

Following this engagement programme; the information and ideas gathered will feed into our understanding of the experience of patients, their enthusiasm for change and the impact on their health and wellbeing. It will also inform future plans for services and any requirement to undertake formal consultation.

8.1. What we know already?

We are currently undertaking a mapping exercise to look at what patients have already told us about their experience of using services during COVID-19 and the impact of the way services were delivered during the lockdown phase of the pandemic – this includes services in primary, community, mental health, learning disability and acute care. This will inform the engagement and identify any gaps to investigate further.

8.2. Plans for engagement

OCCG has worked with two co-production champions¹ from the County Council's network of champions to develop the engagement which will:

- Support the NHS in understanding the views of residents (including those with poor health outcomes and from BAME groups), and other stakeholders on their views of healthcare services in the future
- Enable the NHS to co-design options for our approach to healthcare including location of services in dialogue with patients and stakeholders (including staff)
- Ensure the NHS in Oxfordshire is adhering to a process for redesigning services that is in line with best practice and legal requirements

We recognise that our approach to this work needs to take into account the impact of COVID-19 on how we can engage with our population and stakeholders. However, this does not mean we cannot undertake meaningful engagement.

We will use the following ways to engage:

- Online engagement survey to help us understand resident's views on changes that have been made during COVID-19.
- Online engagement survey to help us understand our staff's (across all Oxfordshire health and care organisations) views on changes that have been made during COVID-19.
- Engagement toolkit – to support small community groups, families, town and parish councils, Patient Participation Groups etc to hold their own discussions and then feedback to us.
- Outreach work supported by the engagement toolkit via the CCG's equality and access team; community hubs, faith leaders and through the third sector.
- Online workshops and Focus Groups
- Telephone interviews

¹ The co-production champion's main aim is to work with people to help them learn about, use and embed co-production, so it becomes the usual way of working. The co-production champions group is made up of people who have experience of using, or caring for someone using, health and social care services, people who work in the voluntary and community sector, and staff who work in health and social care. Their job is to enable co-production to spread, by championing co-production, teaching people about it, and training and supporting more people to do it.

