

PARTICIPATION AND ENGAGEMENT FRAMEWORK



2025 - 2028

Introduction

NHS Forth Valley is committed to listening to and working with staff, primary care colleagues, patients, partner organisations and local communities to improve the way local health services are designed and delivered.

Effective engagement and participation are important to help identify potential issues and areas for improvement. We also know that by working together we can address some of the challenges we face, achieve better outcomes and improve the experience of people who use our services.

This Strategic Framework outlines our approach to engagement based on national standards for community engagement as well relevant legislative requirements to help ensure best practice.

A more detailed version of this Framework has also produced for local staff which provides practical advice and details of key contacts across NHS Forth Valley, local Health and Social Care Partnerships and councils to help ensure a joined up and coordinated approach to engagement.

The national [Planning with People guidance](#) also sets out how NHS Boards, Integration Joint Boards and local councils should involve people and communities throughout the development, planning and decision-making process for service change. This is particularly important when a proposed service change will have a major impact and there is a specific requirement for NHS Boards to formally consult on issues which are considered to be major service change. A full public consultation process is required and NHS boards' final recommendations for major changes are subject to Ministerial approval.

Benefits of Engagement

Effective engagement has several benefits including: -

- Strengthening and improving decision making
- Informing the development of key plans and priorities
- Identifying the needs of the local communities we serve
- Identifying potential issues and how these can best be addressed



Our Approach

When planning and carrying out engagement we aim to follow the [National Standards for Community Engagement](#). These 7 good-practice principles are designed to help improve how we plan, implement and evaluate engagement activities to achieve the best outcomes.

Planning

Effective planning is vital to ensure any engagement undertaken has a clear purpose and aims and there is a shared understanding of what is being asked, why we are asking and how we will measure success

National Standards for Community Engagement



Planning



There is a clear purpose for the engagement, which is based on a shared understanding of community needs and ambitions

Find out more: www.scdc.org.uk/what/national-standards

Inclusion

We are committed to providing opportunities for people to get involved with issues that affect or are important to them as we recognise this is vital to help people be

National Standards for Community Engagement



Inclusion



We will identify and involve the people and organisations that are affected by the focus of the engagement

Find out more: www.scdc.org.uk/what/national-standards

more active in their care and treatment and to live healthier, happier and more fulfilling lives. We will achieve this by being as inclusive as possible and ensuring that individuals, groups and communities that may have an interest or be affected any proposed service developments or changes have an opportunity to contribute and share their views.

Support

We recognise that some patients and service users may require additional support or alternative ways to get involved or share their feedback. We will therefore seek to:-

- Understand and address any barriers which may prevent you from getting involved
- Connect with diverse and under-represented groups
- Use a range of methods and approaches to support greater participation.
- Support our staff to have meaningful conversations to help identify what matters most to you

National Standards for Community Engagement



Support



We will identify and overcome any barriers to participation

Find out more: www.scdc.org.uk/what/national-standards

Working Together

We will work closely with local partner organisations and communities across the Forth Valley area to achieve a more joined-up and coordinated approach to engagement. This will

National Standards for Community Engagement



Working together



We will work effectively together to achieve the aims of the engagement

Find out more: www.scdc.org.uk/what/national-standards

help avoid duplication and make it easier for you to share feedback on a range of issues at a single event rather than having to attend several separate meetings or events.

Methods

We will use the most appropriate ways to engage with you and, wherever possible, offer a range of options and opportunities to participate and share feedback. We will also consider the format, timing and length of any planned activities to make it as easy and accessible as possible for people to attend.

Communication

Clear and timely communication is important to ensure local people, organisations and communities affected by any potential developments or changes are kept updated and have the opportunity to share their views. We will therefore aim to explain:-

- **What** we are proposing
- **Why** we are doing it
- **Who** is involved
- **When** it is happening
- **Where** you find out more information
- **How** we plan to keep you updated

Impact

We will monitor and evaluate the impact of local engagement activities to identify whether it achieved the original objectives, what went well and what we could do differently or better in future. This will increase learning and inform how we plan future community engagement activities.

Local Participation and Engagement

A wide range of participation and engagement activities take place across Forth Valley to engage with local partners, community organisations and other stakeholders.

Partner Organisations

Community Planning Partnerships (CPPs) – bring a wide range of public services, community and voluntary organisations together to work with each other and local communities to plan and deliver better public services in their local areas. NHS Forth Valley is a member of all three CPPs in the Forth Valley area and further information can be found on the individual websites [Stirling Community Planning Partnership](#); [Falkirk Community Planning Partnership](#) and [Clackmannanshire Community Planning Partnership](#)

Local Councils – NHS Forth Valley works closely with all three local councils in the Forth Valley area to discuss how we can work together to take forward key local plans and priorities. Council representatives from all three local councils are members of the NHS Forth Valley Board and the two local Health and Social Care Partnerships ([Clackmannanshire and Stirling HSCP](#) and [Falkirk HSCP](#)) also have representatives from local councils and the Health Board to support joint planning.

Carers – NHS Forth Valley works closely with local carers centres in the Forth Valley area to provide updates on local service developments, health information and advice as well as responding to any questions, concerns or issues raised by carers. Carer representatives are also members of the Integration Joint Boards for both local Health and Social Care Partnerships (HSCPs) to help ensure the voices of carers are represented when planning or commissioning local health and care services.

Community and Voluntary organisations – NHS Forth Valley works closely with all three local voluntary services organisations which provide a wide range of support and services for charitable organisations, community and voluntary action groups, volunteering and social enterprises across their local areas ([CTSI – Clackmannanshire Third Sector Interface](#)), Stirling ([Stirlingshire Voluntary Enterprise](#)) and [CVS Falkirk](#).

As an [Anchor Institution](#), NHS Forth Valley also works closely with other large organisations in the Forth Valley area to support local communities through creating employment and training opportunities, buying goods and services locally, whenever possible, and enabling local organisations to make use of the local buildings and other facilities we own. Community representatives are also represented on the Integration Joint Boards and Strategic Planning Groups for [Clackmannanshire and Stirling HSCP](#) and [Falkirk HSCP](#).



Education partners – The [Forth Valley University College NHS Partnership](#) brings together NHS Forth Valley, the University of Stirling and Forth Valley College and builds on the long-standing relationship between the three organisations. It is focussing on four key priority areas: (learning, careers, research and innovation) and aims to deliver new learning opportunities, drive forward world-class research and innovation and improve patient care and treatment across the region.

Forth Valley University College NHS Partnership

Local businesses – as part of our [Healthy Working Lives](#) programme our Health Improvement team work with local employers across Forth Valley to help develop a safer and healthier work environment. This includes providing free training, support and resources to support employee health and wellbeing, organising a range of workplace-based health initiatives, training and campaigns, including running sessions to help employees quit smoking.



Patients and Service Users - Patients are involved in a wide range of services, committees and forums across NHS Forth Valley to help inform the development and delivery of local services, plans and priorities.

We also encourage you to be involved in decisions about your care and treatment by asking [four key questions](#) at local appointments and consultations. In addition, we want you to share your experiences of local health services to help identify local issues and improvements required. You can do this via [Care Opinion](#); [online feedback forms](#) on the NHS Forth Valley website and by completing patient experience surveys.



Local patients and service users have the opportunity to participate in a wide range of **research and clinical trials** led by our [Research and Development Team](#). These include a number of international, national and local research to improve care and treatment across a wide range of service areas. [SHARE](#) is a national initiative which has been created to establish a register of people, aged 11 years and over, interested in participating in health research. More information about clinical research and trials underway in NHS Forth Valley can be found on [Research](#) section on the NHS Forth Valley website.

Volunteers NHS Forth Valley has developed a new [Volunteering Framework](#) which sets out how we aim to attract, engage and support a wide range of volunteers across local health services, over the next three years. Further information on volunteering opportunities and other ways of getting involved can be found on the [Get](#)



[Involved section](#) of the NHS Forth Valley website. A new **Public Involvement Network** is also being developed which will build on and extend the work of the previous Patient Public Panel to support wider engagement with a larger and more diverse range of people and service users.

Key Plans and Priorities

A wide range of engagement activities will be taken forward over the next three years to support the delivery of a number of key organisational plans and priorities. These include:-

Value Based Health & Care – an approach to help ensure we make the best use of the resources available to improve the health of all local people, achieve better outcomes for patients and deliver sustainable health services.

Equality and Inclusion – a new Equality and Inclusion Strategy is being produced which will set out the equality outcomes we aim to achieve over the next four years (2025 – 2029) to meet the needs of the diverse communities we serve. This will include the development of an Anti-Racism plan to reduce inequalities, particularly in relation to diabetes, cardiovascular disease, mental illness and pregnancy.



Engaging with Children and Young People – work is being taken forward to support greater engagement with children and young people on a wide range of issues and services. This will be based on a Hearing, Engaging, Acting, Responding Together (HEART) approach to capture the views of children and young people and ensure they are involved in developing local services.

Treatment Planning – this includes work to roll out Treatment Escalation Planning (TEP) to record the personal goals of treatment, values and preferences that are important to you if your condition should change or deteriorate.

Service Developments – there are plans to carry out engagement activities to support and inform the planning, development and delivery of a range of services including palliative care, orthopaedic services and breast clinic services.

Improvements and Innovation our [Forth Valley Quality Strategy](#) and [Innovation Plan](#) aims to involve patients, service users, partners and local communities in local quality improvement and innovation plans. These include initiatives to help diagnose skin cancers ([AI Skin Cancer Consortium](#)) and work to improve access to specialist [ophthalmology services](#) from local opticians and community clinics.

Alternative Formats or Languages

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