

East Sussex County Council

Resident voice in improving health and care

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Resident voice

The heart of our strategic planning:

- Sussex Integrated Care Board strategy: 'Improving Lives Together'
- East Sussex Health and Wellbeing Board strategy: 'Healthy Lives, Healthy People'
- Adult Social Care strategy: 'What matters to you'



Co-Production:

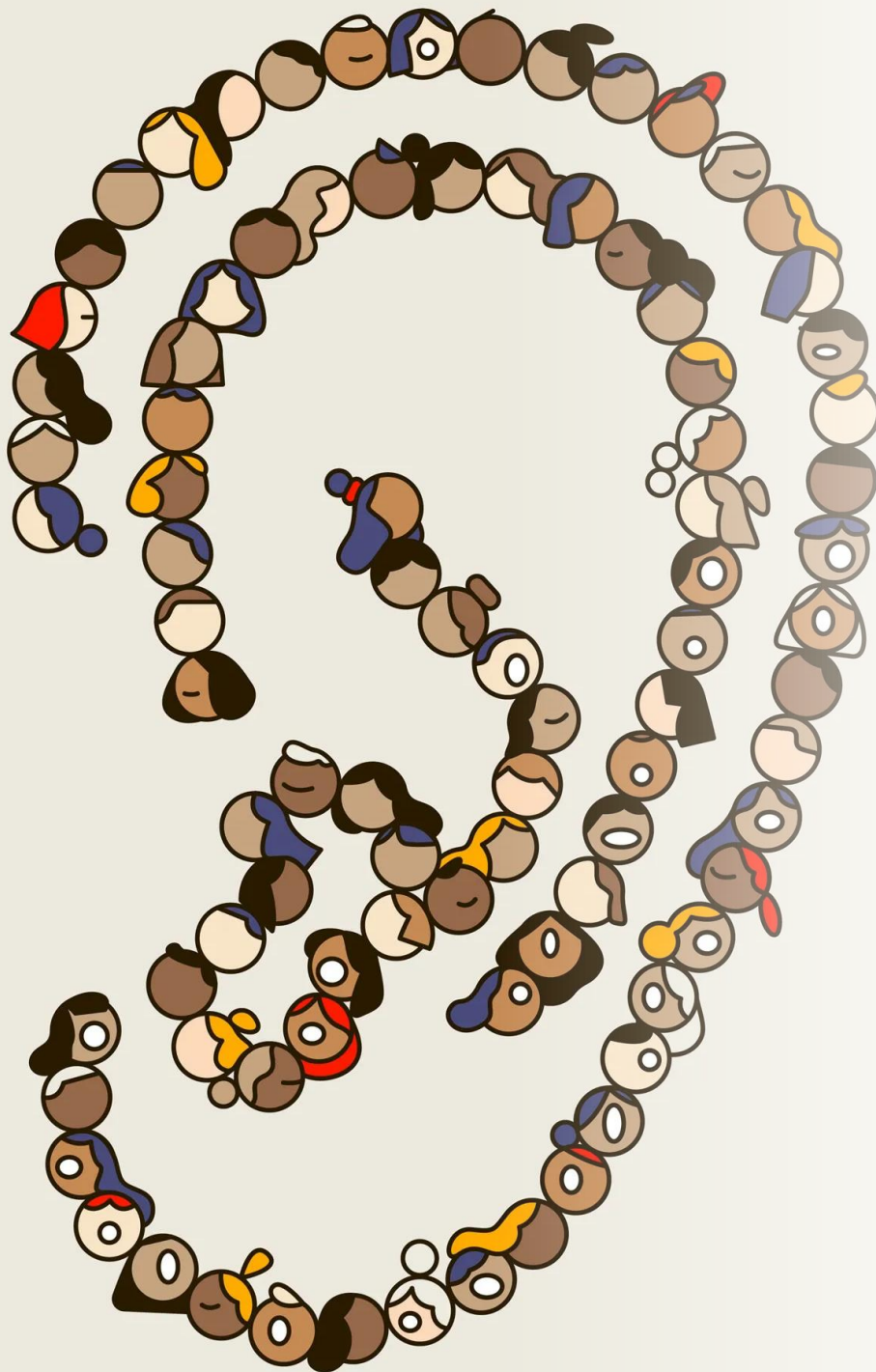
People Bank

Citizens Panel

Impact reports

Continuous improvement





Our approach to community engagement

- Listening
- Improving
- Communicating

Our External Engagement Forums

Inclusion Advisory
Group

Disability Rights
Reference Group

East Sussex Seniors
Association

Involvement Matters
Team

Ukrainian Guest
Advisory Panel

Ethnic Minority Mental
Health and Wellbeing
Forum

East Sussex Care
Homes Group

East Sussex Mental
Health Action Group

Safer Communities
Board

Learning Disability
Partnership Board

Migration
Partnership Board

Partnership Plus

Autism Partnership
Board

Financial Inclusion
Steering Group

Systems and processes

We involve people when improving our systems, processes and technology, such as:

- Online portals and forms
- Improving sign language support for BSL users
- Our information and advice offer
- Trialling new technology (Living Lab)



Seldom Heard Review

- Spoke to 200+ people
- Report and action plan
- Theory of Change approach
- Reaching all our communities



Inclusive by Design:

Delivering leadership on equality and demonstrating commitment

Engaging effectively with residents to make improvements

Delivering quality services that reflect the diverse needs of local people

Building a diverse workforce with equality confidence, knowledge and skills

Looking to the future



Demand for health and care is rising



Services have been under sustained pressures



Financial resources are limited



New Government – funding and policy uncertainty



Important we have public and patient engagement at the heart of this and champion better health and care

Our work with Healthwatch

A critical friend to help us
improve health and care
services

A vital voice in strategic boards
and partnerships

An active partner in co-designing
new developments in health and
care