

Engagement and Involvement Plan 2020 - 2024



Our plan is about making sure people get the best care.

We want people who use our services, our staff, people who work alongside us and our communities to help us make our services the best they can be.

This plan is about **Engagement and Involvement**, this means:



- Talking to people who use our services, our staff, and others.
- Listening carefully to what they tell us.
- Learning what is working well and what we could do differently.
- Involving people when we are making decisions about their care and our services.



By doing these things with people who use and care about our services we can understand what matters most when we help people with their health needs.



We have worked with lots of people to make our plan:

- People who use our services, this includes carers.
- People who work in our services, this includes staff, volunteers, and members of the Foundation Trust.
- People and organisations who work with us, we call these partners.
- Our communities.

These are the groups of people we will work with to help us make our plan happen.

We want people's voices to make a difference.

These are the ways we will make this happen.



Working together as equals to share ideas and plan services. This is called **Co-production**.



Finding ways that people can take part in work to make services better or creating new services. This is called **Participation**.



Finding out what is important to people who use and care about our services. This is called **Engagement**.



Listening and acting on what people tell us and including them in how we do things. This is called **Involvement**.

Asking people what they think about new ideas or changes in the way we might do things. This is called **Consultation**.



Making sure we are sharing information with everyone in lots of different ways. This is called **Communication**.

Here are some things we want to do better.



The Care Quality Commission (CQC) who checks our services, say our services are GOOD.

We want to make our services even better so the CQC say we are OUTSTANDING.



People who use our services say we score 8 out of 10.



We want people who use our services to feel even happier with the service they get from us.



Our patients and partners say we tell them things when they need to know them.

We want to be better at communicating and working together.

What we will do to support engagement and involvement.



- Create more ways for people to share what matters most to them.
- Understand what matters most to people to help us know which things to work on first.
- Share decision making for people from different backgrounds and groups so they are involved when we are making decisions about services.

We will also:



- Show that we have made our services better and are working better with people.
- Find out and share what has changed because we have been better at engagement and involvement.

We will make sure that we tell everyone about what we are doing in ways that are helpful to them.

Some things we will use to help us with engagement and involvement.



Making a map of the people who use and care about our services and our communities. This will help us understand the needs of different groups and what is important to them.



Holding small groups when we want to talk and hear about a subject that is important to them.



Having patients, carers, or volunteers to be part of project groups.



Senior leaders making time to listen to staff where they work.



Sharing stories from people who use our services.

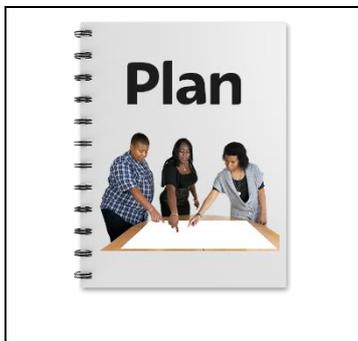


Have public meetings and surveys so we consult with people about possible changes to our services.

How we will work with different people and groups.

People who use our services.

Some of the actions we want to do in the first 2 years.



- Make a plan that says all the different ways we can support people to work with us. So we can use it when we need it.
- Plan how we will work with people on all the things we need to do so we can be **OUTSTANDING**.



- Keep track of how we are working with people and what difference it has made.
- Create a report each year showing how we have worked with people and the results.



- Work with people to say how we will support them when they are having healthcare from us, this is called a Person Centred Care Charter.
- Use stories from people who use our services to help when we check how we are doing.

Some of the things we will do in 3-4 years.



- Check how feedback from people who use our services has been collected and used when decisions have been made.
- Show how we have been able to listen to people from a wide range of backgrounds and groups.
- People who use our services are involved in designing and planning and checking our services.

People who work in our services.

Some of the things we want to do in the first 2 years.



- Make sure we are listening to our staff and volunteers and we do things about what they tell us.
- Work with staff and volunteers to make communication better.



Use the experience of staff and volunteers to help us decide what is most important to do next.



Carry out training for our managers and leaders to help them to support staff and volunteers.

Some of the things we will do in 3-4 years.



- Check what we know about the experience of staff and volunteers, so we know where we need to do more work to make engagement better.
- Work harder to have people from different **ethnic groups** and people with disabilities in our teams.
- Be recognised as one of the best employers for **LGBT+** people.

***Ethnic groups** are people who share the same race, nationality, language, or culture.*

***LGBT+** stands for people who are lesbian, gay, bi-sexual or transgender.*

People and organisations who work with us (partners).

Some of the things we want to do in the first 2 years.



- Agree how we will work together to be the best at engagement, involvement, and consultation.
- Report about the difference engagement and involvement has made and share it.
- Create a survey every year to gather feedback from our partners.



Use the way we do engagement so more people who use our services and staff can be involved with research.



Be part of developing The Three Counties Medical School which will help train people to be things like, doctors, nurses, and physiotherapists.

Some of the things we will do in 3 - 4 years.



Show the CQC that we are better at communicating and working with people.



Use what people tell us about services to make them better.



Do more research with universities and other organisations.



Support the Trust Charity with their plans.

Our communities.

Some of the things we want to do in the first 2 years.



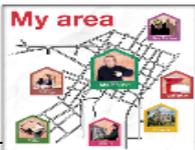
Work with Healthwatch Gloucestershire to make sure people are informed about what we are planning and doing.



Create ways we can work together with other services.



- Work with Partnership Involvement Network to share information and ideas.
- Agree with our Network how they can help us plan how we can do more person centred care.



Make a map of the different groups in our communities.

Some of the things we will do in 3-4 years.



- Share information with Voluntary, Community and Social Enterprise Sector (VCS) so we can plan where we need to work first to support different groups or communities.
- Work together with VCS to have more ways we can do engagement and involvement.
- Use the experience of people who use our services and their communities to agree where it is most important for us to work with VCS.

