

We want to ensure that everyone is involved in designing services by involving our communities.

The Pilot

Voluntary Action Kirklees (VAC) were asked to deliver a pilot project to identify how the CCG can improve engagement with three priority groups across Greater Huddersfield. The groups targeted were Children and Young People, the LGBTQ community and people with Learning Disabilities. The pilot project aim was to listen to these groups and get them to describe any barriers to involvement and identify solutions. A number of children and young people and LGBTQ groups took part. Conversations were facilitated independently by VAC to encourage an open and honest discussion.



Findings from LGBTQ+

The LGBTQ+ community felt due to the stigma associated with the community that a bespoke engagement approach would be needed. This would allow for open and honest discussion in a safe space with like minded people. More work needs to be done to integrate approaches that involve wider audiences.

All participants wanted to engage with the Community Voices programme but would like to co-produce some of the content to help build trust with NHS professionals.

Findings from people with a Learning Disabilities

For people with a learning disability, working in partnership with LD support organisations was critical to ensure engagement and participation is successful. Participants were keen to co-produce ideas for better engagement and wanted to work with organisations to ensure their views were heard. People wanted to be part of programmes like Community Voices and wanted to help design adaptations to make this work.

Findings from Children and Young People

Children and young people wanted more interactive approaches to engagement. They most certainly want a voice but would like more use of technology. For programmes like community voices, children liked the idea but want to co-design material using their own language suitable for their age group. All information should be easy to read and understandable i.e. Short paragraphs, no big words. With lots of time for conversation. Children and young people loved the idea of being trained to deliver engagement amongst their peer groups.

Children and Young people want schools to be involved to promote greater engagement (in particular around mental health) and understand the importance of getting their voices heard. Also more understanding of the NHS through work experience opportunities.

In general young people want their voices heard but don't know how to communicate with the NHS. When they do they feel their voices are not heard or are not being listened to. They were keen on co-producing the vehicles and opportunities and felt they could add much to the CCG engagement approach.

"I think it's good to give young people a voice and listen to our opinion"

What next?

This work has provided the CCGs with a number of key areas which we will address throughout the forthcoming year. We want to go back to all these groups to start the co-design work in 2019/20. The annual action plan for engagement will include this work.

We would like to thank all the wonderful participants who have given their time to share their views

For the full report of findings go to: <https://cvac.org.uk/wp-content/uploads/2019/02/Insight-report-Mar-2019.pdf>

The CCG have also been working with the community to co-deliver engagement approaches with local groups.

Work with Wheelchair Users

"Involving people in the design and development of wheelchair services".

The CCG have worked for over a year with people who use services, carers, their families and representatives to design a future wheelchair service for Calderdale and Kirklees. The voice of just over 750 people were heard in an extensive engagement programme which involved 2 surveys, 2 events and a series of workshops.

One of the surveys was hosted by the current provider with the second survey independently delivered by PCAN (Parents of Children with Additional Needs). PCAN also co-designed with the 2 workshops.

The information gathered has been used to inform the design of a new service specification for wheelchair services.

Following this 2 further workshops supported involvement from people who use services, carers, their families and representatives to have more input into the service specification. The CCG are now in the process of procurement and we are thrilled to say that 15 stakeholders have the passion and energy to remain involved in the procurement process. To follow our journey go to: <https://www.greaterhuddersfieldccg.nhs.uk/get-involved/consultations/you-said-we-did/>



Our responsibility

NHS Greater Huddersfield has a duty to meet their equality objectives, which for 2018/19 is:

To improve engagement with and access to GP services for LGBTQ+ & young people.

<https://www.greaterhuddersfieldccg.nhs.uk/equality-and-diversity/>

Get Involved!

<https://www.greaterhuddersfieldccg.nhs.uk/get-involved/>

Find out more

<https://www.greaterhuddersfieldccg.nhs.uk/equality-and-diversity/>