



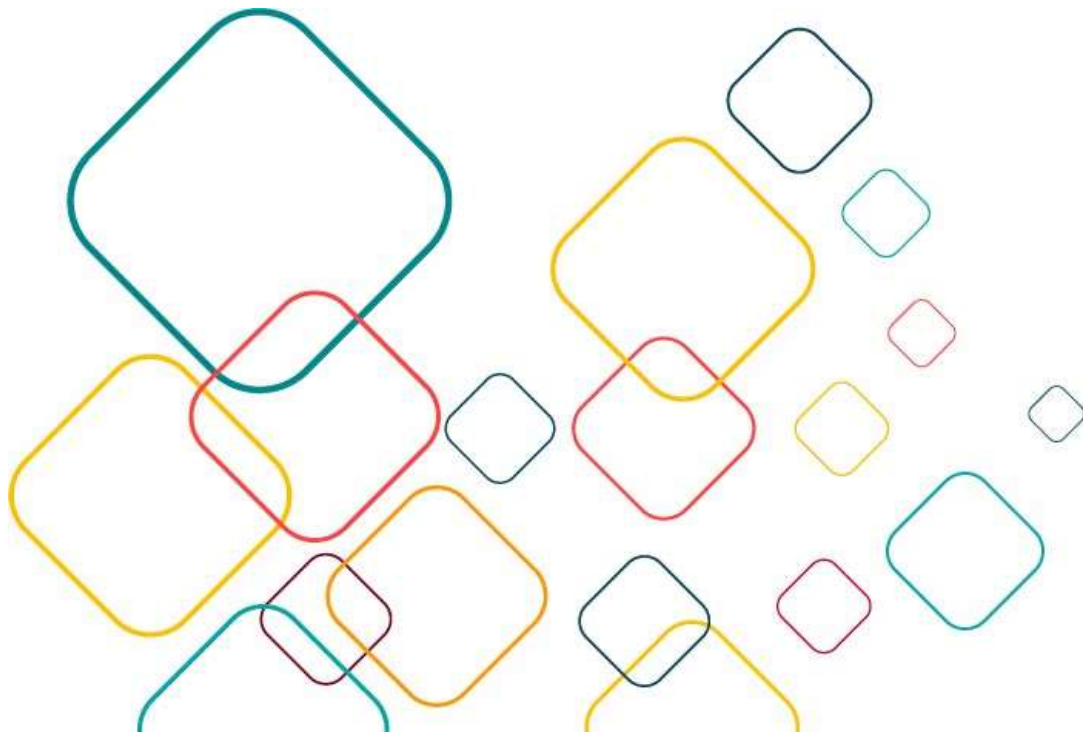
Isle of Man
Government

Reiltys Ellan Vannin

Department of Health and Social Care
Engagement Strategy Implementation plan
August 2023

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Department of Health and Social Care

Rhëynn Slaynt as Kiarail y Theay

DHSC Engagement Strategy 2022-2025: Implementation Plan

Introduction

In April 2022 we published our first [Engagement Strategy](#), which described how we intend to involve patients, service users and the public in improving our health and social care services.

We said that we want to start a conversation about how our health and social care services are working, and we promised we would focus on getting three things right: asking, listening, and informing. This implementation plan describes how we will improve in each of these areas – it lays out the things we need to do, and when we plan to do them.

We will update this document to show which things have been done, and add links to other information when it is published. We will also publish an annual engagement report, to let you know what improvements have been made.

In all the work that we do, we will always challenge ourselves, and we encourage you to challenge us too: Have we asked? Have we listened? Have we informed?

Ask

Asking is about giving people a say in how their health and social care services work. Giving people a voice in their own care is the most important purpose of engagement. It's the right thing to do, and it helps us to make sure that our health and social care services are fit for purpose.

We want to put patients and service users at the centre of service design and improvement, and we will work hard to involve the right people in our projects.

Here’s how we will get better at asking:

1. Involve relevant communities in service improvement	
<p>What we will do:</p>	<p>We will carry out a range of engagement activities throughout the year, including consultations and listening events, so that we can make sure the people who use health and social care services are involved in improving them.</p> <p>These activities will align with projects in our Department Plan, and will help us to understand the needs, values and expectations of the people affected by our policies.</p> <p>We will maintain a closed-loop feedback system, which means we will always tell you what feedback or input we’ve received, and how it has been used to make improvements in health and social care policy.</p>
<p>How we will show it’s working:</p>	<p>We will publish:</p> <ul style="list-style-type: none"> - Results for each engagement event we hold - How feedback from engagement events is used (Annual Engagement Report)

2. Meaningful data collection

What we will do:

We will follow the Isle of Man Government's [consultation guidance](#), and we will produce a DHSC consultation procedure. This will help us to run every consultation using best research practice, and make sure we get the most useful and accurate information we can.

We will evaluate our consultations, and ask for feedback from people who take part in them, so that we can learn from experience and improve what we do over time.

We will collect demographic information about the people who participate in our engagement exercises, so that we can see if we are reaching a broad range of people. We will change and adapt the way we run engagement events to make sure we talk to people from all walks of life.

How we will show it's working:

We will publish:

- Consultation evaluations (Annual Engagement Report)
- Demographic data (Annual Engagement Report)

3. Stakeholder involvement

What we will do:

We will work with groups and organisations who help or represent patients and service users.

	<p>We will maintain a database of charities, services, and support groups. This will help us to make sure that we talk to every organisation with a vested interest in Department projects.</p> <p>We will make sure that all relevant groups are aware of and involved in the work we do.</p>
How we will show it's working:	<p>We will publish:</p> <ul style="list-style-type: none"> - Which groups and organisations have been involved in Department projects (Annual Engagement Report)

Listen

Listening is about finding out how well our health and social care policies are working, and using what we find out to help us plan improvements.

We need to monitor health and social care services to make sure they are of the highest possible quality, and an important part of this is paying attention to the things people tell us about their experiences.

Listening to patients and service users tells us how well our policies are working, and lets us know if things are improving as we intend them to.

Here's how we will get better at listening:

1. Public, Patient and Service User representatives	
What we will do:	Our Public, Patient and Service User (PPSU) representatives are volunteers who help us understand what matters to people who use health and social care services.

	<p>Our PPSU representatives build relationships with patient and service user groups, including charities and support groups. They tell us about the things that would make the biggest positive difference to people’s experiences of health and social care.</p> <p>We will involve our PPSU representatives in our work, so that they can act as our critical friends. They will help us to make sure we address the things patients and service users tell us about where improvements are needed.</p>
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How we will show it’s working:	<p>We will publish:</p> <ul style="list-style-type: none"> - Annual PPSU representatives report
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2. Performance information

What we will do:	<p>We ask for information from Manx Care and other health and social care providers, so that we can check how well services are performing.</p> <p>Information like our inspection reports, Manx Care’s complaints reports, and the results of Manx Care’s Friends and Family questionnaire can help us to build a picture of what people’s experiences are like when they use health or social care services.</p> <p>We will work with our colleagues to identify themes and trends in this information, so that</p>
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	<p>we can update or change our policies, guidance, strategies, legislation and service specifications to create improvements in people’s experiences of care.</p>
<p>How we will show it’s working:</p>	<p>We will publish:</p> <ul style="list-style-type: none"> - Annual DHSC assessment of Manx Care’s complaints report - Issues identified in complaints themes, and what we are doing to address them (Annual Engagement Report)
<p>3. Engagement Forum</p>	
<p>What we will do:</p>	<p>Our Engagement Forum is a meeting which includes people from the DHSC, Tynwald, voluntary organisations, Public Health and the Health Service Consultative Committee.</p> <p>We hold this forum so that we can talk about how we use people’s feedback to improve health and social care services. We discuss the feedback we receive directly, through engagement activities like consultations, and the indirect feedback we get from looking into performance information.</p> <p>The forum gives us an opportunity to share information with colleagues, both within the Department and further afield, so that everyone understands what impact our work has on people who use health and social care services, and which elements of our system need to improve.</p>

	The forum also gives us a way of checking-in with our colleagues to make sure that feedback is being used effectively in the work we do to improve health and social care services.
How we will show it's working:	We will publish: <ul style="list-style-type: none"> - Engagement forum terms of reference - Engagement Forum summary (Annual Engagement Report)

Inform

Informing is about helping people to understand health and social care services. Giving people clear information about our health and social care system is essential to building trust and helping people to make their own decisions. People can't be at the centre and in control of their own care unless they can easily access all the information they need.

Needing health or social care can be very stressful, but when people understand what is happening and know what to expect, they find their care journey easier to manage. Care services produce better results when people have more trust and feel more in control.

Here's how we will get better at providing information:

1. Improving accessibility	
What we will do:	We will work towards meeting the standards of the UK Association for Accessible Formats (UKAAF) in all of the information we provide.

	We will produce guidance and training materials to help us meet the highest standards of accessibility. We will also begin to update or replace information held on our website
How we will show it's working:	We will publish: - Guidance and training materials
2. Using plain English	
What we will do:	We became corporate members of the Plain English Campaign in 2021, and we renewed our membership in 2022. We will continue to take advantage of the staff training opportunities this membership gives us, and we will work to achieve the campaign's Crystal Mark standard for high clarity in the information we provide for you. We will also create style guides and training materials to help improve the clarity of all our documents and communications.
How we will show it's working:	We will publish: - Crystal Marked documents
3. Clear and timely communications	
What we will do:	We will provide clear and timely information about the work that we do.

	<p>We will issue updates about key Department projects and how these affect health and social care services, and we will work hard to provide clear and useful information that is accessible to everyone.</p> <p>Being clear and open about what we do and what standards we aim to meet will give you the opportunity to challenge us if you feel our work has fallen short.</p>
<p>How we will show it's working:</p>	<p>We will publish:</p> <ul style="list-style-type: none"> - Information about who we are and how we work - Press releases and targeted information campaigns to raise awareness of department projects.

The information in this leaflet can be provided in other accessible formats, such as audio or braille, on request.

Department of Health and Social Care,
 Head Office
 First Floor, Belgravia House
 Circular Road, Douglas
 IM1 1AE

Telephone: 01624 685816
 E-mail: DHSC@gov.im



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Reiltys Ellan Vannin

