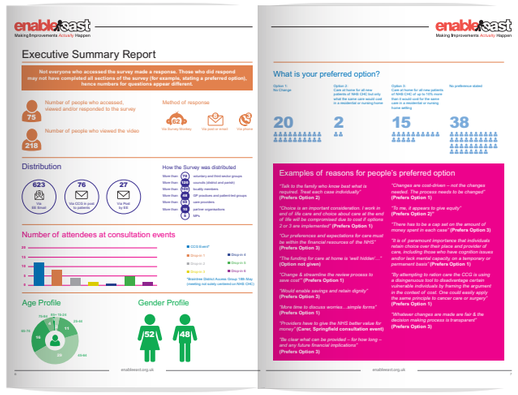
Stakeholder Engagement

Engaging those people who access services is an integral part of what Enable East does. Understanding the needs, worries and ideas of our stakeholders and ensuring they are part of any redesign programme allows us to make effective, meaningful changes and helps the public engage with what's available in their local area.

Supporting CCGs to Consult on Change



Enable East was tasked with managing the public consultation of continuing healthcare services on behalf of a CCG. After meeting with the customer to determine what the options should be, Enable East began developing a consultation document which outlined the current service provision and clearly described the new options that were available to comment on, as well as the potential impact these would have on the service in the future.

We also organised a series of public consultation events which would allow the public to come along and find out more about the consultation, ask questions and hear from the commissioners as to the reasons behind the proposed change in services. An electronic survey was produced which allowed the public to comment on the consultation and record their views online, as well as a hard copy being available should people prefer that option. Enable East provided all the administration support required to collect the consultation replies, analyse the online and offline results and act as a point of contact for anyone wanting to call and find out more information.

Following the end of the consultation period, Enable East collated all the responses and developed a final report which detailed the outcome of the consultation, including the final decision on how services would change and what this would mean for people accessing those services. We managed the media coverage of the consultation and sent out reports to anyone who had requested a hard copy. Our customer said of our work: 'Enable East has a great understanding of community consultation – how to reach out to people and make commissioning issues easy to understand. Their approach is professional and informed yet still personal to all who engage. Enable East has a structured methodology to their engagement and consultation which gives reassurance. Their outcome reports are clear, comprehensive and grounded in understanding. We would highly recommend Enable East for community consultation.'

User Carer Involvement

Enable East provided support to a project which aimed to increase the involvement of service users and their carers in the day-to-day workings of a regional partnership foundation trust.

The User Carer Involvement programme aimed to involve 1,200 people in the trust's operations by the end of the project. The work was based on the rationale that service users and their carers know what services should include from an external viewpoint. Activities included volunteering on a ward, creating leaflets and brochures or helping to organise an event.

Enable East supported the project through the formulation of a strategy and staff handbook for the trust as well as developing a database of interested service users and carers.

Promoting Dignity Across the Region

While managing a regional Dignity Programme, we focused on embedding dignity in health and social care agendas. The programme promoted self-sustaining networking opportunities across the region, encouraged greater sign up to the cause and ensured the development of proactive and effective communications and involvement processes.

Clinical Conference Reviews

Enable East was asked by a Trust to produce a report of their annual Clinical Conference so delegates would have a tangible account of the event and what it covered. Two of Enable East's associates attended the event and took detailed notes of the key speakers' presentations as well as the break out sessions during the afternoon.

Following the event, Enable East developed the notes into a comprehensive account of the day, with all the main points highlighted as well as the identification of key themes and staffs' questions and concerns. It included a message from the Chief Executive, summarising what he hoped staff would take away from the event and the biographies of key speakers. The report was then available to staff to access through the Trust's intranet system as well as in hard copy.

East of England Carers Programme

The NHS set out a vision for carers to ensure they are recognised as fundamental to strong families and stable communities by 2018. With over half a million carers across the East of England – saving the economy £7bn per year – Enable East was tasked to support the regional health service to fulfil this vision. Ultimately, it will mean that carers in the region will be able to balance their responsibilities to the patient and their life outside, while enabling the person they support to be a full and equal citizen. Carers should be able to have a life of their own, alongside their caring role, and be supported so they are not forced into financial hardship as a result of their duties.

Enable East worked on supporting the delivery of a number of outcomes. Meetings were held for carers' networks, while all useful resources and guidance were made available to clinical staff including any topical national advice. The work ensured that a full strategy is implemented so that carers' physical and emotional needs are met in the future.

Results of the project included a significantly improved response to carers by PCTs and better joint working between the NHS and adult social care. There is also now a clearer understanding of regional and local needs. Meanwhile, on a practical level, a Caring for Confidence programme was delivered to more than 7,500 carers.

Evaluating Innovation for Young Carers

Transitions is a pioneering project for Young Adult Carers (16-24 year olds) in Norfolk funded by the Big Lottery Fund. When the services current funding was due to end in April 2016, Norfolk Carers Support commissioned Enable East to evaluate the project. In addition to surveying those who have accessed support from the project, we interviewed a sample of Young Adult Carers who have accessed support from the project, reviewed cases and interviewed staff and stakeholders. We were able to provide a robust and well evidenced assessment of whether the project had met it's Big Lottery Fund and Comic Relief targets and the difference the project had made. The report made recommendations on future and further work to management and the Board of Trustees, Young Adult Carers, The Big Lottery Fund and Comic Relief and informed a wider strategic planning process for continuation of the project.

'Together'

Devon Partnership NHS Trust has made an organisational commitment to make the Trust a 'world leader' in engaging and genuinely involving people who use their services and their families and carers in all that they do. The Trust has commissioned Enable Eats to support this significant, complex project involving multiple stakeholders. The project is being delivered in four phases. After scoping and planning, developing communication materials and making initial contact with stakeholders the team supported a stakeholder group to undertake a baseline review of existing good practice. A detailed implementation plan is now in development with implementation of changes from April 2016.

Veterans Clinical Network

Enable East created and managed the Veterans Managed Clinical Network (VMCN) which brought health and social care professionals together wiith veterans and their families to achieve clinical excellence for veterans in the East of England.

We wanted to improve the sharing of clinical knowledge within and between organisations and professions and provide a positive learning environment for developing practice and innovation. The network also provided a platform for veterans and their families to get involved in the development of best practice. Through a series of workshops, engagement activities and the final 'Realising the Armed Forces Covenant' event at Duxford, the network enabled a wide range of organisations from across the region to come together in a way that had not been achieved before, to share experiences and learning, and make contacts to inform further service development.

The programme was externally evaluated by The Royal College of Psychiatrists and was noted as being "one of the MCNs most successful pieces of work...because it offered strong evidence for good performance in shared learning, capacity for innovation and change, the ability to reach stated goals, and inclusiveness and stakeholder engagement."

HealthWatch East of England

HealthWatch organisations were implemented by Government and aimed to strengthen the collective voice of patients and the public. They are independent consumer champions and formed a statutory part of the Care Quality Commission, supporting health and social care service users and their carers.

In 2011, Enable East supported Local Involvement Networks (LINks) to develop into local HealthWatch organisations. We worked to encourage and support local authorities to commission HealthWatch organisations and ensured that they were set up with the appropriate management structures in place to make them robust, effective, credible and have wide networks across health and social care.
We arranged regular meetings for stakeholders and local authorities, as well as producing monthly e-bulletins summing up national, regional and local developments. Enable East ensured that the voice of the East of England was heard at national policy level, as well as being represented at nationwide meetings.