

Shortlisted: Team of the Year

Locala's Engagement Team

Emma Dickens

Sarah True

Emma Boyes

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The organisation

- **Locala Health & Wellbeing is a member-owned social enterprise that delivers NHS community healthcare services**
- **More than 40 different clinical services over 40 sites**
- **Around 1500 staff and volunteers**



The team



Head of Communications and Engagement

Two Engagement and Inclusion Managers

Two Engagement Co-ordinators (including membership involvement)

Four highly dedicated individuals, responsible for all patient experience and engagement activity
Bring together a wide range of skills and experience - an incredibly well rounded and effective team

The team

Responsibilities include:

- Patient surveys
- Patient stories
- Friends and Family Test
- Engagement with patients
- Codesign and coproduction
- Engagement with community partners
- Equality and diversity (as it relates to patients and carers)
- Recruiting and involving members
- Leading Locala's small grants programme



How we work

- **A go-to team across the organisation – strong links with all services**
- **Recognised and respected outside of the organisation, attend regional engagement networks, report to external organisations including CCG**
- **“Engagement Partners Learning Together”**
- **Held in high regard by external networks and commissioners**
- **Ensure teams recognise the value of patient feedback and it is looked at and used within team meetings**
- **Taken on work and projects that include: equality and diversity; Accessible Information Standard; carers agenda**
- **Ensure there is Friends and Family Test feedback for all services, and services use in depth patient surveys**
- **Work closely with the complaints and PALS team to ensure that feedback and learning is triangulated**
- **Members of Locala’s Patient and Carer Experience Group, Quality Committee and Social Value Committee.**
- **Manage the Community Fund which gave almost £50,000 in grants to community groups last year**

In 2020 to 2021...

**10386 Friends and
Family Test responses
were received**

**30 patient
stories were
captured**

Covid response

- **Immediately reprioritised work**
- **Provided community support and signposting to clinical services**
- **Befriended isolated patients, and set up a new befriending initiative for colleagues and patients**
- **Quiz night for colleagues**
- **Delivered food parcels**
- **Doing Things Differently survey**

Some other things we do

- Engagement Champions
- Service Engagement Plans
- Equality Impact Assessments
- Reporting on improvements made based on feedback
- Young People's Network
- Making a Difference Groups (aka Patient Participation Groups)
- Community Outreach Programme
- Innovations – Dental Passport, Diabetes Airmed app
- Easy Read
- Reader's Panel
- Waiting Room Roadshows
- Membership Involvement



And finally...

Locala's "Good" CQC report in 2019 recognised the team: *"Leaders and staff actively and openly engaged with patients, staff, equality groups, the public and local organisations to plan and manage services. They collaborated with partner organisations to help improve services for patients."*

