

Using Insight for Improvement, Integrated Care Northamptonshire

The Engagement Insight Library

A system wide approach to insight and engagement



Overview video



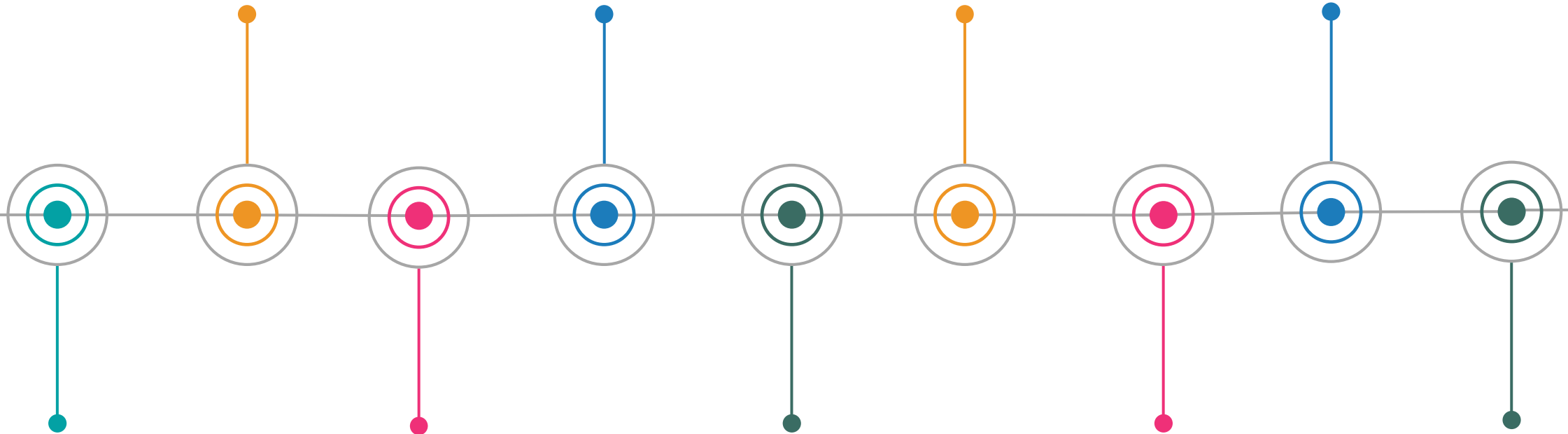
Engagement Library Timeline

Working group with CWF chairs, co-produced key questions to capture relevant information

Review identified the need to expand the library and ensure it was accessible

NHS futures platform built with NHSE support

Phase 2 Soft Launch - Imputing data collected during Phase 1



Need identified via CWF

Launch of MS forms Survey - Phase 1

Focus groups with CWF and HWF to develop phase 2

SOP developed and approved

Phase 2 Launch & public communications go live

November 22

December 22

January 23

February 23

March 23

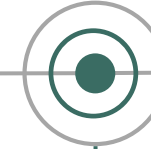
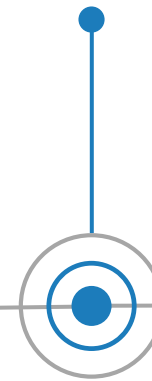
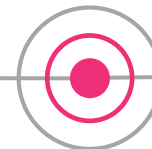
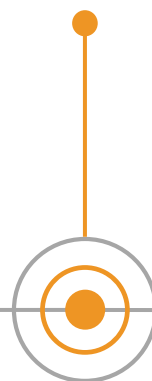
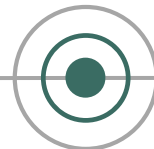
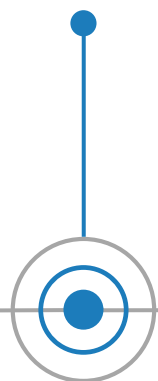
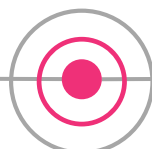
Engagement Library Timeline

Library promoted via
varying levels within ICB

Promotion within partner
organisations

Development of ways of
working agreement

System partners include
information about Library
on individual websites



Engagement and coproduction
training delivered to MSc quality
improvement and safety
programme

May

Update provided to ICP

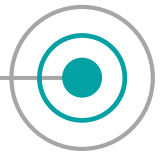
June 23

Accessibility approach
reviewed and agreed

July 23

Submission quality
review undertaken

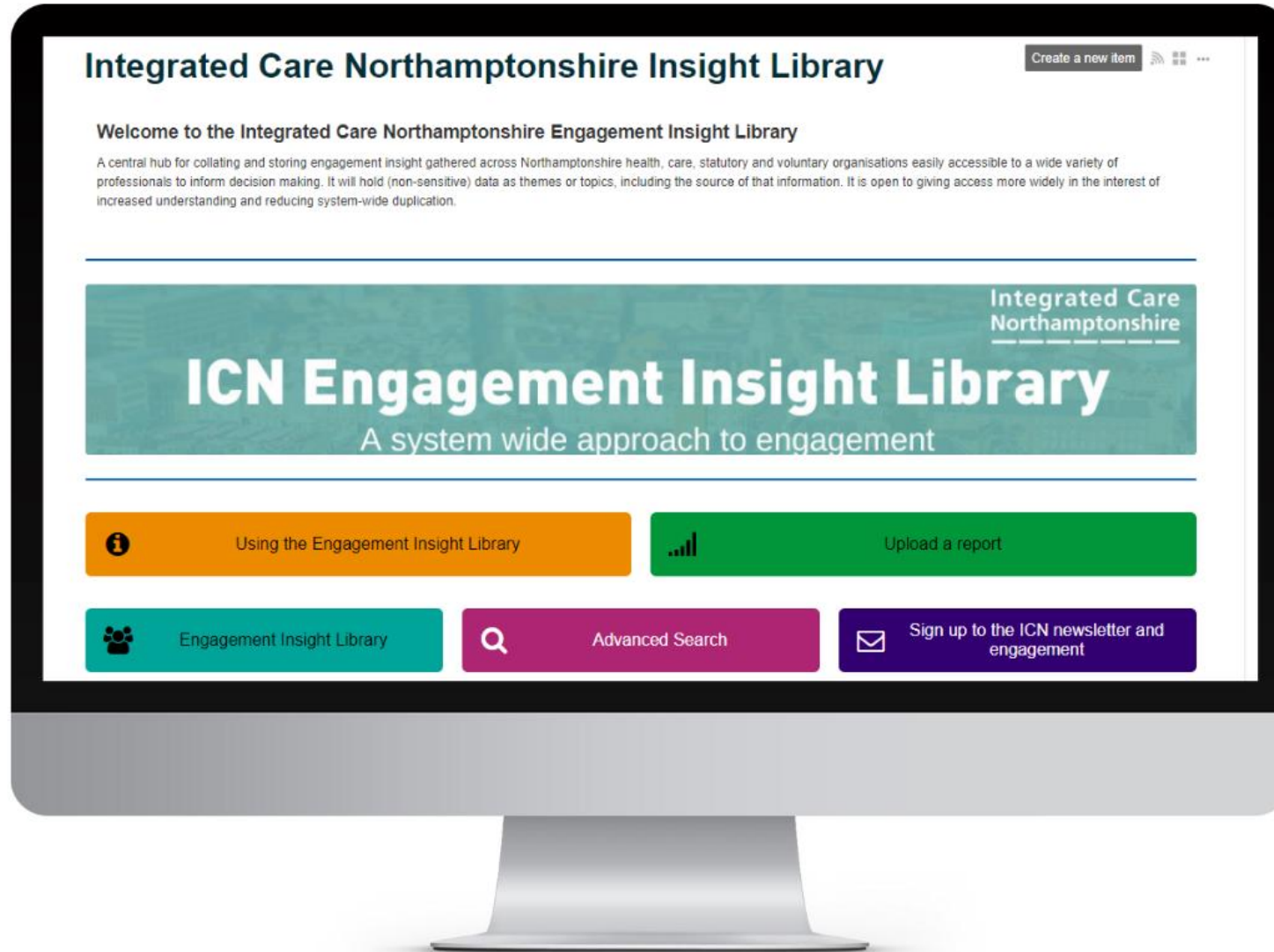
August 23



Phase Three Accessibility & Training

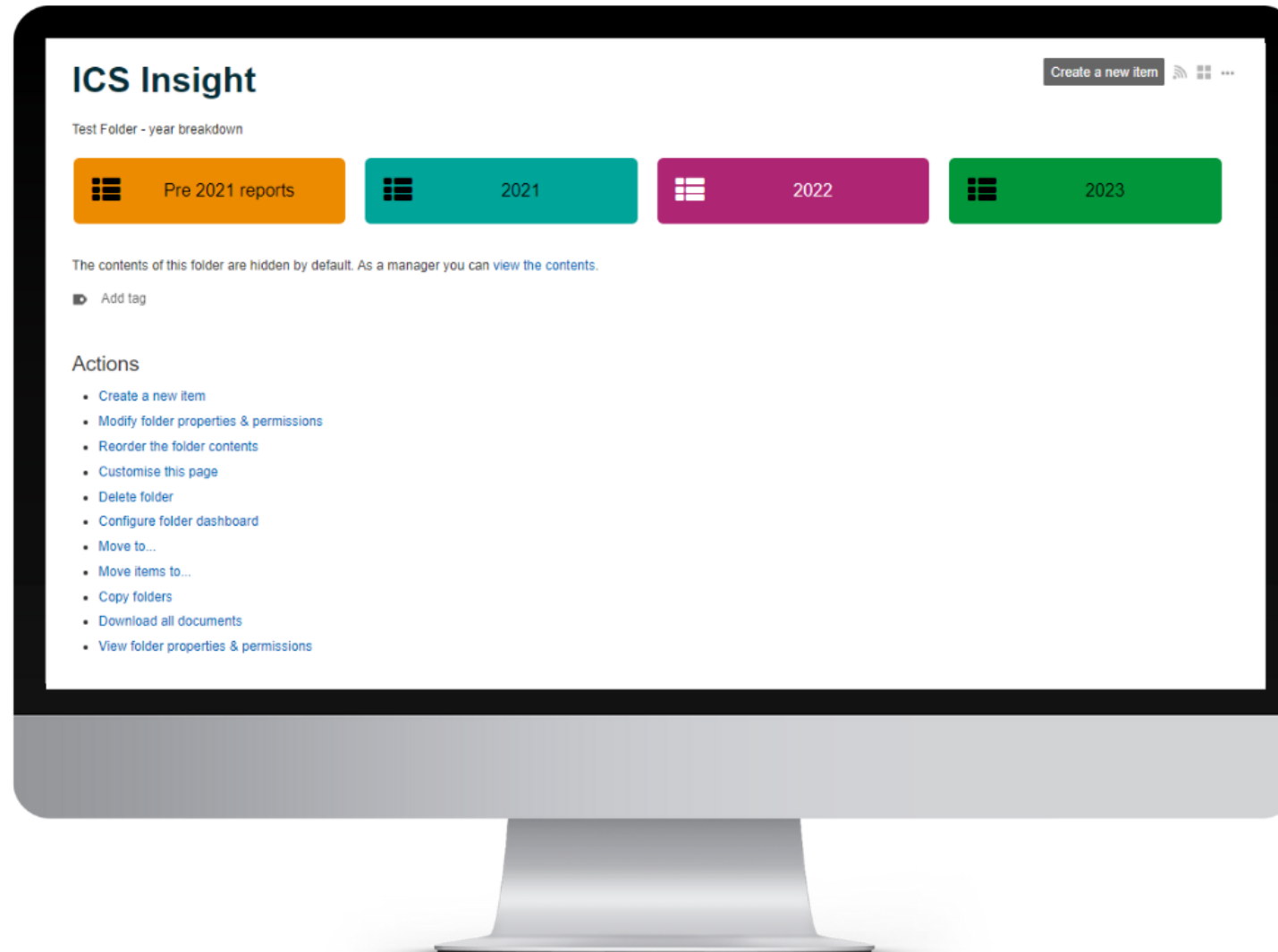
Engagement Library

This is what it looks like



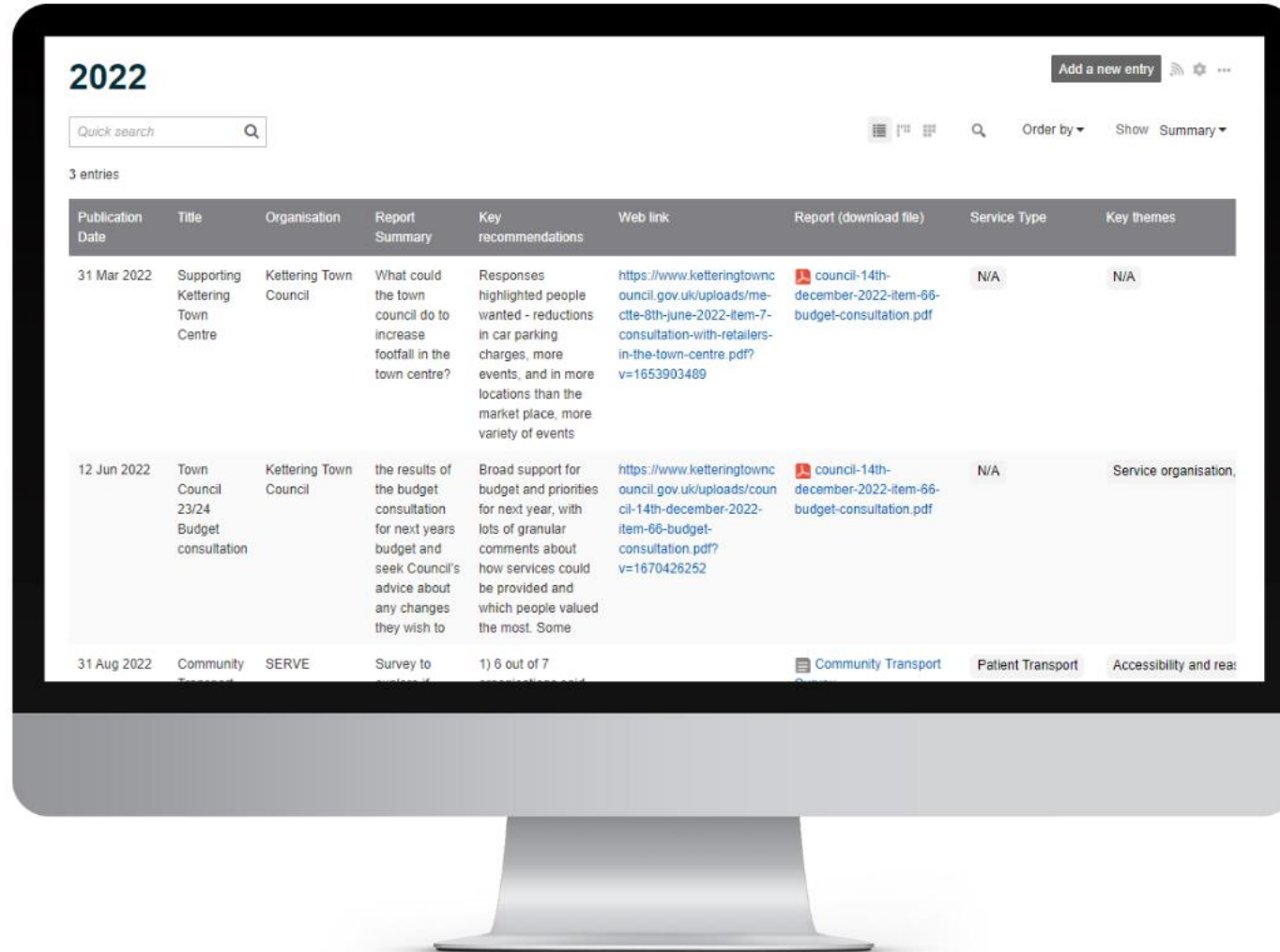
Engagement Library

This is what it looks like



Engagement Library

Searching the data base



Hurdles

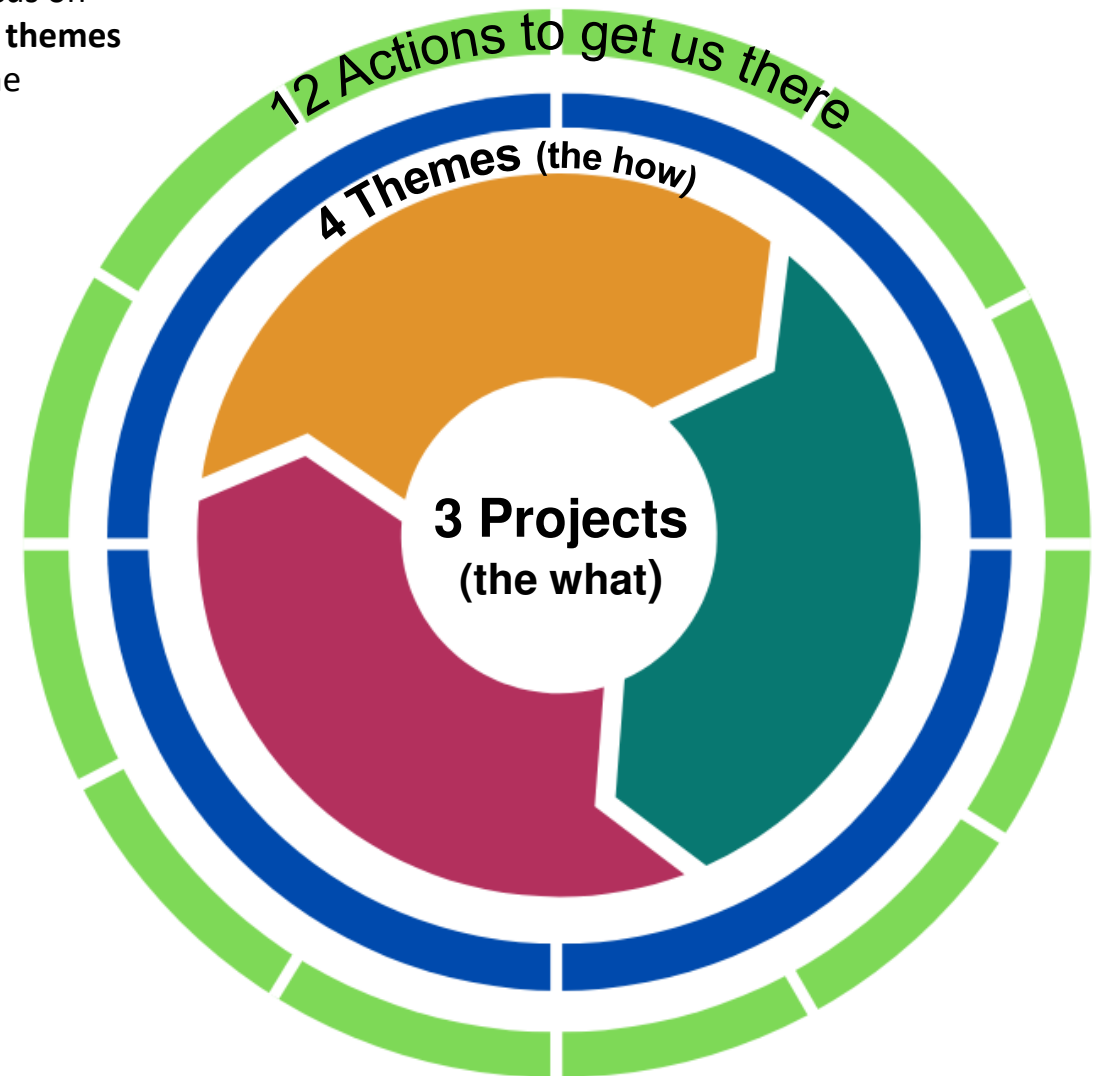
- ✓ NHS futures not supporting non- NHS emails
- ✓ Reports
- ✓ Quality control
- ✓ Report submissions



Community Engagement Framework

The bigger picture

The strategic projects below are developed to support a clear and aligned focus on the four national ICS priorities. The **projects** will be the **what**, the framework **themes** the **how** and we will need to create collaborative working groups and examine resources and capacity to ensure the delivery of these projects:



Community Engagement Framework

The bigger picture

Integrated Care
Northamptonshire

1 INSIGHT LIBRARY

The Engagement Insight Library is a database containing engagement outcomes from across Northamptonshire health and social care. this is used as a first port of call to assess what engagement insights are available.

2 ENGAGEMENT TOOLKIT REVIEW

The Engagement Toolkit provides a how to guide with helpful tips when undertaking engagement activity.

2

3 DEVELOP CORE PRINCIPLES

Coproduced Engagement Principles as core elements to engagement, with links to engagement toolkit.

3

4 ASSESSMENT FRAMEOWRK

Working with HWN&W and wider system partners via the ICS / HW Partnership Support Programme, create an outcomes/ assessment framework to assess impact following engagement.

4

5 EMBED TRAINING

Coproduced training developed with system partners to be delivered locally within their organisations. via a train the trainer model.

5