



NHS

South Yorkshire
Integrated Care Board

**HAVE
YOUR
SAY...**

ON OUR START WITH PEOPLE STRATEGY

**NHS SOUTH YORKSHIRE INTEGRATED CARE BOARD (ICB)
AND THE SOUTH YORKSHIRE INTEGRATED CARE SYSTEM**

This involvement exercise **closes on 15th March 2024**



Involving you

To make our services the best they can be we need to hear from and work with the people who use them. To achieve this we involve people in a number of different ways.

We are required to have a document (or Strategy) that explains how and why we will involve our citizens. In South Yorkshire it is called:

START WITH PEOPLE SOUTH YORKSHIRE

We wrote it over a year ago and a lot has changed since then so we want your help to update our Strategy. You can view the current strategy on our website here:

<https://southyorkshire.icb.nhs.uk/get-involved/start-people-south-yorkshire>

Who we want to hear from

If you want to give us your views on how we should involve you and what we should include in our strategy then we want to hear from you.

We know that some communities in South Yorkshire can find it hard to give us their views so we will work hard to ensure we hear from people living in those communities.

We want to listen to the views of our citizens on how we should involve you and include you in our strategy. We will work hard to ensure that all communities in South Yorkshire have the opportunity to be heard.

Timeline for involvement

We plan for the refreshed Strategy to go to the NHS South Yorkshire Integrated Care Board (ICB) meeting on 1st May 2024.

The proposed timeline for involvement is as follows:





What do we think could change?

- Tell you clearly how you can get involved in our work
- Provide information on the range of different ways you can get involved
- Use simpler language, bullet points, shorter text and more images
- Have different sections so that people can go straight to the information that they want
- Include information about how different parts of our system work together to involve people
- Include real stories of how being involved in our work helps the NHS and benefits you at the same time
- Talk about how we measure whether we have been successful involving people
- Describe how we will feedback to people, especially around the difference sharing their views has made
- Be clear about our commitment to how we'll work with you
- Find ways of hearing from people regularly and not just when we want to ask something
- Be clearer about things like principles and priorities and whether they are the same or not
- Everything should be focused on 'what does this mean to the community'



What do we think could stay the same?

- The 10 Principles
- Include 'We will' statements as these are powerful (but not necessarily the same ones)
- Glossary of terms
- Quotes from real people
- As a strategic document, we know it needs to include all the elements that are required in this type of document
- We need to keep the references to co-design and co-production and our commitment to increasingly working with our citizens as equal partners, such as the below:



What have we done to come up with these ideas for improving our strategy?

We held a workshop on 29th November 2023 with 20 participants whose job is working with, hearing from and involving the public. We also included some citizens in the workshop.

The workshop covered

- Background and where are we now?
- Where do we want to be?
- What are the features of a good involvement strategy?
- How do we involve citizens in refreshing our strategy?

In the workshop we looked at the feedback that we had from our citizens when we developed the strategy in July 2022, which included over 100 responses. We also looked at lots of other examples of involvement strategies. We used the feedback from our citizens and from the workshop participants who work with the public to come up with these ideas for improving the strategy when we refresh it.

The 10 Principles that are in our Strategy are Principles that are used by lots of different parts of the NHS across England; they are in our constitution for NHS South Yorkshire ICB; and we involved people in discussions about whether we should change them or not when we launched our strategy last year, and people said no. This is why we think that these 10 principles should stay the same in our refresh.



What have people already told us?

As part of the process of developing the Start with People Strategy in 2022, we invited patients, members of the public and stakeholders to let us know: “What would good patient and public involvement from an NHS organisation look like from your point of view?”

People and organisations were invited to have their say by taking part in an online survey; e-mailing their responses in freeform or by taking part in an online survey hosted by the South Yorkshire Community Foundation (SYCF) that was targeted at underserved communities.

The engagement took place between 25 March and 6 May 2022 and over 120 responses were received. Headlines from findings - There was a feeling that NHS South Yorkshire ICB should see this as an opportunity to overcome some of the previous involvement and engagement challenges and to set high standards from the start.

The feedback suggests that good patient and public involvement can be summarised in the following ways:

- It has to be meaningful
- It should be inclusive
- It needs to be valued
- It needs to be transparent
- It should allow people to have a say on every aspect of their care journey
- It should be proactive
- It should be joined up across the health and social care system
- It has to have a clear pathway to and from decision-makers so that people know who is responsible and accountable

- It needs to be embedded both culturally and structurally within the NHS system so that a “patient-first” approach exists at all levels
- It should involve the right people in the right way at the right time



The full report on this involvement exercise can be viewed on our website:

<https://southyorkshire.icb.nhs.uk/get-involved/start-people-south-yorkshire>

We know that other pieces of work have happened in the system to ask people how they would like to be involved and what would good patient and public involvement look like, including from the South Yorkshire Children and Young People’s Alliance, and we are bringing this together into one document to help inform our strategy refresh.



How to share your views

Email us

If you have read our strategy and want to share your thoughts on what you think we should change in the refresh please email syicb.involve@nhs.net You may also want to give us your views on the ideas in this document.

This method of responding is for people who prefer open-text responding and do not wish to be guided by questions.

Survey

If you prefer questions that guide you to respond please fill in our quick online survey <https://re-url.uk/WUZI>.

Online meeting

If you would like to have a discussion to contribute your views please join us at our online session on Wednesday 21st February at 6pm. Email us at syicb.involve@nhs.net for login details.

Invite us to an existing meeting

If you are part of an existing meeting where you think the other participants would like to contribute, and you are meeting during Jan / Feb / March 2024 please email syicb.involve@nhs.net to ask us to attend.

Readers' Panel

If you would like to be part of a Readers' Panel to review the entire strategy when it has been refreshed please email syicb.involve@nhs.net

Drop in sessions

If you prefer in-person we are holding a series of drop-in sessions in each of our places as follows:

• Barnsley

Wednesday 21st February, 10am-12pm.

BHF Priory Centre, Pontefract Road, S71 5PN.

Help to get to BHF Priory Centre can be found here:

<https://www.bhfpriorycentre.co.uk/contact-us>

• Doncaster

Tuesday 27th February, 10am-12pm.

Danum Gallery, Library and Museum, DN1 3BZ.

Help to get to Danum Gallery, Library and

Museum can be found here:

<https://www.doncaster.gov.uk/services/culture-leisure-tourism/danum-gallery-library-and-museum-dglam>

• Rotherham

Thursday 22nd February, 10am-12pm.

The Spectrum, Coke Hill, S60 2HX.

Help to get to The Spectrum can be found here:

<https://www.varotherham.org.uk/how-to-find-us>

• Sheffield

Thursday 29th February, 10am-12pm.

The Circle, 33 Rockingham Lane, S1 4FW.

Help to get to The Circle can be found here:

<https://www.thecirclesheffield.org.uk/how-to-find-us/>

Refreshments will be available at each drop-in. If you would like to attend a drop in and need additional support to do so, please contact us at syicb.involve@nhs.net or ring **0114 305 1713** and leave a message for a member of the Involvement Team to get back to you to discuss your needs and how we can help.