



Sunderland
Clinical Commissioning Group



South Tyneside
Clinical Commissioning Group

Involvement Strategy 2021 For NHS South Tyneside and Sunderland CCGs

**Action Plan linked to the five key
priorities for Involvement**

Involving partners

- We spoke to a number of partners and stakeholders across Sunderland and South Tyneside around what good involvement looks like to them and how we can better involve patients and the public in NHS service improvement' in line with good involvement practice. All this information went into a research report.

Desk review

- We also looked at the legal and policy requirements for NHS involvement; reviewed relevant strategies and policies in relation to involvement and the reduction of health inequalities; and reviewed best practice for involving people. All this information went into a desk-review report.

Involvement strategy

- All this information was used to develop the Involvement strategy for NHS South Tyneside and Sunderland CCGs, which is based around five key principles for involvement.

More information

- All three documents can be found by going to: <https://www.sunderlandccg.nhs.uk/get-involved/involving-the-public-in-governance/involvement-strategy/>

Action plan

- This document details the actions for each of the five key principles for involvement.

Actions

- The research which informed the five key principles of good involvement also identified what we should be doing to meet those principles. It is this information which has been used to identify the actions for the Involvement Strategy Action Plan.

Embedded good practice

- The actions detailed through this plan are tools and techniques, which are examples of good practice to support better involvement with patients, the public, carers, and stakeholders. Therefore, most actions are ongoing and will be embedded into daily practice, rather than set actions with an end date.

Monitoring

- Updates on each action will be provided regularly through Involvement reports taken to appropriate meetings. Assurance will be given to the Lay member for Patient and Public Involvement at both CCGs.

1. Reach out to people to involve them in the right way to increase participation

By September 2021

- Create a profile for Sunderland and South Tyneside residents, to better understand the local population demographics.

Ongoing

- To create a profile of service-users for each activity, to help inform how people can be involved and the methods used to involve them.

Ongoing

- Involve partners and VCSOs in the planning of involvement activities.

Ongoing

- Develop a database of individuals who would be interested in taking part in future involvement activities for Sunderland and / or South Tyneside CCGs.

2. Promote equality and diversity and encourage and respect different beliefs and opinions

Ongoing

- Map who we engage with, through demographic information, and publishing this on the CCG website

Ongoing

- Ensure EIAs are completed at the start of activities, to understand the needs of specific communities

Ongoing

- Closing the loop with EIA, to understand the feedback from specific communities

Ongoing

- Link with partners to encourage wider involvement from residents who require information provided in alternative formats

By December 2021

- Develop accessible versions of data monitoring questions

3. Take the time to plan for involvement, including how we can work with partners, and feeding back

Ongoing

- Develop an involvement plan for all activities, which includes timelines, resources, and responsibilities. This plan will also reflect the population profile which will inform methods.

Ongoing

- Work in partnership across South Tyneside and Sunderland where the opportunity presents itself.

Ongoing

- Be open and transparent through sharing findings from involvement activities internally, online and with the people who took part.

Ongoing, with Annual Involvement Report published in Qtr.1 of 2022

- Understand and report upon the impact of involvement activities through the annual Involvement report and through the website.

4. Continue to build on our partnership relationships, in particular to ensure knowledge and capability is shared for the future

Ongoing

- Continue to work closely with partners , to ensure sharing of best practice, information, training opportunities, and partnership working arrangements.

Ongoing

- To link with partners to understand what information has already been collected, and how we can build on this.

By September 2021

- Standardise data monitoring questions with partners, with explanation of why it is important we collect the data.

Ongoing

- Work in partnership to develop a list of topics and issues to consider for future involvement activities.

5. Use a range of best practice involvement methods including both online and offline methods

Ongoing – but some methods reflected in Involvement Toolkit

- Develop a range of involvement methods, both on-line and off-line, to encourage participation and ensure no-one is excluded from having their say

Ongoing

- Where appropriate, we will collect feedback and evaluation from partners and participants to understand what went well and what could be improved, to ensure we learn from best practice and improve the experience for people getting involved

By September 2021

- Revise the CCGs Involvement Toolkit to detail different techniques, and to be inclusive of South Tyneside