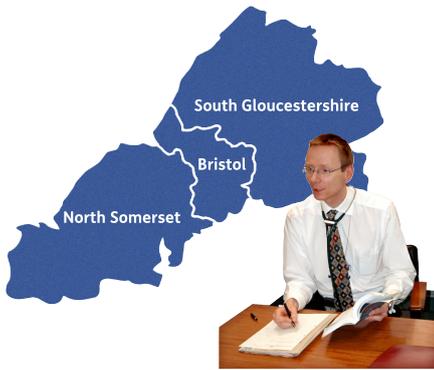


# How we will involve people in what we do



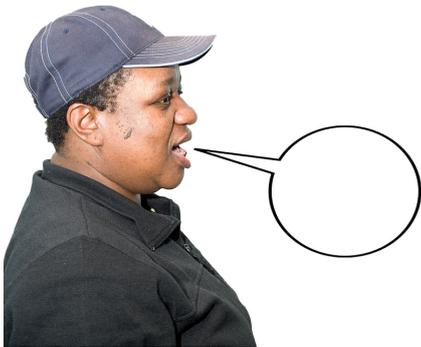
This is an Easy Read version of: Our Draft Patient  
and Public Involvement Policy Provisions  
November 2019



The areas of Bristol, North Somerset and South Gloucestershire work together to run health services like GP practices.



We are known as the Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group or **BNSSG CCG.**



We believe it is really important for people to have a say about what we do.



We want to work with people to co-produce and design what health and care services should be like.



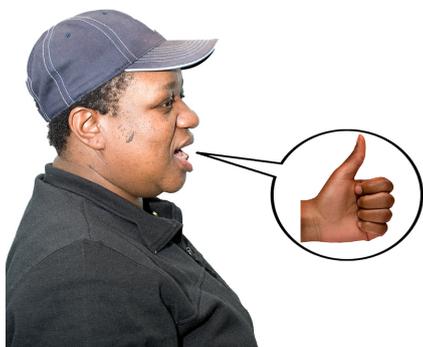
They need to be put first and tell us what services they need and what these services should be like.



There are different laws that say people need to have a say about health and care services.



This paper says how people can be involved in all our work.



We want people to be able to have a say in a way that is right for them and their needs.



We will make sure that people know when and how they can get involved.



All of our work to involve people will follow these rules:

## Accessibility and Inclusion



This means we want everyone to be able to get involved who wants to. And we want to make it easier for them if they have difficulties.



For example, making sure information is given in a way people can understand.



## Respect Everyone

This means we are interested in what everyone has to say. No matter who they are or where they are from.



We will do things like finding out what certain groups of people think so they are included.



## Being clear

This means making sure that people know what difference their views will make.



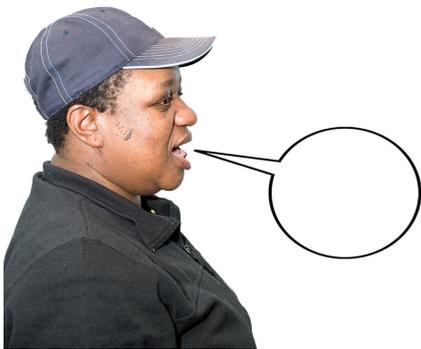
## Time

This means making sure there is enough time for people to get involved and is planned carefully.



## Give feedback

This means we will tell you what happened next after you had your say.



In all our work to involve people we will always do the following:

**1.** We will make sure that people can have a say at every stage our work.



**2.** All staff know about the importance of involving people in our work.



**3.** All staff have access to information and support to help them involve people in our work.



4. We will make clear plans for how to involve people and talk to people about the plans.



5. We will make it clear how we will use people's views to make decisions.



6. We will let people know how they can be involved.



7. We will check the work we do to involve people, to make sure we're getting it right.



8. We will talk about what people have said and what we have learnt from it.



9. We will make sure we follow the law about using people's information and keeping it private.



Sometimes, decisions have to be made that are against what people want. For example, closing a service when there is not enough money.



But we will still listen to what people think and try and do things in the best way by listening to their views.



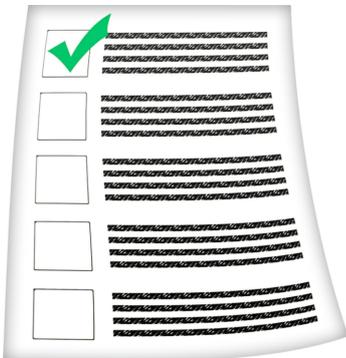
People's views can make a difference to what happens and how things happen.



People's views can help tell us what new services should look like.



Sometimes we cannot do what everyone wants. But we will always listen and tell people why we have made decisions.



We are going to make an action plan for how we are going to make sure this paper is delivered.



Some involvement groups are going to check this work.



They are called the **Patient and Public Involvement Forum (PPIF)**

and

**GPs Patient Participation Groups (PPG).**



The **PPIF** is made up of members of the public and people who work for charities.



They check people are being involved and treated equally.



The **PPG** is made up of groups who work with their local GP.



They check on how GP practices are run and say what they think could be better.

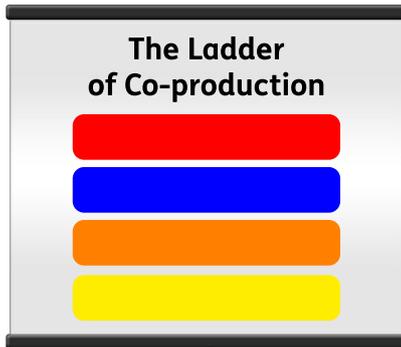
## More information

This paper is based on some laws. For example:

- NHS Act 2006
- Health and Social Care Act 2012
- Equality Act 2010



## What does getting involved mean?



A group called the National Co-production Advisory Group made a chart about getting involved.

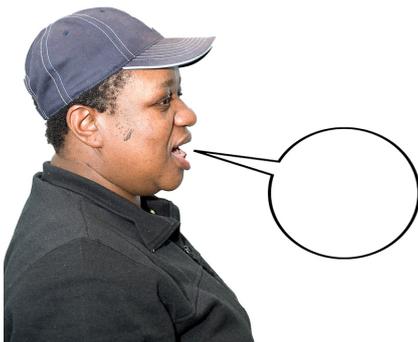
It was called **The Ladder of Co-production.**



When people have an equal say in what services should look like it is called **co-production.**



This is the best type of involvement as people are fully involved in services.



The next stage down of involvement is asking people to have a say.



But this is not as good as **co-production**.



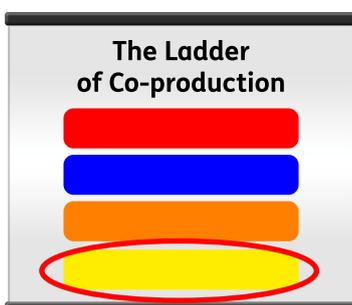
Because people may not have an equal say on what decisions are made.



Sometimes people do not have a say about how services are run at all.



They are just told what is happening.



This would be at the bottom of the **ladder of co-production**.

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