members of the public?)

Quiz time...



Formula for excellent engagement



Creating the “shift”



Culture shift: empowerment

1. Increased control of health and care
2. Greater personal action planning
3. Equal and shared decision making

Some examples

1. Integration and engagement: Greenwich example of using 'I statements' to integrate services (film)

2. Asset Based Community Development: Croydon example of young people and food, and the role of pharmacy in engagement (film)

Group Activity

Stage 1 – 20 mins

- Use the hand-out to consider the type of engagement activity that you currently use in your team, department and organisation (write these on a post it note – 1 idea per post it)
- List the activity within each point of the cycle.

Stage 2 – 10 mins

- Think about the characteristics of excellent engagement that we created earlier and check to see if the activities that you currently use meet those requirements

Stage 3 – 10 mins

- Make a note of the engagement gaps within the commissioning cycle

Shared learning?



Thank you and feedback forms

Please visit our website

<http://participation.southeastcsu.nhs.uk/>