

Staff Engagement and Improving Staff Experience

Start with People: Building a foundation through policy and recruitment

Who are we?

Cheshire and Merseyside Cancer Alliance (CMCA) host the Health Inequalities and Patient Experience (HIPE Team).



- We support patient and carer experience in cancer care across Cheshire and Merseyside, ensuring that patient voice is at the centre of service design and improvement.
- The HIPE team, made up of 5 team members, produce groundbreaking programmes of work, challenging inequality and placing patient voice at the heart of everything we do.

Start with People

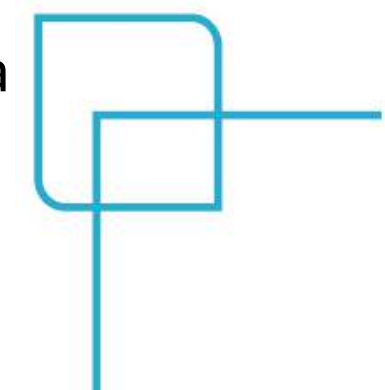


Health inequality is the **unfair** and **avoidable** differences in care that specific groups in our communities' experience.

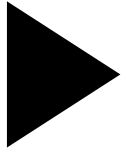
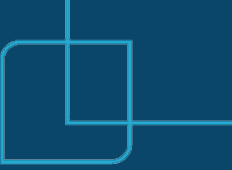
To really understand **everyone's** experience, we need to listen to **everyone's** experience.

Start with People's main principle is that without diverse patient voices **nothing will change!**

Truly involving diverse patients in the work of an entire organisation is a difficult task!



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Less than 2 years ago, **0%** of Cheshire and Merseyside Cancer Alliance projects had patient involvement and that is now over **50%**.

The Integrated Care Board (ICB), trusts and health settings are keen to work with us and instil our approach in their own settings. Across the system we present and share our methods and successes, to ensure others feel confident to transfer and disseminate this “all in” approach.

