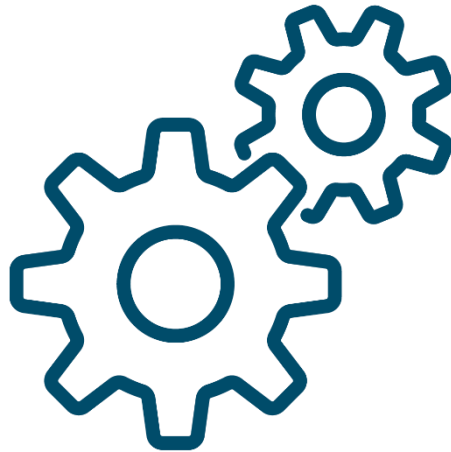


Health and Care Public Forum (Sheffield)

What we do & how we do it



About the Health and Care Public Forum (Sheffield)

The Health and Care Public Forum (Sheffield) was set up to shape and add value to the development and delivery of the work of the Sheffield Health and Care Partnership (HCP). It supports the Sheffield HCP to achieve its vision:



For health and care services to be joined up, and seamless; to reduce health inequalities in a way that involves people, their experiences and our communities at the centre.

We work with professionals in the Sheffield HCP who are working to make positive changes to local care and support. We provide insights and guidance from a patient, service user, carer, and relative's perspective.

The Forum is organised and chaired by Healthwatch Sheffield, an independent organisation that supports people to have a say in how health and care services in Sheffield are designed and delivered.

Our Aims

The Forum has 2 main aims:

- 1. To influence and improve patient and public involvement plans within the Sheffield HCP**
- 2. To influence how services are designed, delivered, funded and coordinated - so that people have better experiences and outcomes.**

Achieving the first aim will help us to achieve the second one.



A framework to guide our work

About the framework

We have developed this framework to make sure that we are effective in our role, and to help us achieve our aims.

We all helped to create the framework, but a small working group of our members had more thorough input, in terms of creating and reviewing the content. We piloted the final version before approving it.

Our Principles and behaviours

We aim to carry out **5 behaviours**, which reflect the key areas that we want to cover in our work. Each one is underpinned by a **guiding principle**.





Behaviour	Principle
Involvement Advise how best to work with local people, so that they can influence changes within the health and care system.	Everyone's opinion should be valued equally.
Communications Inform the design of information materials, and how they are shared with people who use services, their relatives, carers and the wider public.	Language is important. Everyone should have the information they need, at the right time, and in the right format.
Helpful Challenge Be a 'critical friend' by challenging aspects of the HCP work, and suggesting how these issues could be overcome.	Challenge isn't criticism.
Impact Consider the impact of possible changes in the design and delivery of care and support in Sheffield, and whether they are in people's best interests.	Look at the whole picture and a wide range of factors when considering impact.
Experiences Share views and experiences in relation to wellbeing, health and social care services.	Everybody's experiences matter, and can be learnt from.

The questions we will ask in our work

We have come up with a set of questions, which relate to each of our behaviours. Asking these sorts of questions will help us to stay focused and achieve our aims.

They will guide our thinking when reviewing documents, and discussing the work of the Sheffield HCP at our meetings; we will put these sorts of questions to our speakers. Asking them should complement a free flowing discussion, not replace it.

We have set out the core, broad questions we that we might ask below. More specific questions are given in the following pages.

Aim	Focus Area	Core Questions
<p>To influence and improve patient and public involvement plans within the Sheffield HCP</p>	 <p>Involvement</p>	<ul style="list-style-type: none"> • What is the patient and public involvement plan for this work? • Who will you hear from?
	 <p>Communications</p>	<ul style="list-style-type: none"> • How will people inform the design of the information materials? • How will you get the information to people? • How will you make sure you are being as inclusive as possible?
<p>To influence how services are designed, delivered, funded and coordinated - so that people have better experiences and outcomes</p>	 <p>About the work – helpful challenge and impact</p>	<ul style="list-style-type: none"> • What is going well, and what is not? • What are the evaluation plans? • How will the work affect particular groups and communities of people? • What impact could this work have? • What impact can the Forum have on this work?
	 <p>Experiences</p>	<ul style="list-style-type: none"> • Which views and experiences would be useful to know about?

Aim: To influence and improve patient and public involvement plans within the HCP

Involvement

Advise how best to work with local people, so that they can influence changes within the health and care system

Everyone's opinion should be valued equally

What is the patient and public involvement plan for this work?

1. What resources are available to involve people (not just money, people too)?
2. How have people been involved in designing the involvement plans?
3. What has happened so far?
4. What are the future plans?
5. What are your involvement priorities?
6. What is the timeline for involvement work?
7. How will people's feedback be used to influence the work?
8. How will people be able to influence decision-making?
9. How will you address power issues between the professionals and people involved in a non-professional way?
10. Is there any good practice that you could take from similar work that has been done?
11. How will you let people know what you have done with their feedback? When will you do this?

Who will you hear from?

1. Which groups of people is it particularly important to hear from?
2. How will you make sure that a wide range of people will be heard by decision makers?
3. What are the demographics of the people you have heard from so far/ expect to hear from?
4. How will you hear from those who don't usually have their views heard by decision makers?
5. Are you working with any voluntary sector organisations to reach people? Who else could help?

Communications

Inform the design of information materials, and how they are shared with people who use services, their relatives, carers and the wider public.

Language is important.

Everyone should have the information they need, at the right time, and in the right format

How will people inform the design of the information materials?

1. How will you involve people in designing and reviewing the information?
2. Who will be involved in designing and reviewing the information?
3. What information are people being given?
4. How do you know that the information will be easily understood by people?
5. How can the Forum members be involved in designing/reviewing the information?

How will you get the information to people?

1. When are people being given the information? Is it early enough?
2. Who do you want to get the information to?
3. Who are you working with to get the information to those who need it?

How will you make sure you are being as inclusive as possible?

1. Who won't the information be suitable for? How will this be addressed?
2. How will you communicate with a diverse range of groups?
3. How will the communication needs of particular groups be catered for?
4. How could you involve a diverse range of people in designing the information and communications plan? Will you try to do this?

Aim: Influence how services are designed, delivered, funded and coordinated - so that people have better experiences and outcomes

Helpful challenge

Be a 'critical friend' by challenging aspects of the HCP work, and suggesting how these issues could be overcome

Challenge isn't criticism

What is going well, and what is not?

1. What are the main challenges that you are up against?
2. How can the challenges be addressed? (What has been done and what will be?)
3. How have priorities for change been decided?
4. Is the work progressing as planned? Are there any areas that have been delayed?
5. What are the restrictions on your plans (e.g. resources such as capacity and time)?
6. What capacity do you have to involve people and do the work?
7. What are the main risks? What is in place to stop them from happening?
8. What needs to happen to make any changes sustainable?
9. How will any proposed changes account for the whole person, and account for social and medical factors?
10. How will any changes make things more person centred?
11. What matters to individual Forum members or other people, that hasn't been considered in this work?

What are the evaluation plans?

1. How will the work be evaluated? Are non-professionals involved in this?
2. What quantitative and qualitative data will you get from the evaluation?
3. How will impact be measured?

How will the work affect particular groups and communities of people?

1. Who might be most affected by the proposals? How might their experiences or outcomes change as a result of the work?
2. How will the work help to address health inequalities?
3. How could the work lead to inequalities worsening for some groups? What would stop this from happening?

Impact

Consider the impact of possible changes in the design and delivery of care and support in Sheffield, and whether they are in people's best interests

Look at the whole picture and a wide range of factors when considering impact

What impact could this work have?

1. What do you think the positive impacts of this work will be?
2. What might the negative impacts of this work be?
3. Who might be affected by the changes the most? In what ways?
4. How will the work help to address health inequalities?
5. Have you considered any technological impacts?
6. Has the impact on access and barriers been considered?
7. How do you think the changes might affect carers?
8. From a holistic point of view, what do you hope the impacts will be?

What impact can the forum have on this work?

1. How will the information we give you be used?
2. What have you learnt from what we have said?
3. When will you update us and tell us about any impact we have had?
How will you do this?

Experiences

Share views and experiences in relation to wellbeing, health and social care services

Everybody's experiences matter, and can be learnt from

Which views and experiences would be useful to know about?

1. Do you know about the views and experiences of different communities?
2. Whose experiences don't you know much about?

Questions for forum members to consider when sharing personal views and experiences:

1. What relevant experiences have I had in relation to the services and issues being discussed?
2. What happened? How did it feel? What was the impact on me?
3. What has my journey been (snapshot of experiences over time)?
4. What recent experiences have I had in relation to the topic/issues?
5. When giving my opinion on something, is there an experience I can mention to illustrate my point?
6. What do I know about other people's views and experiences? Would it be alright to share this if I don't reveal their identity?