

## 10 Steps to Working with People and Communities

Working in partnership with patients, people and communities is central to improving services, care, and patient experience. The 10 steps guide you through the process and outline what needs to be achieved. At each step, there are questions to consider, action and reflect upon. The guide is split into 3 stages; starting, during and ongoing and these are outlined below:



### Understand

1. Who are the people and the communities that will be most affected by the activity?
2. Who is less likely to be engaged with? Who are your missing voices?
3. What does the existing data suggest?
4. Who are your connections? Who do you know that can help?

### Engage

5. What methods will you use to engage with people?
6. What needs to happen and when?
7. What type of data will you capture?

### Impact

8. What does the data tell you?
9. What changes and improvements would you make?
10. How will you feedback and share your findings?

Outcomes: What is the purpose of the engagement? What are you trying to achieve?

## Steps 1-4 : Understand

People	Who is in your neighbourhood, community, or area of impact?
Equality & Diversity	Who of these people will be affected by your activity? Who are the missing voices?
Stakeholders	Who should be involved in supporting, delivering and contributing to the activity?
Info & Insight	What data already exists? What else do you need to find out? Where will you find this information?

## Steps 5-7 : Engage

Methods	What methods will you use to engage people? What budget is there?
Timescales	What needs to happen and when? Identify key milestones and a timeline.
Data Capture	What type of data will you collect? How will it be recorded?

## Steps 8-10 : Impact

Analyse data	What does the data tell you?
Evaluate	What have you learnt from the process, data and impact? What changes and improvements would you make?
Feedback	How will you feedback and share what happened and the impact it had?