

8. Involving and Engaging

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8.1 Actions Taken

Involvement is a central feature of the Joint Strategic Needs Assessment and this year we have taken steps to ensure the JSNA reflects the feedback we received from stakeholders and the public. In The Way Ahead consultation in 2008, specifically consulted on the quality of the JSNA profiles reaching out to more than 500 stakeholder contacts, plus a wider population through the internet and public engagement events. Overall the feedback was extremely positive, with some helpful suggestions for future improvement including:

- More focus on the rural dimension in our town profiles
- Data and actual numbers as well as percentage comparators for each Devon Town
- Greater emphasis on deprivation and its impact on our communities

These and other points are described in The Way Ahead Consultation Report (2008) and all have been reflected in this 2009 JSNA, bringing demonstrable improvement as a result of engagement. In addition we have taken steps to further strengthen the alignment of the JSNA to our planning processes in order that the wealth of understanding achieved is reflected in strategic and operational planning and decision making.

In addition to involvement regarding the content of the JSNA itself, involvement in commissioning has included a range of discussions across different care areas. This has included input from:

- Patients, service users and carers
- Public, staff and provider representatives
- Community partners
- Clinical leaders
- Scrutiny and monitoring bodies

Our aim is to continue to build on the early work, particularly associated with The Way Ahead, and achieve ongoing and sustained involvement.

8.2 Insights

A wealth of understanding has been achieved. In terms of some of the themes we need to address within our next planning cycles.

- Our vision, described through six strategic aims, has strong support, and our understanding of what these aims mean to people in Devon continues to contribute to our strategic priorities.
- As shown by surveys, levels of satisfaction with health services are generally good and services are seen as improving although there remain areas for further attention.
- The basis of effective services for Devon as headlined by many stakeholders is partnership working, joined up delivery, and local services. We need to continue to strengthen this.
- There is a desire to engage and influence the health and social care agenda more and there is a real opportunity to work with a common purpose to improve health and wellbeing and address inequalities.
- It is important to work with communities and build a sense of ownership of the challenge for the future, and to be prepared to listen to and try different solutions. People want to engage and influence the agenda. We need to respond to this.
- Rural issues are a particular area of concern in Devon and this means the shift of emphasis towards more local care and prevention where possible is a high priority.
- People have told us it is important there is a decisive approach and evidence of actions and outcomes shared so that people can see progress