

Heard. Valued. Together

Our approach to Involvement 2026



Our principles for working with people and communities

Our Trust objectives

OUR INVOLVEMENT VISION

We want everyone – patients, families, staff and local communities – to feel listened to, respected and genuinely involved. By creating safe, welcoming and inclusive spaces where people can share their experiences and ideas, we make sure every voice matters and, together, use what we hear to shape better care, stronger relationships and healthier communities.



- 1 Ensure people and communities have an active role in decision making
- 2 Involve people and communities at every stage and feed back to them about how it has influenced activities and decisions
- 3 Understand your community's needs, experiences, ideas and aspirations for health and care, using engagement to find out if change is working
- 4 Build relationships based on trust, especially with marginalised groups and those affected by inequalities
- 5 Work with Healthwatch and the voluntary, community and social enterprise sector as key partners
- 6 Provide clear and accessible public information
- 7 Use community-centred approaches that empower people and communities, making connections to what works already
- 8 Have a range of ways for people and communities to take part in health and care services
- 9 Tackle system priorities and service reconfiguration in partnership with people and communities
- 10 Learn from what works and build on the assets of all health and care partners – networks, relationships and activity in local places

OUR PATIENTS



We make it easy for patients to share their views and experiences, provide clear and accessible information to support informed choices, and use what we hear to improve services and shape better decisions together.

OUR PEOPLE



We support our staff to work in open, compassionate and collaborative ways, building a culture where listening, co-design and meaningful use of feedback are part of everyday practice.

OUR POPULATION



We work in partnership with communities and organisations across our system to reflect the diversity of the people we serve, reach those too often unheard, and build trusted, joined-up approaches that improve health and reduce inequalities across our local area.

Our role – steps the involvement team will take to achieve our strategic objectives

Create Easy Ways to Get Involved

- Offer different ways to take part — online, in person, in the community.
- Remove barriers like language, timing, travel, or accessibility.
- Make involvement welcoming, flexible, and open to everyone.

Listen to Lived Experience

- Gather real stories and experiences from patients and communities.
- Make sure these insights shape services, pathways, and decisions.
- Act as a "critical friend" to ensure voices are not just heard but used.

Work Together Across the System

- Bring organisations together to avoid duplication and share good practice.
- Help partners connect with communities in meaningful ways.
- Support joint engagement that leads to better access, trust, and outcomes.

Build a Culture of Co Design

- Encourage staff and partners to design services with people, not for them.
- Support teams to involve patients early, not as an afterthought.
- Celebrate examples of co design and share what works.

Be Visible and Build Trust

- Spend time in local communities, not just in clinical settings.
- Show clearly what we heard and what we changed because of it.
- Keep conversations going, even when decisions are difficult.