

# NHS Derby City

## Engagement and Communications

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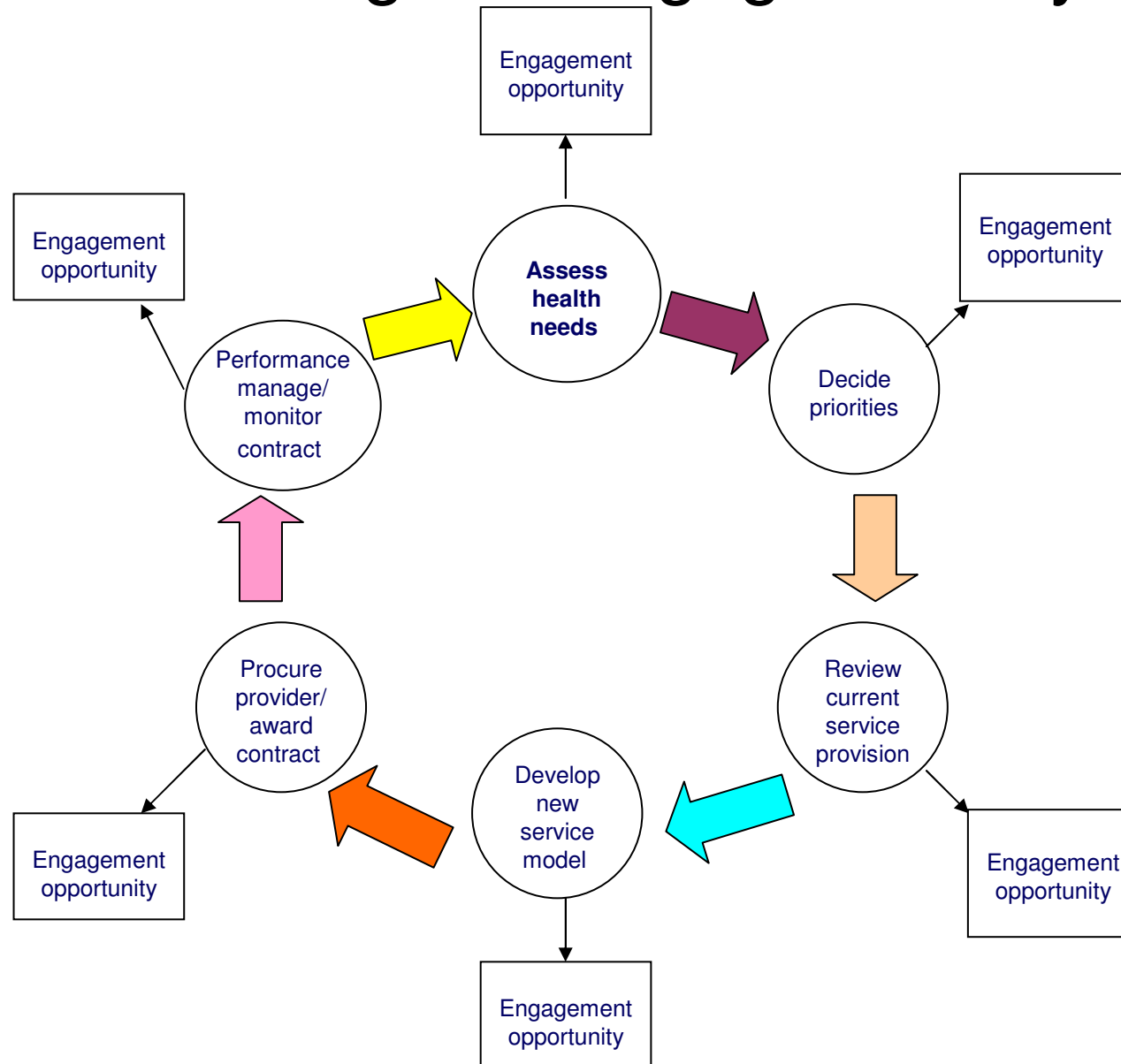
# National and Local Context

- Lord Darsi - Safety, Effectiveness & Experience
- Duty to Involve and World Class Commissioning
- Ten year strategy “Healthy Derby”
- Improving health and equality of outcome
- Improvement of commissioned services
- Active engagement of people of Derby to secure trust and confidence in public services

# Aims of Engagement Strategy

- To become routine and systematic - whole org to take it as business as usual
- For engagement team to act as advisors to org
- To devise metrics to measure success
- Move from informing to co-producing

# The commissioning and engagement cycle



# Engagement Routes

- Social Inclusion Network
- LINK, PPG's and Neighbourhood Boards
- Community Groups and Networks
- Patient Advice and Liaison Service

# Examples

## **Dialogue Project**

- Co-production project in x2 communities
- Service specs, not what we would have devised

## **Dental Procurement**

- Oral Health needs assessment
- Exercise through PALS
- Procurement - Story Boards
- Visits to the successful practices

# **Commissioning of Primary Care**

## **What is Primary Care?**

- First contact with NHS services:
  - GPs, dentists, community pharmacists
- Also GP and dental out of hours service providers and the Walk in Centre
- Not A&E, DRI, City hospital or their clinics, Mental Health Trust or private providers

## **Community profile:**

- Put in issues relating to various communities and their health stats



# Commissioning of Primary Care Services

## The Approach

- Approaching Neighbourhood Forum first
- Using LINk, Health Panel, PPG
- Social Inclusion groups – VIA, Older Peoples forum
- Stakeholder engagement events

# **The interactive session**

- Recognise importance of co-production of plans and services with the community
- Aim to ensure better, more effective and appropriate service provision for you
- Recent 5 and 10-year planning has taken place with patients and public & priority areas agreed
- Designing and implementing a Primary Care System fit for the now and the future is the first priority area

## **Interactive Session:**

➤ **Ask you to consider primary care under these headings:**

1. What is good now,
2. what's not so good, and
3. what you think would work in the future

We will give you time to share experience

We will feedback at a later stage on progress

# Questions

