



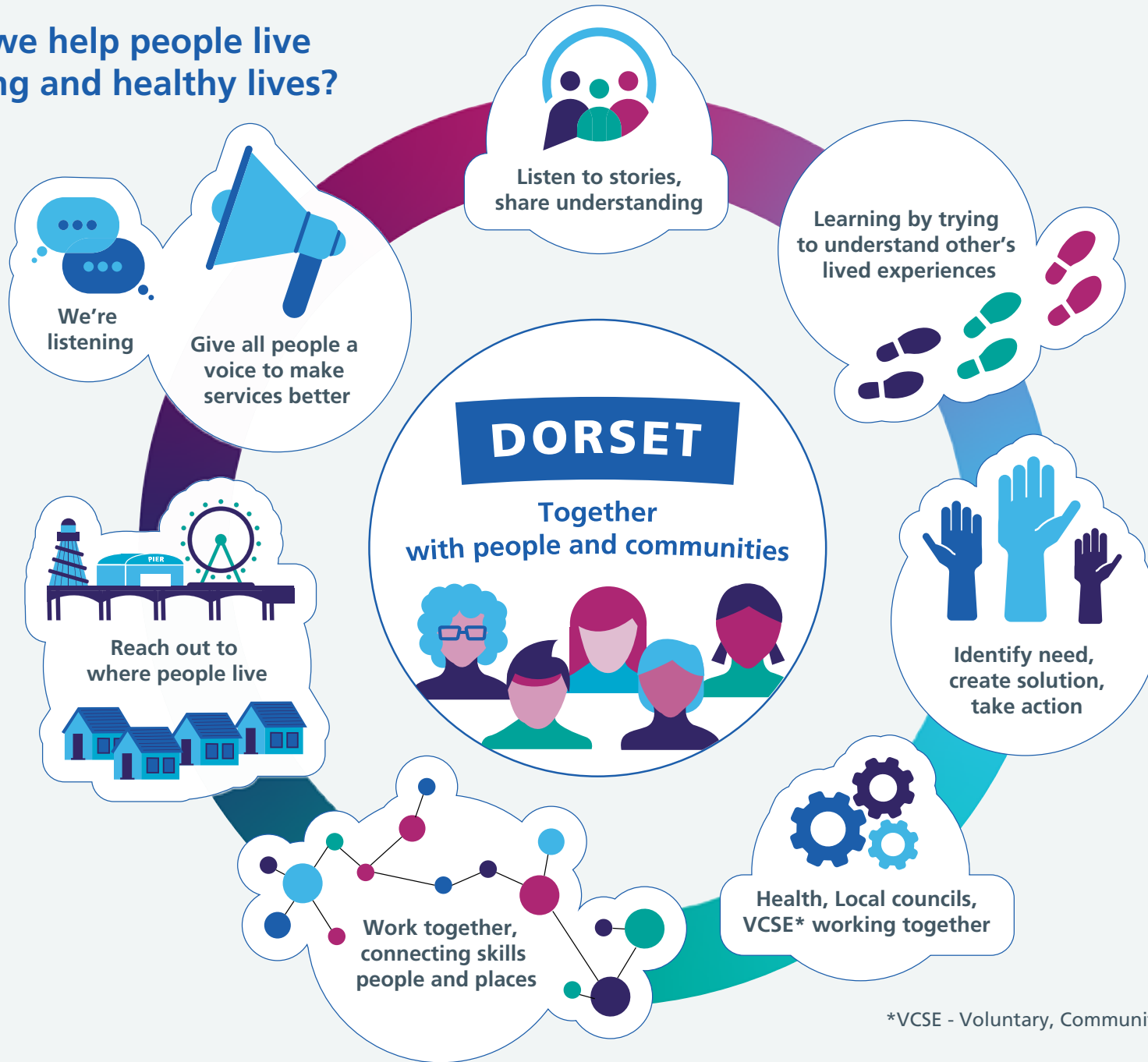
NHS

Dorset

**Together, working with
people and communities.**

Version 3.0
September 2023

How can we help people live happy, long and healthy lives?



*VCSE - Voluntary, Community and Social Enterprise

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“We need to listen, to learn by trying to understand other’s lived experiences, and we need to codesign the services that people and communities in Dorset need going forward. We need to work with others to help people not just live long, healthy lives, but long lives that add quality and that’s about personal happiness.”

Patricia Miller OBE
Chief Executive Designate
NHS Dorset



Your stories, your lives, your communities

We want to be inspired by people, empower, and listen to help us to improve health and care services for the better. We want to help all people, to live longer, happier, and healthier lives. And this work starts with people and communities in Dorset. But it extends across everything that we do and where we live – putting patients, carers, and people in the driving seat. Together, we can make things better.

Seven ways we are thinking differently:

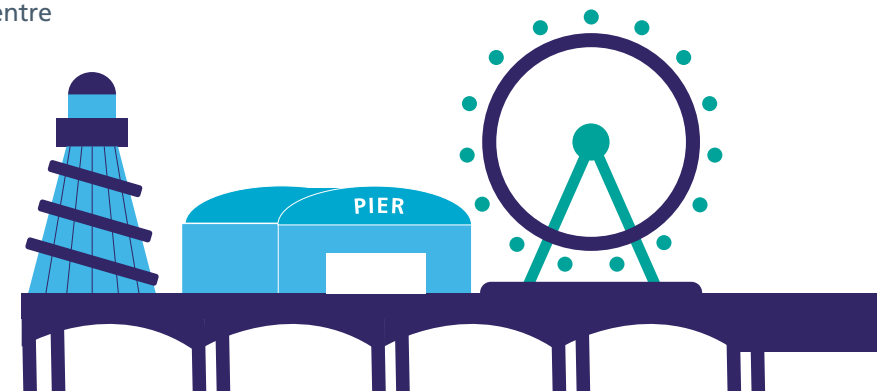
1. **Where we are now.** Dorset is a great place to live, work and grow up. But across Dorset where you live can affect how long you live, and how healthy you are. In some parts of Dorset, people live shorter lives, and struggle to get access to health and care services. We would like to give everyone the chance to have a happy, long, and healthy life – wherever they live in Dorset.
2. **Listening, caring, doing better.** We want to change things from the ground up to make health and social care better in Dorset. Some people are frustrated because we have not done enough in the past to really listen to them, see things as they do, and make things better.

3. **Working together.** There are lots of different organisations in Dorset that can help in keeping you in good health and help when you are ill or need support. This can be different NHS services, the council, or the community and voluntary sector. We believe that all the organisations involved in health and caring for people in Dorset should work together more than they have in the past.

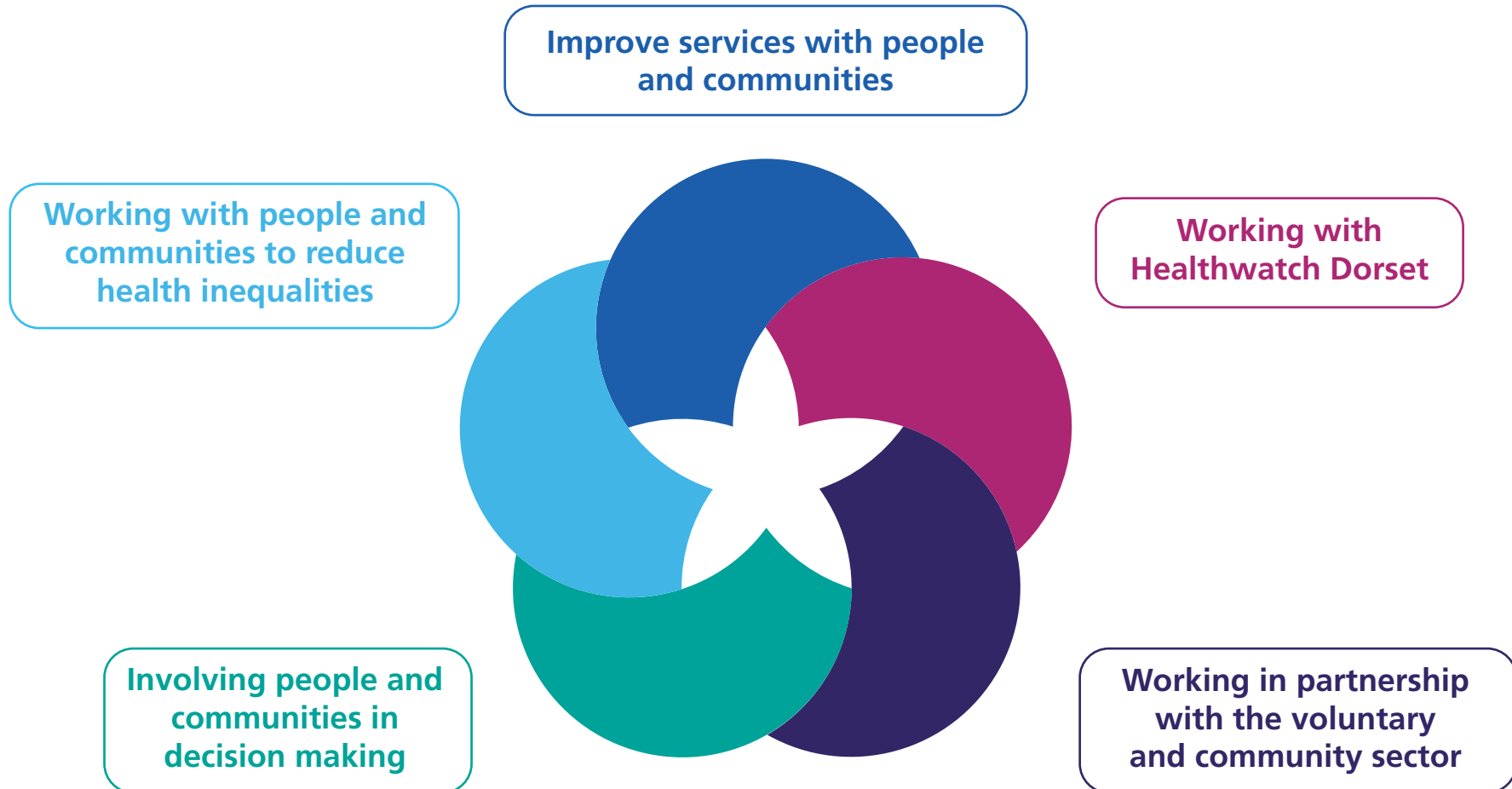
4. **What we will do.** We want to make use of the skills of people, groups, and organisations. We have looked at what local people have been telling us over the last five years and have used this to describe how we can work better with people and communities. We have listened to what you have told us. And we will:

- keep listening to the voices of people and communities so that we find out what matters to people
- work to make sure all communities have a voice and have their needs understood
- ensure all local people's views are at the centre of decision making

5. **Your stories will help us to make better decisions.** We want to listen, hear, and tell your stories about your everyday lives so that we can make better decisions every day and get the big decisions right.
6. **Seeing if we are making a difference.** We will work to see if we are making a difference, not only by looking at facts and figures, but also asking people how well we are doing. We want to hear from you.
7. **Use plain language.** We will use plain language to make what we do clear. Let us know if we are not doing this well or could do better.



Working with people and communities



About us

NHS Dorset is the public name of NHS Dorset Integrated Care Board (ICB). NHS Dorset will undertake the statutory responsibilities of the current Clinical Commissioning Group (CCG) and will also be responsible for planning to meet the healthcare needs of people and communities in Dorset.

NHS Dorset will listen to people and communities across Dorset, see things from their perspective, and co-design the services that people really need going forward, so that we can support people to live healthy and happy lives from cradle to old age.

We will work more closely together across the NHS, local authorities, and many others in what is called the Dorset 'integrated care system'. We are going to try to avoid using this phrase, and instead use 'working together locally'.



How are things now?

Dorset is a great place to live, grow up and work. But when you look at some of the facts and figures, and what local people tell us, it shows us how things really are – and the challenges we face here in Dorset that local people and communities will understand the most.

11 year
difference in
life expectancy

There is an 11-year difference in life expectancy between the most well off and the most deprived part of Dorset. This means that someone living in the most deprived part of Dorset could live more than a decade less – although overall Dorset has an above national average life expectancy for men and women.



Dorset has an older population than the national average, with one in four people over 65



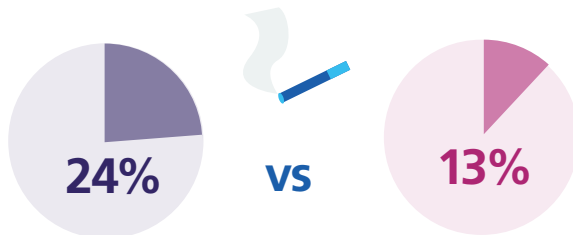
More than one in three people aged 85 plus are at risk of social isolation



One in four people in Dorset have at least one long term health condition



Among those aged between 16-64, depression is the most common long term condition, with one in 5 people having had a diagnosis of depression at some point in their lives



Being a smoker or ex-smoker is more common for those in the most deprived parts of Dorset, 24 per cent compared with 13 per cent of people generally



Depression is much higher in deprived parts of Dorset

Involving people

Why is it important to involve people more closely in planning and delivering health and care services?

In some parts of Dorset, people who are diagnosed with some illnesses have a better chance of getting the treatment they need than in other parts of where we live.

The benefits of working together:

- Understanding more
- Improving services, safety, and help people to be more healthy
- Go far beyond our duty to involve
- Reduce health inequalities
- Make things are fairer for everyone

Case study – Community Voices (100 conversations)

We are working with others across Dorset to speak to at least 100 people from all walks of life to listen and hear what they have to say about their lives. We want to hear from those who haven't until now had a voice and the chance to speak up. Our leaders are going to be trained up to do this well, so that they can hear for themselves first hand how people feel about their lives and how things could be made better.



'If not now when? We're at a critical point in time – we all need to continue to pull together and work as equal partners with our communities ... as everyone deserves to live well.'

**Karen Loftus,
Chief Executive
Community Action Network**



What local people have told us

We have looked at what local people have said to us across twenty surveys and reports over the last four years – by the NHS, local councils, voluntary and community sector, and Healthwatch Dorset. And we have recently held dozens of meetings and conversations during 2022 to help us to understand what local people would like. Thank you to everyone who has allowed us to listen to you.

You have made it clear that you would like us to:

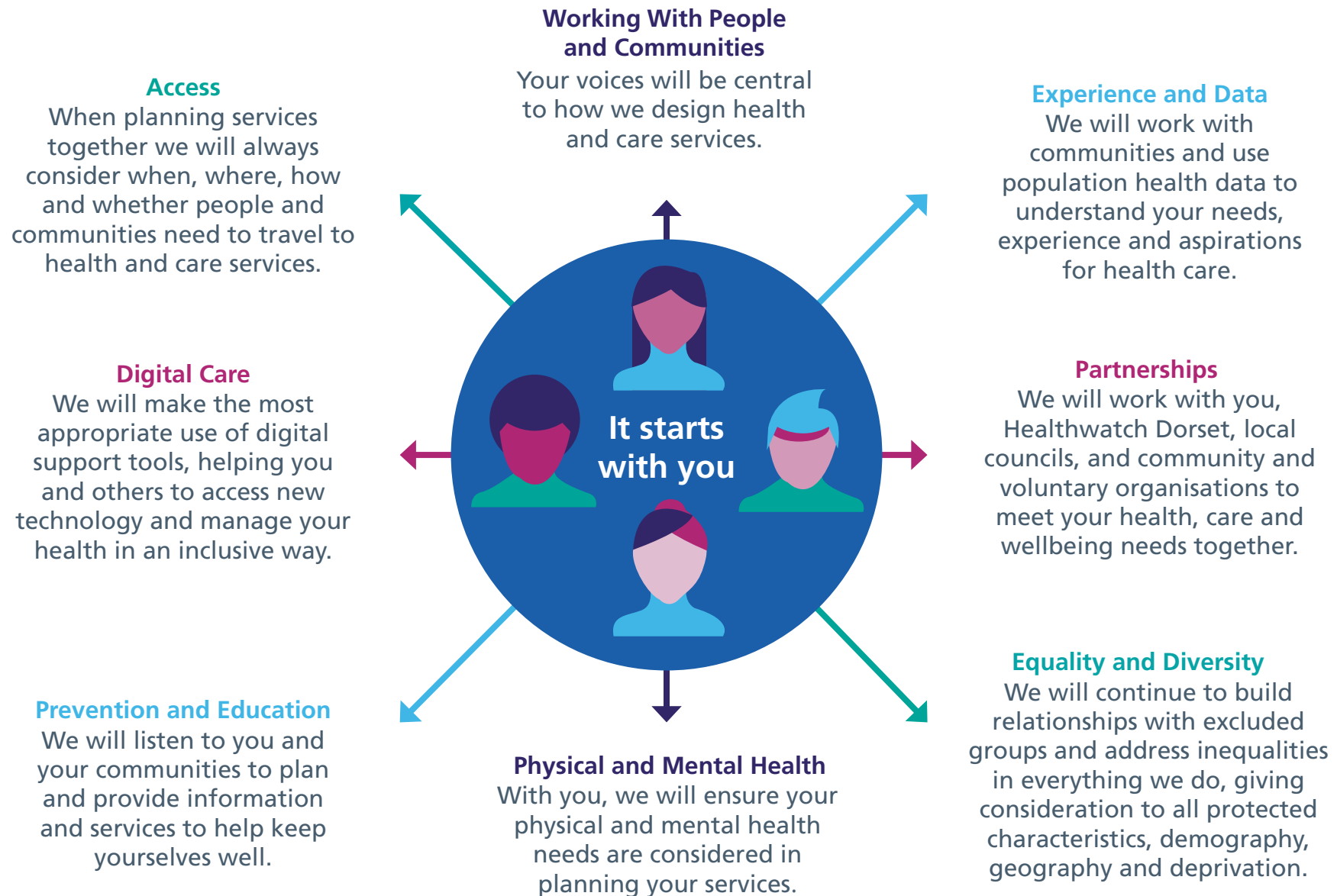
- Listen more
- Work more with local people to improve health and care services
- Work closer together

We have worked with a group that is called the Dorset Public Engagement Group to create a diagram to show that it starts with you. The group is made up of 25 people from across Dorset with a wide range of experiences. We would like to thank the group for their work on this with us.

Full diagram shown on the following page.



It's your health and wellbeing – we're listening.



What local people have said to us







This word cloud shows what people have told us is important to them in their own words.



Meeting our legal duty

NHS Dorset has a very clear legal 'duty to involve' the public, carers and representatives in the planning and development of services and in decisions which would affect services. We will work with people and communities, and staff to ensure that we meet our legal duties. We will follow the ten principles in our work set out by NHS England.

For more on legal duties please see our website.

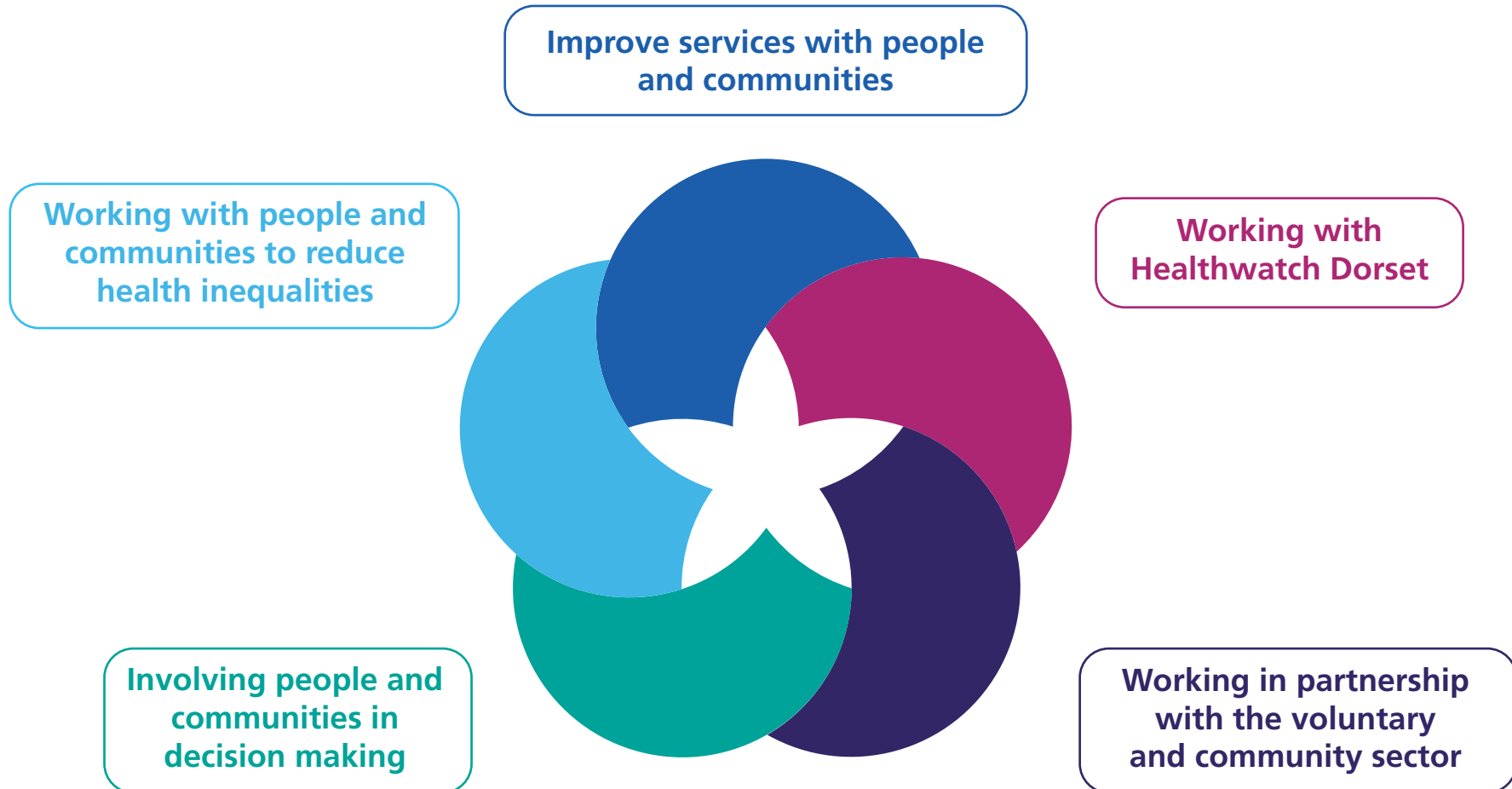
 1. Put the voices of people and communities at the centre of decision-making and governance, at every level of the ICS.	 6. Provide clear and accessible public information about vision, plans and progress, to build understanding and trust.
 2. Start engagement early when developing plans and feed back to people and communities how their engagement has influenced activities and decisions.	 7. Use community development approaches that empower people and communities, making connections to social action.
 3. Understand your community's needs, experience and aspirations for health and care, using engagement to find out if change is having the desired effect.	 8. Use co-production, insight and engagement to achieve accountable health and care services.
 4. Build relationships with excluded groups, especially those affected by inequalities.	 9. Co-produce and redesign services and tackle system priorities in partnership with people and communities.
 5. Work with Healthwatch and the voluntary, community and social enterprise (VCSE) sector as key partners.	 10. Learn from what works and build on the assets of all ICS partners - networks, relationships, activity in local places.

Doing things differently

NHS Dorset would like to do things differently than how we have done things in the past – we've tried to set out how we are going to start going about that. However, this is only the start of us working with local people, and in the coming months and years, we would like to work with people more to really create our plans together.



Working with people and communities



**Improve services with
people and communities**



Improve services with people and communities

You have said:

We need to listen more.

In response to what people and communities have been telling us, NHS Dorset will:

1. work together with people and communities
2. listen more so that we can learn by trying to understand other's lived experiences
3. improve training so that people at every part of our organisation can listen, have conversations with people, and make things better with them
4. work on the creation of a new 'citizens panel' – which will give people a better voice
5. continue to work with others, local councils, the voluntary and community sector, Healthwatch Dorset, and many others – from education to employers
6. seek out people who we do not usually reach, give them the chance to share what they think, and work with us
7. make sure we carry out what are called 'equality impact assessments' – these make sure that we are thinking about everyone in Dorset
8. make sure we do not forget those who do not have access to the internet and communicate with them, and also offer training to those who would like to go digital
9. share what we are doing, and continue to learn from others, and keep a plan to make sure that we meet what is called our legal duty to involve
10. share how we have used what people have said so that they know what is going on

Improve services with people and communities

We will work to improve services with people and communities in a variety of ways:



“We must listen to people at the earliest stage of service design, development, and evaluation. Only through this approach can you truly understand what matters to people.”

Ian Gall
Our Dorset Public Engagement Group Chair

Case study – Citizens’ panel

We are working together on creating a new citizens’ panel for Dorset- made up of local people. The panel will regularly share what they think about health and social care and help us to work out what is important to local people, the voluntary and community sector, Healthwatch Dorset, and many others – from education to employers.

Working with people
and communities to
reduce health inequalities



Working with people and communities to reduce health inequalities

You have said:

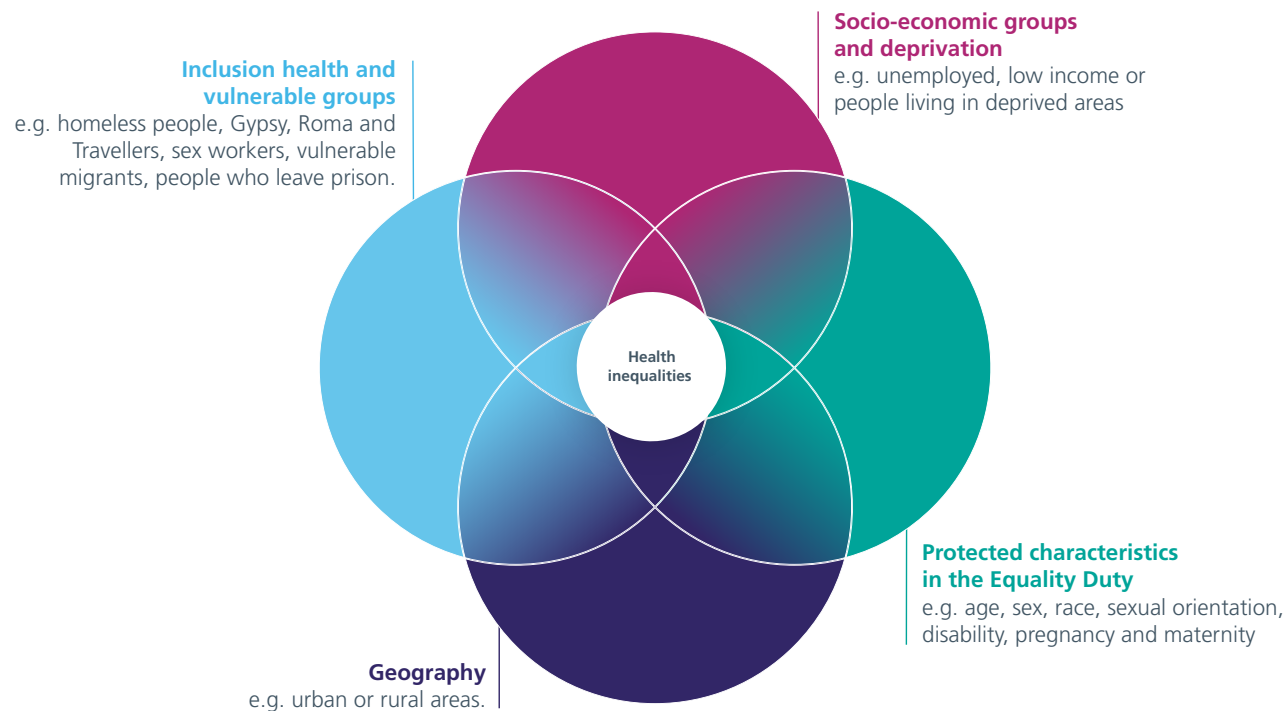
We need to do better to make health and care services better for **all** people and **all** communities.

In response to what people and communities have been telling us, NHS Dorset will:

1. as well as looking at facts and figures, we will ask people who are least likely to benefit from health and care services what more we can do to make services better meet their needs
2. work to have a better relationship with people and communities in Dorset who experience health inequalities in their everyday lives
3. speak, listen, and work with people to identify community priorities for reducing inequalities
4. work with other organisations such as public health, the NHS, local authorities, people, communities and the voluntary sector to create plans together
5. continue and extend work with community leaders, reaching out to those affected by inequalities
6. continue and extend work with community leaders, reaching out to those affected by inequalities, including across our diverse communities
7. be a much stronger voice in shouting about how important it is to work with people and communities in reducing health inequalities and promoting equality
8. promote greater understanding of community, cultural and other events and festivities, celebrating different cultures and ways of living
9. host regular training and support for staff to make sure that we meet our equality and health inequality legal duties and staff are enabled to ensure that everyone can get the best out of our services
10. make sure that we are regularly checking how we are making a difference

Working with people and communities to reduce health inequalities

Did you know? Only about 20 per cent of our health and wellbeing is affected by our health services.



“NHS Dorset is a great opportunity to come together as equal partners to put an end to the inflexibility that has created the existing inequalities for many of Dorset residents. These are exciting times that we all need to embrace to create a positive change for all and for the future.”

Nathalie Sherring
Chief Executive
Dorset Race Equality Council

Source: UK Government 'Place-based approaches for reducing health inequalities: main report' (2021) <https://bit.ly/reducing-health-inequalities>

**Working with
Healthwatch Dorset**



Working with Healthwatch Dorset



We are very grateful to have the opportunity to work with Healthwatch Dorset and build on our work together.

Healthwatch Dorset is the independent health and social care champion for Dorset and aims to ensure that people are at the heart of care. Healthwatch Dorset believes that health and social care providers can best improve services by listening to people's experiences.

Healthwatch has said:

We are really pleased to be working with NHS Dorset to develop a strategic approach to working with people and communities that puts local people's views and experiences at the heart of decision-making.

Plans for future working with Healthwatch Dorset

We will...

1. NHS Dorset will work closely with Healthwatch Dorset, having monthly meetings about working with people and communities
2. Healthwatch Dorset will continue to be a key partner in the engagement leaders' network, supported by NHS Dorset
3. Healthwatch Dorset will continue to provide independent scrutiny and challenge where appropriate.
4. Healthwatch Dorset will share insights and public feedback with NHS Dorset
5. NHS Dorset will ensure that Healthwatch Dorset reports and insights are shared with the right people in order to make the most impact
6. Healthwatch Dorset will have a pivotal role in relation to involvement and co-production with local people to inform future plans
7. Healthwatch Dorset will provide advice, guidance and expertise in community engagement and involvement
8. NHS Dorset will explore opportunities to commission Healthwatch Dorset to undertake dedicated work with people and communities to inform service development

**Working in partnership
with the voluntary and
community sector**



Working in partnership with the voluntary and community sector

We would like to thank all the voluntary and community sector and people within this community in Dorset for continuing to work with us as equals within our health and social care community.

What local people have told us:

Local people have told us that the voluntary and community sector have a range of skills, experience, and bring a way of looking at things that often leads to quick and creative change. They also feel that these groups have not always been part of decisions. They feel that voluntary and community sector need to be recognised as equals, and that their expertise needs to be better acknowledged and valued. These groups have a great deal of expertise that will help us to reach more people who we have not been able to hear before. People feel that there is an opportunity to include these groups in improving services.

In response to what people and communities have been telling us, together we will:

1. work closely to enable the voluntary and community sector to have a voice and influence at all levels
2. work in line with the ten principles for working with people and communities
3. ensure that when we are making decisions, we support closer working with the voluntary and community sector as equals
4. work with representatives to work up new and good ways of working
5. work together to better understand people and community's needs, experiences and aspirations for health, care, and wellbeing
6. continue to work closely with Dorset Race Equality Council community health ambassadors to listen to the voices of the more than forty communities in Dorset that they represent and better understand their needs, beliefs, and aspirations
7. continue and extend work with community leaders, reaching out to those affected by inequalities - strengthening relationships, build trust, and allowing the voice of people and communities to be heard
8. Look at ways to enable those who we work with to reach and engage with communities who have poorer experiences and outcomes
9. continue to play a central role in the Building Health Partnerships programme, building relationships between the NHS, local authorities and the community and voluntary sector
10. support the creation of ways to measure quality and evidence to see what difference our work together is making

Working in partnership with the voluntary and community sector



“NHS Dorset, working together locally, offers us a huge opportunity to develop great partnerships and teamwork between support providers of all kinds in a whole range of different places. Creating better connections and integration with the huge contribution of the voluntary and community sector will support smarter working between all partners. Better integration will facilitate even more practical, grass-roots support that will improve the quality of life, health, and care of all Dorset’s residents”

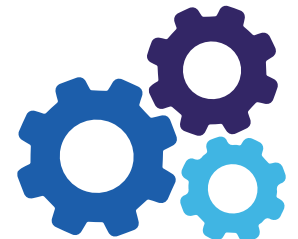
Jon Sloper
CEO
#HelpAndKindness



“To build a truly collaborative approach with NHS Dorset and all other partners is so important in making a difference to people’s lives, working together makes so much sense – we are stronger and better.”

Alex Picot
CEO
Dorset Community Action

For other comments from our partners, please see our website.



Involving people and communities in decision making



Involving people and communities in decision making

Putting the views of local people and communities at the centre of decision making of NHS Dorset is very important to us.

You have told us:

We need to put people and communities at the start, during and when decisions are made.



Understanding what really matters to people, and genuinely listening and responding to that, is at the heart of high-quality care, and improving people's health and wellbeing.

Sam Crowe
Director for Public Health

NHS Dorset will...

1. work in line with the national NHS England principles and what we have set out in the new constitution for NHS Dorset
2. endorse the 'It's your health and wellbeing – we're listening' way of working created by the public engagement group
3. Adopt clear and transparent mechanisms for developing integrated health plans with people and communities
4. work with the Chief People Officer and the non-executive directors of the new board of NHS Dorset to put people and communities at the centre of when decisions are made
5. create a clear way for the chair of the public engagement group and the digital public engagement group to share updates with the NHS Dorset senior leadership team and board
6. provide new training for the leadership team at NHS Dorset, both the board and senior leaders in listening and hearing the voices of people and communities
7. make decision making meetings open and the language we use understandable, for example by writing reports like this one in plain language
8. provide induction and training and ongoing development to support all NHS Dorset public representatives
9. work to ensure the NHS Dorset System Quality Group and the Quality and Safety Committee have at least two lay members
10. work in line with what is called the Dorset framework for Strategic Involvement of Patients and Services Users in organisations – basically making sure patients are involved
11. ensure clear ways are in place to give weight to the voice of people and communities and to have their say in our decisions – "You said – we did"

How are we going to make this happen?

We are going to make this happen in five ways:

1. working with people and communities will be part of everyone's role at NHS Dorset
2. specialist advice on how to do this will be the job of a central team who will support staff at NHS Dorset and work with others across Dorset
3. we are going to have clear roles and responsibilities on who does what, for example, how the Chief People Officer will report about how we are doing
4. we will have a budget that will allow us to support what we want to do
5. we will bring to life the way we are going to do things – this is the start of us listening

How are we going to see what difference we're making?

We really do want to make sure we see what difference we are making, to see what we are doing well, but also to do things even better in the future and learn from our mistakes.

We have not got all the answers for this now, but we want to continue our conversation about it. We are going to work with others in Dorset to work out the best way of seeing how we are making a difference and with NHS England. We do not want this to be a tick box exercise. While we are doing this, we will also keep track of how we are doing against the ten principles set out by NHS England.







NHS

Dorset

Thank you

www.nhsdorset.nhs.uk

If you would like to have a copy of this in alternative formats, please visit our website.