NHS
Gloucestershire Hospitals
NHS Foundation Trust

Involvement and Engagement Tracker
1 April 2023 to 31 March 2024

## Community Engagement & Involvement: Purpose

Listening to colleagues, patients, and local communities across Gloucestershire about their experiences with health and care services is vital for shaping improvements. Our Community Engagement Tracker records the level of engagement and demonstrates how it informs and influences decision-making across the organisation.

Engagement and Involvement Overview

In the past 12 months, we engaged with 16,000 people by visiting 65 community groups and events. Through these interactions, we gained insights into what matters most to our communities, with a key focus on improving access and information.
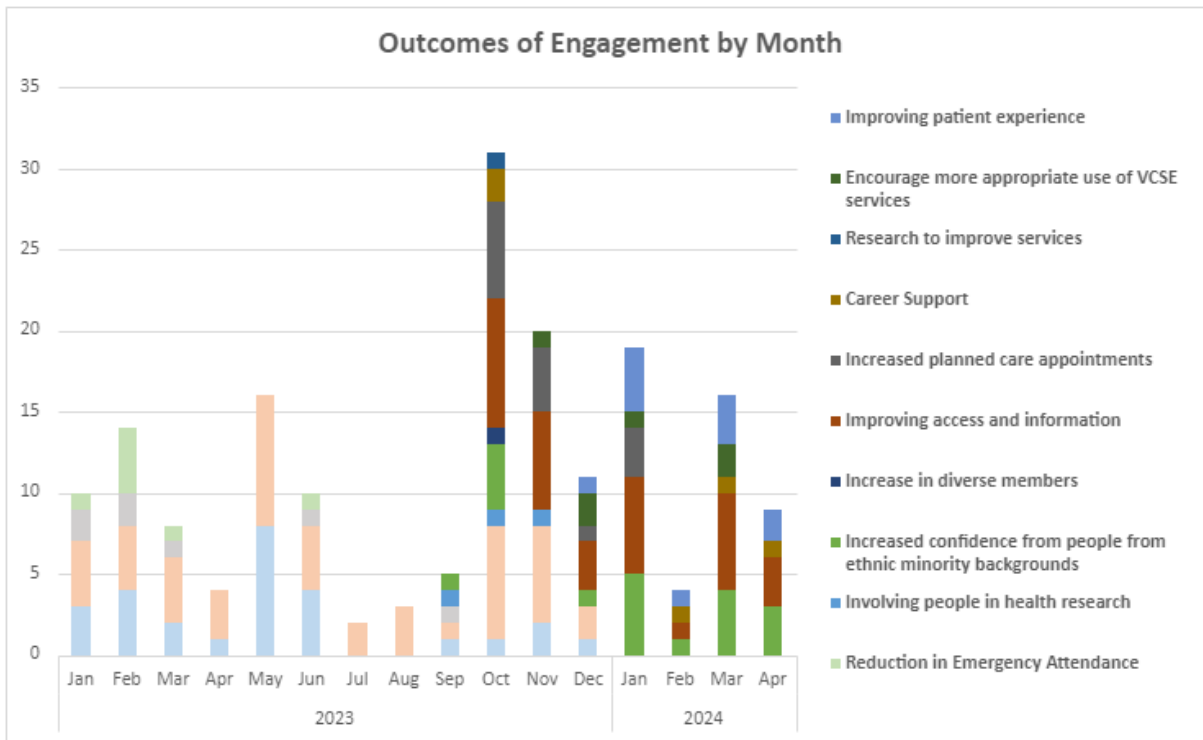
Themes of Engagement by Month

The themes of engagement by month focus on three key areas: Signposting to VCSE Groups, which involves directing community members to Voluntary, Community, and Social Enterprise (VCSE) groups for relevant services; Building Relationships, which entails establishing and maintaining connections with local communities; and Service Improvement Research, which gathers insights from the community to enhance healthcare services based on their feedback.

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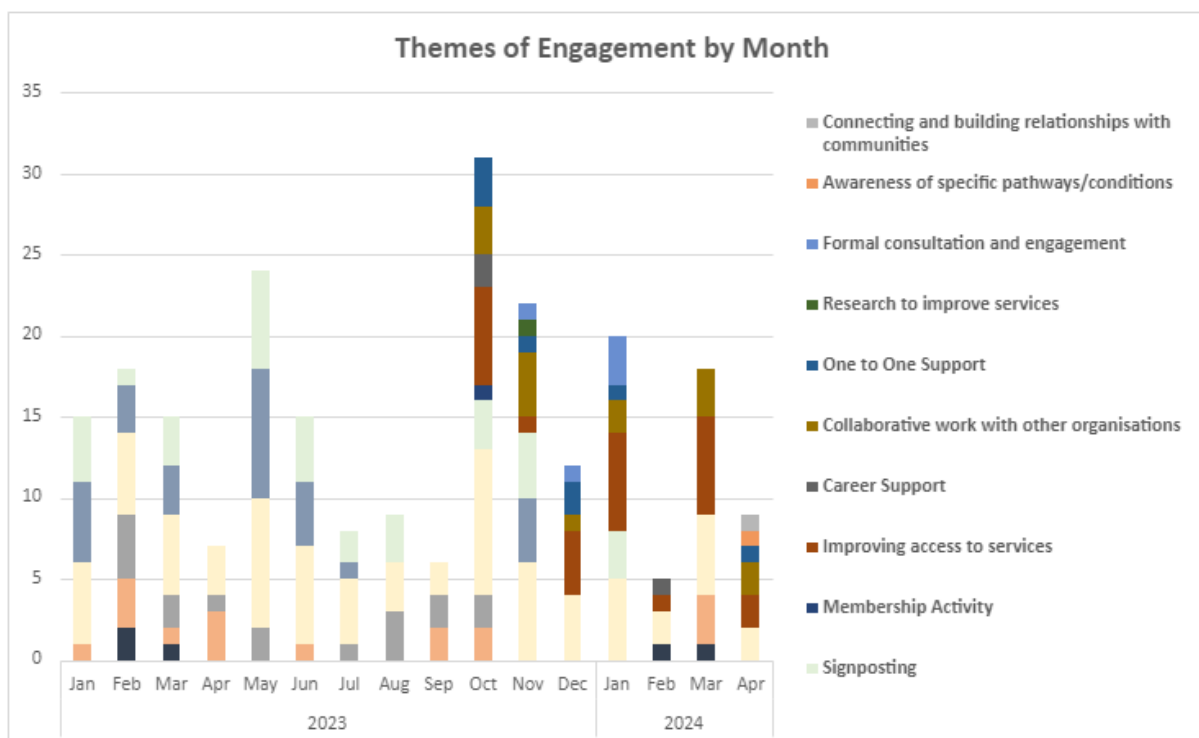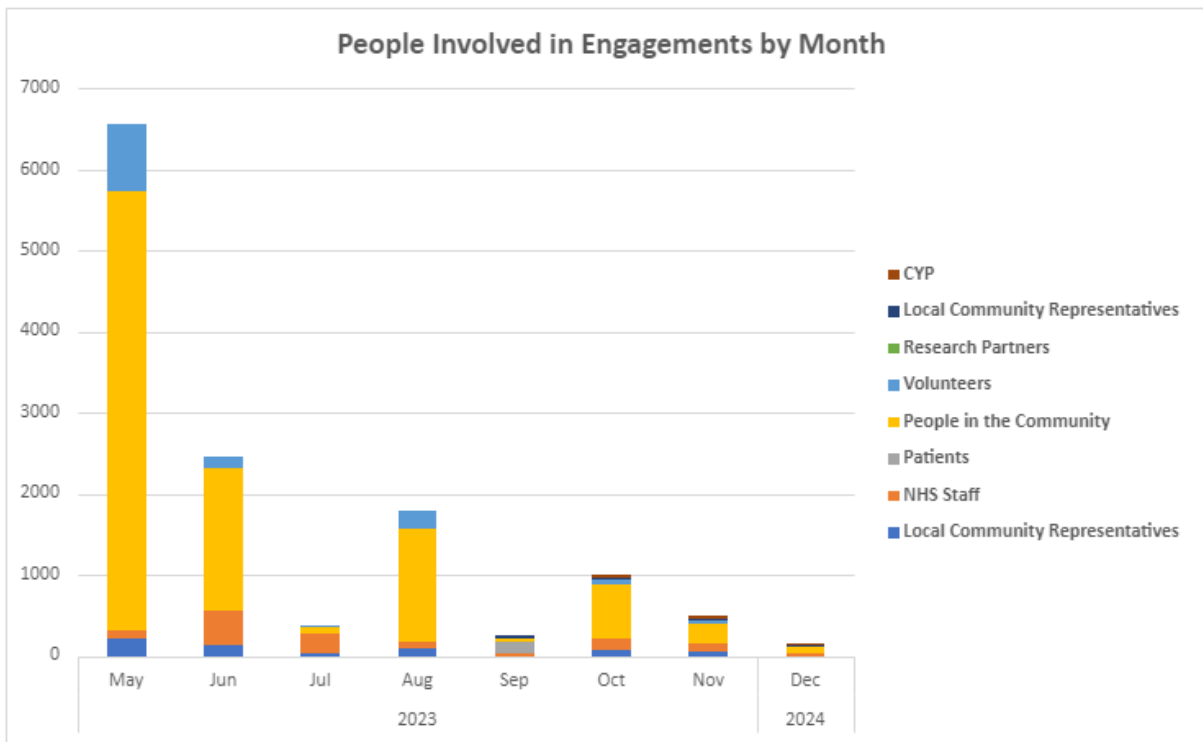
Outcomes of Engagement by Month

Between April 2023 and March 2024, engagement activities included interacting with 13,000 individuals and participating in 70 community group events. These efforts led to several positive outcomes: increased use of VCSE services, a rise in scheduled healthcare appointments, improved access to and clarity of healthcare information, and enhanced overall patient experience.

People Involved in Engagement by Month

Measuring success involves tracking engagement metrics, such as the number of interactions, feedback received, and participation in community events. The Involvement & Engagement Tracker is used to monitor performance, identify areas for improvement, and make informed decisions.

Our data provides valuable insights and trends from our engagement helping us plan how we work and identify what matters to local communities. The community feedback is then able to be applied to shape service improvements and our strategic planning.

People Involved in Engagements by Month

Legend:
- CYP
- Local Community Representatives
- Research Partners
- Volunteers
- People in the Community
- Patients
- NHS Staff
- Local Community Representatives

The Involvement and Engagement Tracker builds on inclusivity and diversity by collecting demographic data on age, disability, gender, sexuality, ethnicity, religion, and transgender identity to understand their impact on diverse groups and identify any gaps.

Targeted engagement ensures that underrepresented groups are involved, giving all community voices a platform. Continuous improvement is achieved through regular review and feedback from engagement activities to identify common themes and inform future service development.

To find read the Engagement out the impact of our work please read the Engagement & Involvement Review for 2023/2024