

Title	Proposed Service Design and Engagement Framework for the Buckinghamshire Integrated Care Partnership
Date	26 November 2019
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Purpose of this report:

To outline a proposed framework to support service design and engagement across all health and social care system partners in Buckinghamshire to ensure a consistent approach and to ensure our approach to engagement is robust.

Summary of main issues:

A service design and engagement framework developed in Oxfordshire was presented at a workshop on 6th June 2019 to which more than 40 stakeholders from across the Buckinghamshire system were invited and 32 attended.

Attendees of the workshop agreed that with some changes the framework approach was worth pursuing and also recommended that there were three versions:

- Health and social care
- Generic (for use by other services)
- Plain English - intended for the public

It was also agreed that a briefing would be written for Health and Adult Social Care Select Committee members to explain how the framework should be used.

A self-elected group of the workshop attendees developed the framework further. The framework was then shared with the CCG's Engagement Steering Group, BHT's Patient Experience Group and the ICP's Getting Bucks Involved Group. The feedback gained from these groups led to further changes.

The Framework then went to the ICP Partnership Board for approval to bring to the Health and Wellbeing Board.

The framework is intended to be used as a checklist. However, not every situation will require all elements and the actions taken will need to be proportionate to the scope of the service change or planning being undertaken.

Recommendation for the Health and Wellbeing Board:

To approve the Service Design and Engagement Framework for use across the health and social care system as a tool to support robust planning and engagement.

Background documents: Service Design and Engagement Framework