

LADDER OF ENGAGEMENT AND PARTICIPATION

DOING TOGETHER

CO-PRODUCING

People, families and service providers all working together in an equal way to make things better. For example, supported self-management, personal outcomes approaches, participatory budgeting.

CO-DESIGNING

Patients, healthcare professionals and others working together to design services/resources and make sure the end product meets everyone's needs. For example, designing a new patient leaflet, website or care plan together.

COLLABORATING

Working in partnership with people and patients at every stage of a process, including developing preferred solutions and alternatives. For example, community groups working in partnership with a Health Trust to develop a new service model.

DOING FOR

ENGAGING

Working directly with people and patients to ensure their hopes and concerns are understood and considered. For example, reference groups, policy consultations or steering groups.

CONSULTING

Getting feedback from people on proposals, decisions or their experience of service providers. For example, surveys, focus groups and online polls.

INFORMING

Providing people and patients with information to help them understand problems and provide different solutions. For example, websites, newsletters, social media and press releases.

DOING TO

EDUCATING AND THERAPY

Service providers believe a plan or intervention is best and the aim is to promote a particular message or encourage behaviour change. For example, public health campaigns, patient education programmes, talking therapies.