

Citizen forum

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Background: assurance on involvement

The Citizen Forum space

In the governance structure for our place-based partnership, we have created an important role for what is described as the Citizen Forum. Alongside the System Quality Committee, People Committee and other groups, it has an assurance role to help shape and inform decisions.

We have moved away from traditional assurance groups or closed membership structures for involvement, and we fill the Citizen Forum space by making the most of existing networks, working collaboratively, and creating inclusive spaces for dialogue.

It's not a meeting, it's a movement.

Underpinning this, we have a steering group drawn from across our partnership, whose job is to create the conditions for a culture of continuous listening and meaningful involvement to thrive.

Our purpose

1. The Steering Group will design and coordinate the arrangements for a 'network of networks', bringing together the wide range of involvement activity that takes place across Bradford and District.
2. The 'Listen in' programme of activity will gather and report insight from each of our six localities and report this insight to the Partnership Board and other place-based committees and programmes.
3. The Steering Group will advise the place-based partnership on methods of involving people and communities in decision-making, ensuring honesty and transparency in our governance arrangements.
4. The Steering Group will have oversight of the partnership's Experience of Care reporting and will inform relevant system committees of themes and issues in order that appropriate action can be taken.
5. The Steering Group will develop a forward plan for planned involvement activity across our place, to ensure maximum impact for our population.

Our membership

Core membership

- Healthwatch Bradford District lead offer (Chair)
- Healthwatch North Yorkshire lead officer (Vice-Chair)
- BDCHCP Senior head of communications and involvement (managerial lead)
- BDCFT Patient experience & involvement lead
- BTHFT Assistant Chief Nurse & lead for patient experience
- Airedale NHSFT Patient experience lead
- Here4BDCC consortium citizen engagement lead
- Bradford Council, Head of Policy, Performance, Partnerships and Research
- NYCC Partnerships Officer
- Nominated representatives from each Trust involvement group/panel/governors (x 3)
- Nominated representatives from communities of interest/engagement networks (x3)
- Primary care involvement representative

Regular attendees

- Act Early coproduction lead
- Bradford Council Stronger Communities Head of Service
- NYCC engagement officer
- BDC Innovation Hub Lead
- BDCFT AHP lead & champion for youth involvement
- Act Early coproduction lead
- Living Well engagement lead
- Partnership Equalities Lead
- Community Partnership leads
- Healthy Minds youth apprentices
- Here4BDCC voice and influence leads
- BDCHCP Associate Director Comms and Involvement
- Bradford District Child Friendly Programme Lead



Listen in

hearing from local
communities about
what matters most

Ongoing programme of involvement, with focused periods of activity in our six localities.

Direct conversations with the public and visits to community groups that build relationships at local level.

Working in localities involves collaboration with community partnerships, ward officers, local organisations, and neighbourhood teams – ensuring that what they know from their work ‘on the ground’ is captured and connected into our decision-making structures.

Our schedule is linked to the bi-monthly Partnership Board meetings which also rotate across the six different localities. Listening activity takes place a few weeks before the board meeting, to allow time for insight to be analysed and a report produced.



- Our first 'Listen in' week took place in Craven 10 to 17 October
- We visited 18 community groups
- A number of Partnership Board members and Directors took part alongside our involvement teams
- We used the 5 reset priority areas to frame open conversations about what matters most to local people
- Report and case studies presented to partnership board meeting and published online at engagebdc.com/listen-in-bdc
- Community partnership keen to use insight to drive local action





- 11-16 December – freezing weather and the nurses strike provided interesting context for conversations
- We visited community groups and also talked to people in public spaces
- More leaders and senior colleagues from partnership took part alongside our involvement teams
- Closer connection with local authority area teams and youth service
- Report and case studies will be presented to partnership board meeting in January and published online at engagebdc.com/listen-in-bdc





- Planning underway for 15-22 February in Keighley area
- Targeting groups of population less well represented in first cycles
- Lots of opportunities to take part – please get in touch

Future dates

April 2023 – Bradford West

June 2023 – Bradford East

August 2023 – Shipley

October 2023 – Craven

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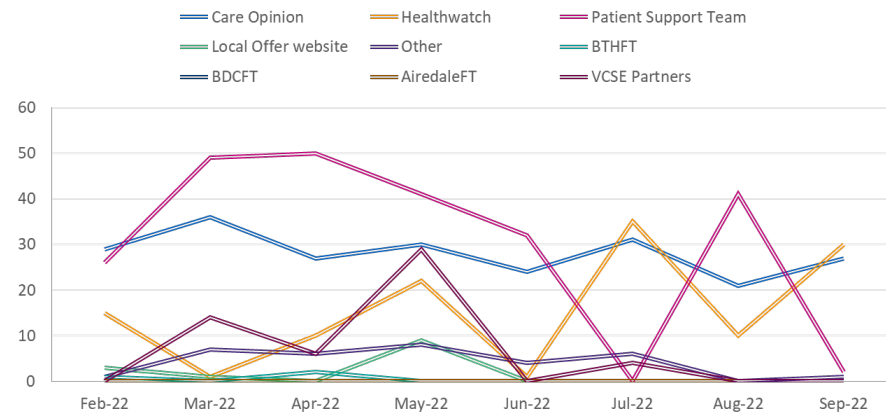
Experience of care

Experience of Care database brings together feedback from a variety of sources e.g: Care Opinion, NHS.uk, Healthwatch, VCSE, patient support team. Currently between 100 to 200 pieces of feedback (comments) are uploaded each month.

The database was developed by the CCG but now has potential to be used more widely and effectively across Bradford District and Craven Health Care Partnership; we are working with Trusts to include their existing data (such as FFT comments) which would give all partners a more robust overview of people's experiences of care across our system.

Citizen Forum Steering Group receive a monthly progress report on the Experience of Care project, and a quarterly report on the insight collected through the database. From April, this report will taken by the CF Chair to SQC and other partnership committees with issues escalated for action.

NUMBER OF COMMENTS IN EXPERIENCE OF CARE DATABASE
BY SOURCE



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Questions?