

How to

A series of guides, toolkits and resources for patient and public involvement

Here are some patient and public involvement resources that Involving People have found useful. This is not exhaustive but may help people get started. If there is anything you think we should add, please let us know.

Find existing patient experience and engagement intelligence

- Look at your **local Healthwatch's website** or **Healthwatch England's National Reports Library**
- Look for feedback by your service on **Care Opinion**
- Ask the **Patient Experience Library** (there may be a cost implication)
- Ask colleagues (e.g. who contract monitor providers to ask about patient feedback, your complaints team, frontline staff etc) and in other organisations like yours
- Google it!

Plan public and patient involvement (PPI) – Involving People guides

These two resources aim to get you thinking about where to start – what do you want to understand by involving people and why; who do you need to involve and to begin to plan.

- **PPI design brief**
- **Starter guide** (to be used alongside our more comprehensive Guide to commissioning)

Choose your participation/engagement approach

Scottish Health Council's Participation Toolkit: A great resource to help choose a PPI methodology, as well as practical guides about accessible venues and ethics.

Children and young people's participation

- **Children's Rights Alliance's Guide to Participation:** This is about a rights-based approach to listening to the child/young person
- **National Youth Association's Hear by Right Framework:** An organisational development tool for children and young people's participation
- **7 Golden Rules for Participation:** A good starter setting out the basic principles
- **Children and Young People (CYP) toolkit for education settings with children with speech, language and communication needs**

Coproduce

- **IRISS Coproduction planner:** A practical guide to help you plan coproduction
- **North Cumbria Health and Care Coproduction Toolkit:** Shares their learning
- **Scottish Coproduction Network guides**
- **Social Care Institute for Excellence coproduction resources:** Focussed on coproduction in social care
- **Think Local Act Personal coproduction resources**
- **Welsh coproduction knowledge base:** A whole range of useful information from what it is, to good practice and evaluation techniques

Use Asset Based Community Development

- **Nuture Development's ABCD Guidesheets**
- **Mapping community assets:** Also has other tools for community improvement

Improve Patient Experience

- **Point of Care Foundation Evidence Based Codesign Toolkit**
- **Institute for Healthcare Improvement Always Events Toolkit**
- Other quality improvement initiatives, such as those currently being implemented by Southern Health

Use NHS England approaches

- **Bite size guides to participation**
- The **bite size guide** to 'Writing an effective questionnaire' - particularly useful

Evaluate participation

- **A guide to evaluating public participation:** For government but useful thinking
- **Scottish Health Council guide to evaluation**
- **UCL guides and tools to public engagement evaluation**

Find other useful tools

MindTools and **Business Ball** are also good websites to look for tools, such as stakeholder mapping; communication skills and icebreakers.

Where to go for more local help

Talk to your local Healthwatch or Involving People about how they can support you to engage with the right people in a meaningful way.

For more links and resources

Visit **www.involvingpeople.org.uk** or to add anything to this document please contact **involvingpeople@helpandcare.org.uk**.