



Working Together

Our plan to improve how we listen to, involve and work with people and communities we serve

2021-2026



This plan was made by health workers and Experts by Experience during Covid-19.

Covid-19 showed us that not everyone has the same chance to have good health care.

Welcome



Welcome to Gloucestershire Health and Care NHS Foundation Trust's first **Working Together Plan**.

We think it is important to involve everyone who uses our services. This is to help make health and care services better.

Our plan says how we will do this.



We want to

- Work together to make a difference to everyone
- Make it easy for people to be involved and have their say.



What is in our plan to make this happen?

- What Working Together means
- How we will make sure we are working together
- What we are planning to do
- How we will check how we are doing.



Some things we plan to do

- Be better at listening to people
- Be better at communicating with people
- Involve people, carers, and families in how people get their care
- Make sure there are ways everyone can get involved
- Make sure everyone is listened to
- Include people who use our services in our important groups and meetings
- Work with other organisations and communities to make health care more fair.



What we think Working Together means

- Making sure people are involved in decisions about their care. This should be as much as people want or are able to be involved
- Giving people choice and control over the NHS services they receive.



Some ways we will work together

- Give people information through our website, meetings, and reports
- Listen to what people think through surveys and feedback
- Talk together with people through workshops, groups, and events
- Work together on project groups with Experts by Experience
- Help people feel confident to have their say.



Working with other groups and organisations

Our organisation is part of the One Gloucestershire Integrated Care System (ICS).

This is a new agreement between the NHS, local councils, public organisations, and voluntary and community organisations.

We have agreed how we will make sure we involve people and work together.



How we will make sure we are working together

- We will find out how people have been involved and what we can do better
- We will give people training and support to take part in things like project groups
- We will make sure we communicate in different ways that people can understand
- We will work with communities so we can be better at meeting health needs of people who can't use our services as they are now.



What we are planning to do

We want the whole of our Trust to work together with people and communities.

We have **2 main Aims** for the next 5 years.





Aim 1: Inspire each other by working together to make improvements that matter and make a difference for everyone

We want to involve people from the beginning when planning services and projects.

We want the whole Trust to include people in making decisions.

We want to work with more people and communities to make health care more fair.



To make Aim 1 happen, we will:

- Have ways for people to check what we do
- Have ways for people to give us advice and help us make decisions and plans
- Have ways to help staff know how best to involve people when they are planning services
- Support and tell others about groups that work together to make services better
- Have training that involves Experts by Experience
- Support and tell others in the Integrated Care System how they can work together in their projects.





Accessible
Information
Standard



Aim 2: Include everyone by making it easy for all people and communities to have their say, get feedback and be involved in ways that suit them.

We want to:

- help more people to be involved
- make sure people get the support and training they need to take part
- make sure our communication is clear, and that people have information in a way that is best for them
- make sure we hear from people and communities that are often not listened to or involved.



To make Aim 2 happen, we will:

- Improve the way we communicate with people
- Have new ways for people to get involved
- Give training and support to help people feel confident to get involved
- Check how well we are doing and how people have been involved
- Keep working to have better relationships with different communities and groups
- Help people feel confident to have their say.



How we will check how we are doing

We will:

- Learn from reports from the Care Quality Commission and Healthwatch
- Learn from reviews from staff and people who use our services
- Assess how well we are doing and how people have been involved
- Hear stories and collect other information about how people have been involved
- Plan carefully to manage our projects
- Ask the Trust Board and different groups to check we are keeping to our plans. This will include people who use our services, staff, and community groups
- Write a report each year about how we are doing.



Thank you to everyone who helped us make our first **Working Together** plan.