EXAMPLE 5: HEALTHWATCH NORTHAMPTONSHIRE

This is one of a series of examples of '4PI in Action'. In each one we aim to show how we have worked with different individuals, groups and organisations to implement the 4PI standards in order to promote and enable the involvement of service users and carers.

HEALTHWATCH NORTHAMPTONSHIRE (HWN) is one of 148 local Healthwatch across England, each of which is based within a local authority. Healthwatch exists to ensure that people's health and social care needs are heard, understood and met. Healthwatch Northamptonshire is working to help local people get the best out of their local health and social care services. Local Healthwatch is all about local voices being able to influence the delivery and design of local services.

Patient, Service User, Carer and Public Engagement: HWN believes in the principle of 'Nothing about us without us' and is working towards person-centred care to deliver the Healthier Northamptonshire transformation vision. For this to become a reality, all future decision-making about care and services must ensure meaningful and effective engagement with active demonstration of the principles. This necessitates a real change in the culture and understanding around public engagement.

Public Engagement and 4PI: Healthwatch Northamptonshire has developed principles for Public and Patient Engagement based on 4PI, for which they are seeking endorsement from all local health and social care partners. The following is a summary of their principles for engagement:

- Engagement should be timely, meaningful and have a clear Purpose
- Engagement should have a particular focus on hearing from and Presence with people with the poorest health and wellbeing outcomes, and individuals and communities not previously involved.
- The Process of engagement should be accessible, visible and inclusive and aim to maximise public involvement. Practical support will need to be provided.
- One size of engagement does not fit all: multiple methods of engagement should be used to maximise engagement and seek a diverse range of views and experiences.
- Engagement and involvement should be at every level of decision-making.
- The Impact of engagement should be clear and regularly communicated: The principles of 'You said, We did' should be openly, clearly and transparently communicated.

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4PI: Principles Purpose Presence Process Impact