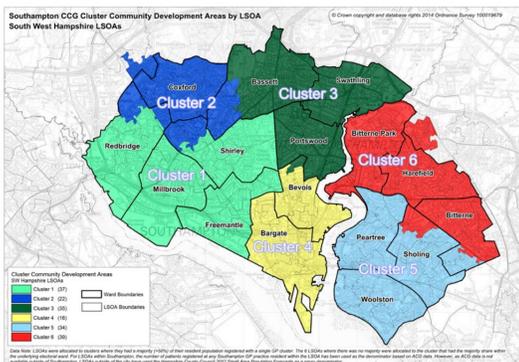


Introduction

As part of Better Care Southampton Locality working I am leading a project on Social Prescribing in the east of Southampton, and am involved in the development of integrated services at a local level



In my Team Manager role I am responsible for the delivery of sensory rehab across the city, and community rehab in the east of the city



I wanted to explore how to increase meaningful engagement in both these areas, and how to work together better as a community to improve the quality and integration of services

What have I done so far?

- Met with a Solent engagement lead to understand current engagement processes within the Trust and get advice on how to progress engagement within my service
- Organised for Experts by Experience to attend and contribute to the Vision Pathway workshop, and asked them to continue to be involved in co-producing a vision pathway for the city
- Started to discuss feedback and engagement in the Locality Social Prescribing project with a view to implementing feedback mechanisms and measuring outcomes, as well as maximizing service quality through local engagement
- Attended a national conference on social prescribing to get ideas on outcomes and engagement

What am I learning?

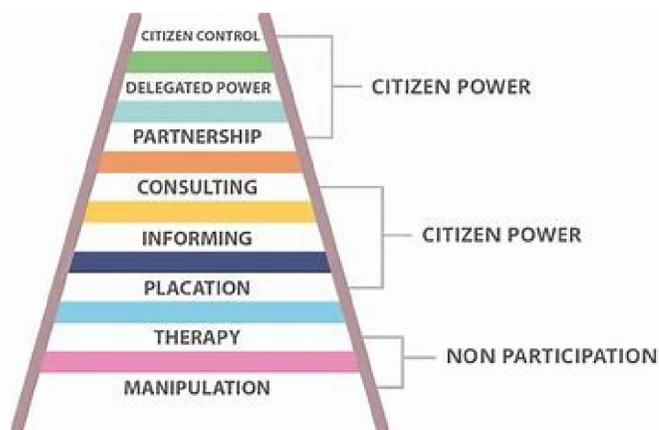
- Service User engagement is a continuous process, not a one off event and relationship building is key
- The importance of being flexible in my approach and engaging in lots of different ways
- Engagement is impactful and provides a personal and emotional context to service redesign

My Goals

- *Increase engagement in service redesign and quality improvement (rehab and sensory services)
- *Increase engagement in Better Care developments in Cluster 5 – now East Locality, with a particular focus on Social Prescribing

My Future Plans

- Gain user feedback on social prescribing in east locality and start to think about measuring the impact of the service
- Take suggestions to the project group about how to engage users in the ongoing development of social prescribing
- Engage locally with Healthwatch for advice about engagement as part of Better Care
- Continue to involve users in development of sensory services and work with Southampton Sight charity to do this



Challenges

- *Changes from clusters to localities
- *How to meaningfully engage with people who are housebound
- *Engagement to represent all not just the person in the room

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OCCUPATIONAL THERAPY

