

Bringing the 'right people' to the table – key insights for health service delivery

Captured from discussions at our Champions Network¹ session #1



What needs to be in place at the start of the project?



1. Bring the voluntary sector to the table early on

This enables and encourages statutory partners to do things differently: *'We've got that common will and desire because of our population needs and we've got to work collectively as money is tight all round.'*



2. Prioritise community voice

People from communities who access services are best placed to know what effective service delivery looks like. Their involvement in decision-making is necessary to build trust.



3. Commitment from leadership

Community engagement and representation is vital, but to make it a success, statutory leaders' commitment, passion and investment in the work is key.



4. Find your allies with shared priorities

You'll need partners and system leaders who share your goals, and determination to do things differently.



5. Empathy

Everyone must be open to hearing and acknowledging the different perspectives around the table.

What underpins effective health service delivery?



1. Lead with diversity

Ensure a diversity of voices are meaningfully involved in the work – especially individuals with different roles (like community nurses) and those who work closely with communities.



2. Draw on community knowledge and community assets

Bring people who are already working on health inequalities within the community to the table. *'Projects need to be community-led, not health-led.'*



3. A range of engagement opportunities

Offer thoughtful and varied ways for communities to engage, so that their voices are heard. *'It is about different ways for people to be able to engage with the work in a way that they feel most comfortable with.'*



4. Data doesn't tell the full story

You won't find the valuable perspectives of people who aren't accessing services in the data, so thoughtfully reaching out to these communities is vital.



5. Informal networks are key to action

Create forums for people to share their experiences and shape the project, as well as smaller working groups that can take actions forward. Finding a balance between the steering group and working groups leading on actions is essential.