



# Involving and working with our citizens

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Start with People: South Yorkshire – our strategy refresh



Agenda Item 8

# Start With People South Yorkshire

Our approach to working with people and communities | May '22 - May '23

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## Priorities for 2023/24 - See more detailed plan in appendix and on our website for more information

- **Put the voices of people and communities at the centre of decision-making.**

This includes: Working with system partners on a coordinated and where possible standardised approach to citizen **involvement**. Developing a 'start with people' minded workforce. Ensuring governance, assurance processes and systems all support this aim. Improving communication and feedback to our communities to build understanding and trust.

- **Embed mechanisms to enable citizen **involvement** to play a key role in the system focus on tackling health inequalities.**

This includes: Working with the VCSE, Healthwatch and partners on an approach for ongoing insight capturing, particularly from our underserved communities, to ensure we understand our communities' needs and empowering our people and communities. Ensuring systems and processes are in place for a continuous **involvement** cycle where citizens can talk to us at any point, in any way, and we will listen and gather their insights and use them to inform our work.

Developing opportunities for coproduction and working hand in hand with our communities to tackle system priorities.

- **Work with people and communities on the priorities identified within the Joint Forward Plan.**

This includes: Ensuring our future plans involve our citizens, using appropriate **involvement** levels and approaches, including coproduction and working in partnership with our communities.

As an example, programmes we are anticipating supporting in system or place include potential pathway redesign work for autism, dementia, end of life care, frailty, and cancer; and potential consultations around GP practice changes and improvements to primary care.



**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**



## 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](mailto: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](mailto: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](mailto: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](mailto: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-dqlam>

#### 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](mailto: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.

**Healthwatch**





# Citizen response

“The above statements are all applicable to good PPI. However, you should probably prioritise them. There are a lot and if you try to achieve them all, you will probably end up not fully achieving any.”

“It is extremely difficult to get people from various ethnic groups to speak up and get involved . We need to encourage their involvement.”

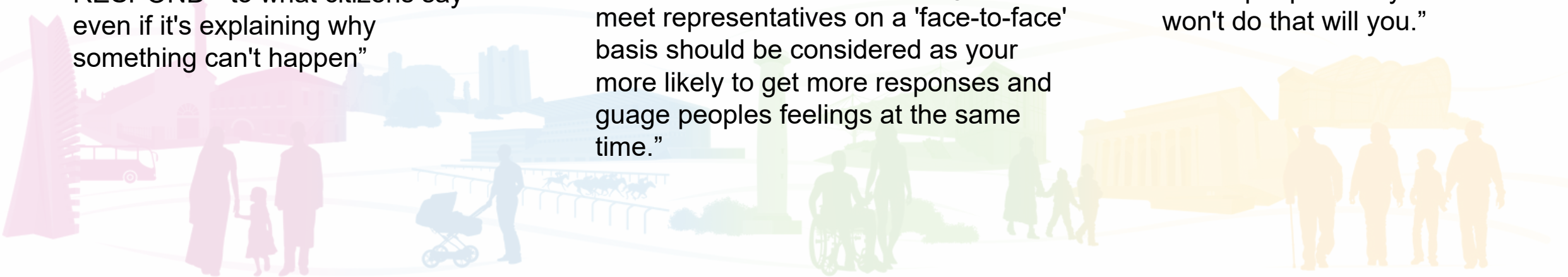
“Patient and Public involvement are essential to making the NHS continue the good work that it does.”

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“LISTEN - to what citizens say  
EVALUATE - ideas/suggestions from citizens  
RESPOND - to what citizens say - even if it's explaining why something can't happen”

“I believe the changes highlighted above are very positive if actioned and hopefully will have the desired effect - I also believe an aspect of being able to meet representatives on a 'face-to-face' basis should be considered as your more likely to get more responses and gauge peoples feelings at the same time.”

“I'll say it again. Get out of your offices and talk to real people. But you won't do that will you.”





# Summary of findings

## Summary of involvement findings, shown by source and theme

Source	Build trusted relationships/ true partnerships networks	Widen diversity/h ear all	Ongoing dialogue/ not one off asks/ really 'listen'	Go to people & communities	Honesty, openness clarity	Shared values and priorities	Better communication & info-simple, brief, images	Variety of methods to meet access needs	Interesting interactive, informal events	Images and plain English , no acronyms	Resource the work	Decision makers in the room/ clear pathway	Involve people early & throughout/ co-production where possible	Feedback to people /show impact/ visible reports	Resource the VCS (not short term), both large and small	Value lived experience / build community experts and connectors	Use what we have, both information and resources	Involve me in what matters to me (service change/ patient journey)
What we already know	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
VCSE event	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Community conversations	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓						✓
Place Drop-ins	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓
Online surveys	✓	✓	✓	✓	✓		✓	✓	✓	✓			✓			✓		✓
Learning Disability surveys				✓			✓	✓		✓								✓
Individual responses	✓	✓	✓	✓	✓			✓		✓			✓			✓	✓	✓
Baseline report		✓			✓			✓				✓						
T&F group	✓	✓	✓	✓	✓	✓		✓			✓	✓	✓	✓	✓		✓	



# South Yorkshire VCSE Alliance Co-Design Workshop Tuesday 30 January 2024

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# healthwatch



Home [Meetings](#) >> Committee Details

- Calendar
- Committees
- Decisions

## Committee Details

South Yorkshire, Derbyshire and Nottinghamshire Joint Health Overview and Scrutiny Committee

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### SOUTH YORKSHIRE INTEGRATED CARE PARTNERSHIP

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Meeting in Public

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25 January 2024 – Meeting will be held in person.

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13.30 – 15.30

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SYMCA Office, Sheffield

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# Next steps

- Involvement Report finalised
- Strategy currently being re-written
- Citizen Involvement with underserved communities via Healthwatch continues, with any previously unconsidered feedback to be used alongside the Readers Panel review feedback
- Proposals to the organisation around some additional involvement mechanisms and funding
- Ongoing VCSE Webinars
- Ongoing system wide discussions about system-wide commitments development

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The proposed timeline for involvement is as follows:





# Design concepts



## Start with People STRATEGY

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

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## Why get involved?

It has been four years since the publication of the Strategic Five-Year Plan for South Yorkshire. Since then, a lot has changed and we have made good progress in taking forward our ambitions, whilst also managing the impact.

It is within this challenging environment that we officially became an Integrated Care System, establishing our Integrated Care Board for South Yorkshire, followed by our Integrated Care Partnership, Chaired by our South Yorkshire Mayor.

"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore."

Mr Another, Barnsley.

"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua elit, sed do eiusmod tempor."

Mrs Another, Sheffield.

"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua elit, sed do eiusmod tempor."

Mrs Another, Sheffield.



# Thank you

