

**'Coming together is a beginning; keeping together is progress; working together is success' Henry Ford**

## Introduction

At the start of the programme we both identified the same problem but from different roles and organisations – an Integrated Trust and a CCG, yet we hadn't known we shared the same problem. This in itself highlighted the need across the system to reduce the duplication or silo working. Within our current roles; Quality Team, CCG and System Wide Transformation Team we identified we had a level of influence to come together to make change happen. Agreed at this point to work in partnership on improving patient engagement in all transformation work across the Isle of Wight system.



## Project Goals

To educate staff within the Isle of Wight Health and Social Care 'system' of the importance of talking and LISTENING to people at an early stage, and throughout service change.

## Project Description

Education and formalised process around;

- Importance of stakeholder engagement which is meaningful and not tokenistic (as described by Arnstein, 1969)
- Identifying stakeholders early on (stakeholder mapping)

Education needs to reach all so project plan includes short video presentation, flow charts and easy use visual guides built in to processes.

## Approach



Develop education material i.e. Video identifying the importance of Service User, Carer, Family Engagement



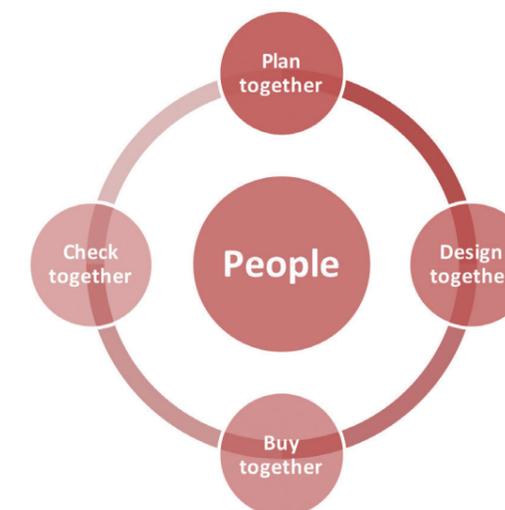
Develop and introduce tools for teams to use in Service Change



Evaluation of participation within Service Change

## Conclusions

It is expected that change won't come about overnight, rather a gradual shift in culture and behaviors driven by patient experience leads until doing the right thing – engaging stakeholders, including people who are experts by experience – becomes the new 'way things are done' on the Isle of Wight .



## Evaluation

Success can be measured by talking to people around whether they were consulted and involved, and auditing projects to establish the level of patient participation.



## References

Arnstein, Sherry R. "A ladder of citizen participation". JAIP, vol 35, No 4, July 1969, pp216-224.

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