

Why We Engage

Listening to colleagues, patients, and communities across Gloucestershire helps us understand experiences of health and care services and identify where improvements are needed. Engagement ensures decisions are informed by lived experience, supports person-centred care, and strengthens relationships with the communities we serve.

How Many We Reach

Over the past 12 months, we engaged with 17,400 people through visits to 59 community groups and events. Through these interactions, we gained insights into what matters most to our communities, with a key focus on improving access and information.

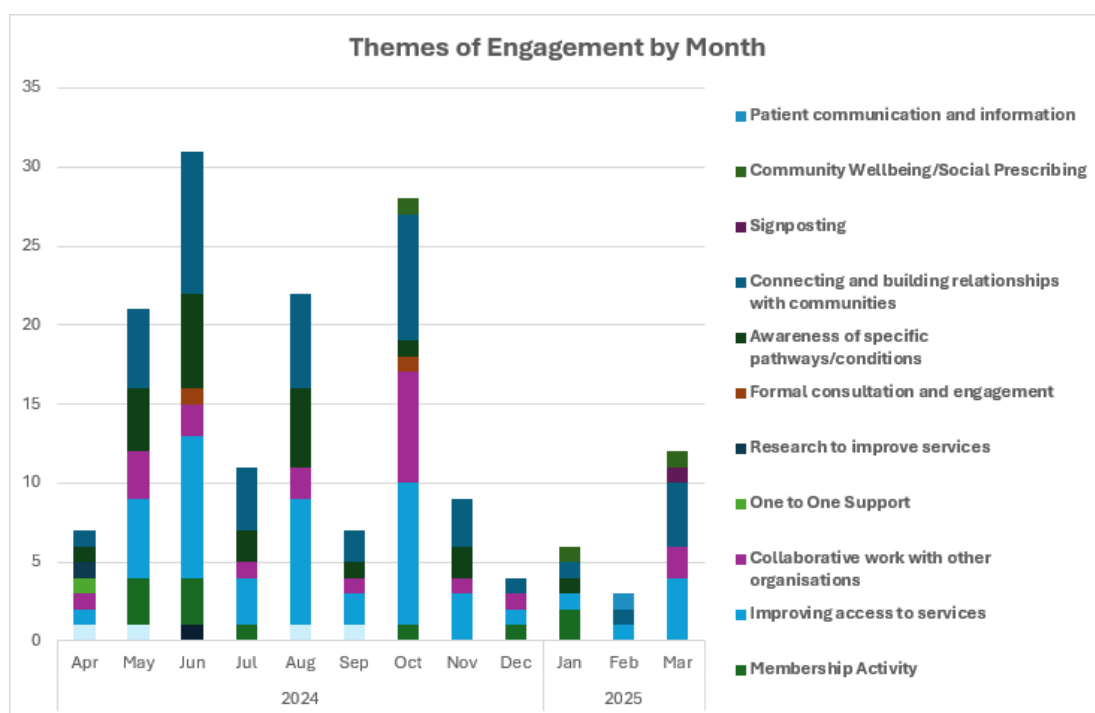
What We Focus On

Our engagement activity is guided by clear priorities to ensure feedback leads to meaningful action. Monthly activity centred on three key areas:

- **Signposting to VCSE Groups** – connecting people with Voluntary, Community, and Social Enterprise (VCSE) organisations for appropriate support;
- **Building Relationships** – maintaining trusted connections with local communities to support ongoing dialogue;
- **Service Improvement Research** – gathering feedback to inform the design and delivery of healthcare services.

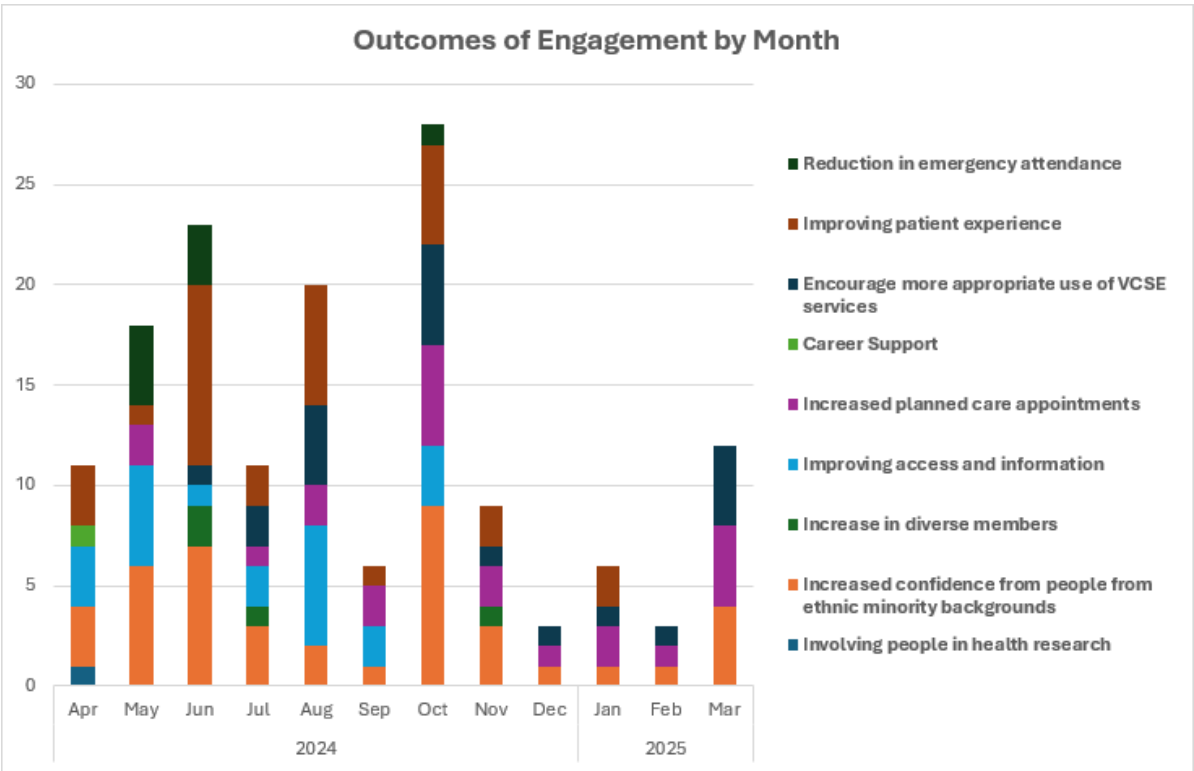
Themes of Engagement by Month

Reviewing engagement themes ensures activity remains aligned with organisational priorities, supporting a balanced approach to community support, relationship-building, and service improvement.



Outcomes of Engagement by Month

Tracking outcomes shows how community insight informs action. Feedback from engagement has contributed to service improvements, clearer communication, and more responsive ways of working, helping ensure engagement delivers measurable value.



People Involved in Engagement by Month

Monitoring monthly participation provides a clear view of our reach and helps identify opportunities to strengthen community connections. This supports inclusive involvement and ensures a wide range of voices contributes to shaping services.

