# Involvement plan template

Nov 2023, V1.1

## Introduction

This tool will help you plan public, staff and wider stakeholder involvement work when you make changes to your service. You can find other useful tools and links to related documents on our Leeds Health and Care Partnership Website here: <https://www.healthandcareleeds.org/have-your-say/get-involved/involvement-support/>

## Key information

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| **Project Title:**The name of your project. Make this clear and concise. |  |

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| **Date:**The date you started the project. |  |

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| **Project Lead:**Name and contact details of the person leading the project. |  |

## Background to the service

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| 1. Who is the service for?
 | Provide details of who uses the service e.g., people in Beeston, men over 50 etc |  |
| 1. Who provides the service?
 | Which organisation / team provides this service? |  |
| 1. How many people use the service?
 | Number of people registered or using the service per year. |  |
| 1. What does the service provide?
 | Provide details of care such as primary care services, cancer screening etc |  |

## Background to the change

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| --- | --- | --- |
| 1. What is changing?
 | * What happens now?
* What specifically will be different?
* Could it be perceived as a closure / reduction in services?
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| 1. Is there a change to the way a service is provided, or the range of services provided?
 | Are you changing the way a person attends the service (e.g., from face to face to digital) or are you limiting what people can get from the service (e.g., from two to one hearing aid a year) |  |
| 1. Why is it changing?
 | What are the reasons behind the change?* Nationally mandated
* Safety
* Patient feedback
* Clinical guidance
* National/local strategy
* Finance
* Transformation
 |  |
| 1. Is it supported by local / national strategy / priorities?
 | * What local or national strategies or priorities support this service change?
 |  |
| 1. When will it change?
 | * Outline the date people can expect to see things happening differently
 |  |
| What is the level of change? | * Is this a minor or major change?
* Find out more about levels of change on our [website](https://www.healthandcareleeds.org/have-your-say/get-involved/involvement-support/).
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## Understanding the impact on people

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| Quality and Equality Impact Assessment (QEIA) | Have you filled in a QEIA? You can get a copy of this by contacting wyicb-leeds.qualityteam@nhs.net  |  |
| Equality Impact Assessment (EIA) | Have you filled in a more detailed EIA? |  |
| Who will be affected by the change? | * Which people and groups will be affected?
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| Will protected groups be affected by the change? | * Will protected groups, or those at risk of experiencing health inequalities be particularly impacted by the change?
* A list of protected groups can be viewed on our [website](https://www.healthandcareleeds.org/have-your-say/get-involved/involvement-support/).
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| How will it affect people? | * What difference will people notice? (new service, service closure, changes to opening times / location etc)
* What are the benefits or drawbacks?
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| How will the change be viewed by the people affected? | Will it be viewed as positive, negative, or neutral change? |  |
| What feedback / patient experience do you already have? | How do you know what people will think (what information do you already have about people’s experience / views?) |  |
| How will it be viewed by the wider public? | What will people not directly impacted think of the change? |  |

## Understanding the impact on stakeholders

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| Who will be interested in the change? | Which groups might be interested in the change. E.g.:* Staff
* Local councillors
* Media
* Partners
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| How will wider stakeholders view the change? | Will this be seen as a positive, negative or neutral change? |  |
| Is there a risk of reputational damage? | * Is there a risk that this is used negatively in the media?
* Is this potentially a ‘good news’ story?
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**Levels of influence**

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| --- | --- | --- |
| What can people influence regarding the change? | * Can they influence anything?
* What specifically can they influence?
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## Involving people

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| Do you need to involve your staff? | * How will you involve them?
* What can they influence?
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| Do you need to involve public representatives? | Consider involving public representatives such as Patient Participation Group (PPG) members or ICB volunteers. |  |
| Who else do you need to involve or inform? | Consider if you need to contact other stakeholders such as local councillors, local providers etc.  |  |
| What are your timescales for the involvement? | Consider key milestones in your involvement such as sending out letters, involvement start and end dates and when you will share your report. |  |
| What questions will you ask? | * What information do you need to give people to get involved?
* What questions will you ask them?
* Is this an opportunity to ask anything else?
* Don’t forget equality monitoring. Equality monitoring information can be found on our [website](https://www.healthandcareleeds.org/have-your-say/get-involved/involvement-support/).
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| What methods will you use to involve people? | Consider using methods suited to your audience. This might include letters, interviews, workshops, surveys. |  |
| How will you promote your involvement? | Consider using emails, social media, websites, text etc.  |  |
| When will you write your report | * Don’t forget to add the report to your website.
* Include ‘you said, we did’ in your report that outlines what you have done in response to people’s feedback.
* A useful list of themes can be found on our [website](https://www.healthandcareleeds.org/have-your-say/get-involved/involvement-support/).
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