

Community Engagement and Experience

Impact Report July 2022

Our vision is to improve health and reduce
inequalities in our local community



Who we are

The Community Engagement and Experience Team at Solent NHS Trust work in partnership with patients, families, carers, local communities and Solent teams to ensure the community voice is at the heart of all we do. Together, we have developed Alongside Communities – the Solent approach to engagement and inclusion. In that we describe the three things that our community have asked us to focus on improving – those things that matter most to them.

- **Diversity and inclusion** – adopting a positive approach to improving access, experience and outcomes for all.
- **People participation** – enabling people who use our services to be at the centre of decision making about their care and treatment at all stages, phases and levels of their health care
- **Community engagement** – understanding what our local community does best, what they may need some help from us with and what we need to focus our expertise and energies on.

"Alongside Communities - This is a terrific piece, filled with courage and authentic ambitions to precipitate community building and health creation."

Cormac Russell, Managing Director of Nurture Development September 2020



How we work

- Start with what's strong, not what's wrong
- Discoverables not deliverables – coming alongside communities to work in a very different way
- Shift from fixing or prescribing, from “doing to, doing for” to “doing with and doing by our communities”
- Work with small places, or small groups of shared interest is best, and much more effective than large scale
- Build trusting relationships with the communities we serve

Our journey so far

2018

Declared organisational commitment to community engagement



2019

Discovery and exploration with help from some friends - what do we know, what do we not.

2020

Ambitious engagement programme, reach out, listen and hear, be prepared to snowball!

Co-created Alongside communities, improve health, reduce inequalities and improve experience of care.

2021

Co-created delivery plan, measuring what matters, not what's easy

2022

Holding regular community conversations and working alongside our community continues to be how we work and identify what matters most to our communities.



Community Partners Programme

In January 2020 we launched our Community Partners Programme. We set out to develop a network of community partners with an interest in their local community and mental health services, to help us better understand what its like to be cared for by our teams.

Community partners are members of the local community made up of a wide variety of people including: voluntary organisations, charities, patient representatives, NHS organisations and members of the general public



Community partners work alongside us in different ways:

- They can be a critical friend on working groups or community conversations we hold
- They can be our sounding board
- They can be part of a network of other partners sharing information

Together, we share the knowledge, skills and expertise to help improve the experience of care and reduce health inequalities for local people. Working alongside our community partners we are able to reach further in local communities and build strong network of organisations that can support local people

We have increased our community partners from 40 in 2020 to 225 by 2022



Increased the diversity of our community partners by:

- o 83% amongst minority ethnic groups
- o Quadrupled organisations that represent children and young people
- o 43% amongst faith providers



Community Partners Programme Projects

Over the past year we have supported some of our community partners and provided them with funding to deliver some projects. Some examples of the projects are below...

Community engagement documentary

A film to help inform people about our work in Solent and to encourage more people from our local communities to connect and join us.



**SOLENT
CONNEXIONS**

Good mental health cooperative

Project offering a dedicated online space where those who are looking after or supporting someone else can find support themselves with their own mental health and wellbeing.

Quality checkers programme

The Quality Checker Team are a group of individuals with learning disabilities. They visit services and give feedback and recommendations to ensure the services meet the needs of those with a learning disability.



"Developing storytelling from colleagues when they may think 'this is just what I do' and not realise this is something powerful to share"

Story telling programme

Storytelling Programme is a year long programme offering training for 24 community partners & staff to become Storytelling Champions.

Dementia friends

Volunteers have been supporting families on a weekly/two weekly basis
Volunteers receive monthly peer to peer supervision and/or focussed training and have access to support for queries and escalations.



What we do



Community conversations

We provide a space and place for people from our community to get together to share thoughts, ideas and expertise with each other and with us. The conversations may identify areas for improvement and ways to make those improvements, or great things we need to share and celebrate.

Trying something new - piloting national initiatives

We are national pilots leading the way in implementing the Public Sector Health Ombudsman Complaints Framework and the Patient Safety Partner Framework.



Improving experience of care

We work closely with our service users, their families and carers listening to their feedback so that we can make changes that will improve the experience of care for everyone that uses our services.

Volunteers

We currently have over 140 volunteers who are actively involved around our communities and Trust sites. They offer their gifts, time, knowledge and experiences in order to improve the care and quality of life for our patients and we value these 'ordinary' people, who are doing amazing things. Additionally, at the peak of the pandemic we had nearly 3000 volunteers working with us to deliver the vaccine programme.



Community

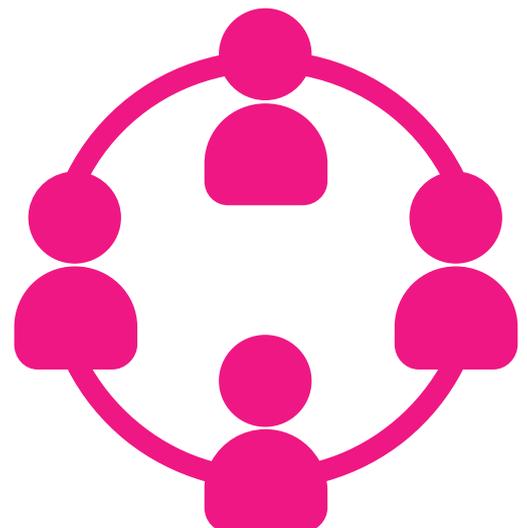
Creation of a Community Hub

We have created working groups that we work closely with to help ensure the community voice is reflected in the work what we do

We support our community organisations to deliver what they do best.

Build trusting relationships with people in their place.

Offering a space to thrive.



Making a difference- Our reach



Potential reach of over 400,000 people across Hampshire, Isle of Wight, Portsmouth and Southampton

We held over 300 virtual conversations with our communities.

Held vaccine confidence conversations by speaking directly to more than 1800 people

Despite covid restrictions, had over 180 face to face conversations addressing health inequalities across our region.

Completed our first story telling champion programme with 19 students. They will use the power of stories to know and act on what matters to our community.

Over 3000 people attended our events

20 members of staff completed our first Asset Based Community Development (ABCD) programme.

Had 108 conversations with people from minority ethnic communities to give us a better understanding of how we can make our IAPT service better meet the needs of our minority ethnic communities



Our impact – working with our communities

Case Study of Chat over Chai

Chat over Chai is a unique opportunity to bring people together from different faiths, backgrounds, and ethnic communities. The aim of this group is to raise awareness of Health and Wellbeing, support people to take small steps toward a healthier lifestyle, prevent social isolation & loneliness, and work with various other organisations to promote the services available locally in the Portsmouth city.

Since the beginning, this project has had a positive impact on the community. The community has increased their knowledge of the health benefits of being physically active by participating in activities such as Badminton and Tai Chi. This group has enabled the communities to take small steps towards lifestyle changes to improve their health and mental wellbeing.

Chat Over Chai has helped reduce social isolation, created a safe space for its members, and promoted community cohesion. This project has also impacted the committee members running the group, members have grown in confidence and improved their people skills. The team endeavours to continue its growth and increase its membership. Their vision is to empower local communities to connect with each other.

"I come to the group because it is the one place that I feel comfortable, where I can meet other women that are like me."

- Ten ladies in the group have now had First Aid and Food Hygiene Training.
- 31 members attend on a weekly basis.
- 22 ladies on weekly basis attend badminton class.
- 211 Members on Facebook
- Regular talks are held with guest speakers
- Majority of members are women from minority ethnic groups who have previously been isolated



What our community partners say about us



“Solent NHS Trust came to our church to talk to people who were still reluctant about taking the Covid vaccine. They were reluctant. one because they did not trust organisations because of past experience and secondly because they had not had a face to face meeting with anyone to explain their worries. When Solent explained about the vaccines I know quite a few people who were refusing the vaccine that went ahead and got vaccinated. So that was a positive!”
(Anne Cato-Community Champion for Solent NHS Trust)

“Solent has been an asset and a pillar of support for our community and has empowered us to deliver education and support to the community around preventive long-term conditions”. Chat over Chai (Community Partner)



“Solent NHS are a vital partner in our collective effort to improve Southampton and provide communities with a voice in the work that we do. Solent NHS work on a number of fronts is influencing what we do here at SCC, including investment in our expanded Community Engagement Team and the appointment of a Community Cohesion and Diversity Officer. Together Solent NHS are leading the charge in terms of improvement agencies awareness and responses to Hate Crime and is among our first ambassadors to help us achieve accreditation with UNICEF to become a Child Friendly City” Southampton City Council

“The members of the team are brilliant mentors and always just a phone call away. This team has inspired, challenged and helped us thrive our community group”. (Sandra Hall – Community Partner)

Our valued partners and stakeholders

Community partners are individuals, groups, charities, voluntary organisation and fellow health and social care providers. All are committed to actively involving local communities in the development, design and delivery of their local health services, and supporting communities to do the things they do best.



Our Statutory Partners include

Hampshire County Council
Hampshire and Isle of Wight ICS
Healthwatch
Isle of Wight Council
Portsmouth Carers (Portsmouth City Council)
Portsmouth City Council
Portsmouth Hospitals University NHS Trust
Queen Alexandra Hospital
Southampton City Council
Southern Health
University Hospital Southampton NHS Trust

Our community group partners include

Abri Housing
Action Hampshire
Andover Mind
Board in the City
Cantell Secondary School
Carers in Southampton
Carraway
Chat Over Chai
Communicare
Drop the Mask
Dynamite
Good Mental Health Cooperative
Isle of Wight Carers
Moriah Family Support Group
Noah Mapalo
Our Version Media
Southampton Mencap
St Deny's Activity Group
The Hive
Touch Network



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