

Working with people and Communities: Case for change

Jane Meggitt, Director of Communications and Engagement

1 Purpose

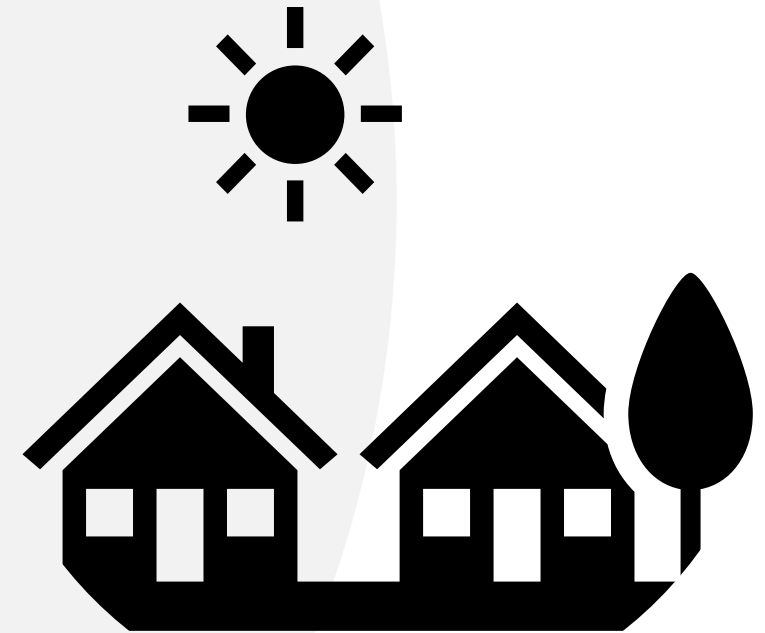
- It's important to make sure that all voices are heard when we're developing health and care services in Bedfordshire, Luton and Milton Keynes and so we want to take a look at how we're working to see how we can do this better.
- The purpose of this document is to ask all organisations that are involved in the Bedfordshire, Luton and Milton Keynes Health and Care Partnership and local people how they think we should be engaging.
- We want to listen to the views of colleagues and local people so that we can build our plan for the future and make sure that no decisions are made without discussion with local people first.



2

Why is this important?

- There are many people from different backgrounds and cultures in Bedford Borough, Central Bedfordshire, Luton and Milton Keynes and we can't apply a 'one size fits all' approach to health and care.
- We know from the listening we have done in the last year that the pandemic has changed everything and there are more people in our communities with more needs than ever.
- The NHS and social care are working to recover services after the pandemic and this gives us an opportunity to think about how we should do this and what local people need.
- Listening to local people is the only way we can make sure people get what they need from local services and that we can support people to improve health and wellbeing locally.



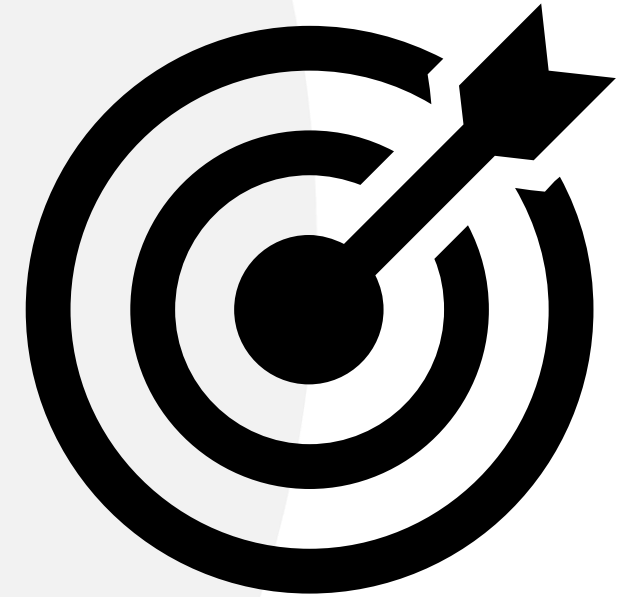
3 Aims

The aim of the Bedfordshire, Luton and Milton Keynes Health and Care Partnership is:

- For everyone in our towns, villages and communities to live a longer, healthier life.
- To work with communities to improve the things that are most important to us all, like giving our children the best start in life, helping our 1 million population be healthier, and working to grow our economy so that we can all live well for longer.

We want to support this by:

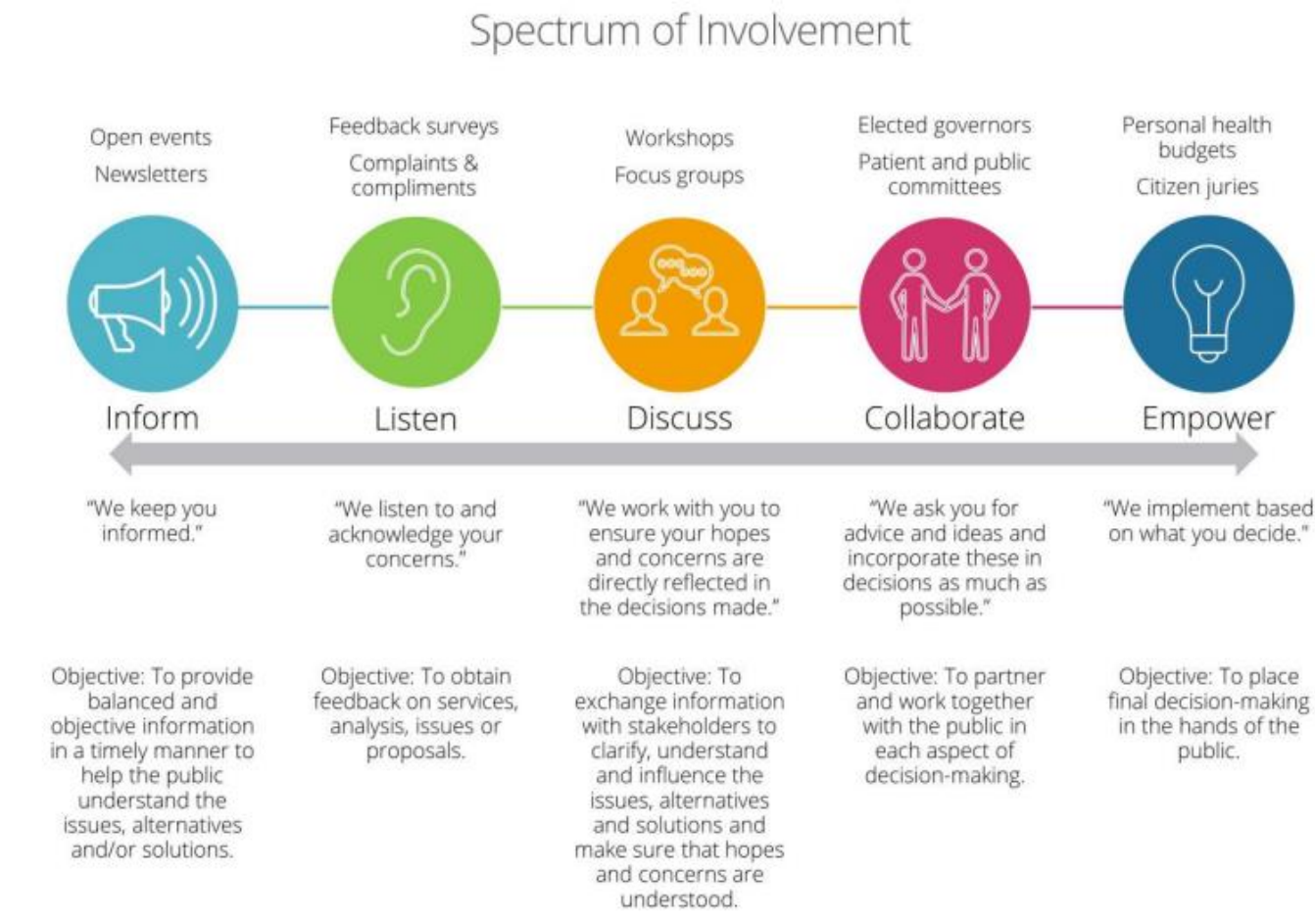
- Giving everyone the opportunity to express their views, be heard and work with the NHS and social care to design local services
- Make sure that local people are involved in making decisions and not just talking about the decisions that are being made.



4

How can we achieve this?

- In the last two years, we have made real progress in working with people and communities and we want to strengthen and build on our approach.
- Nationally, the NHS has given us a guide to show how we should be working with local people.
- We are keen to look for ways to keep local people updated on all of our work and to work with people to design the services that they, and their families and communities will use now and in the future.



5

Some questions to think about

- How do we keep local people up to date with our work?
- How do we hear the views of communities that are hidden or seldom heard?
- How do we find out what are the real issues facing citizens and what really matters to them?
- How do we encourage more people – from different communities to work with us?
- How do we embed new ways of working into all organisations working as part of the Bedfordshire, Luton and Milton Keynes Health and Care Partnership?
- How do we build trust?

5

How will we use your feedback?

- We are looking to develop an approach to working with people and communities in Bedfordshire, Luton and Milton Keynes.
- From 1 March – 30 April, we are going out to organisations and different groups to talk to them about how we work with people and communities and ask for their views on how we can do this better.
- Your views will be used to shape and design our approach to working with people and communities in Bedfordshire, Luton and Milton Keynes.
- We plan to feed back everything we've heard in May this year.

**Thank you for your time
and input**