



Developing a new strategic approach to
colleagues and citizens engagement

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SUSTAINABLE HEALTH & CARE BY 2032

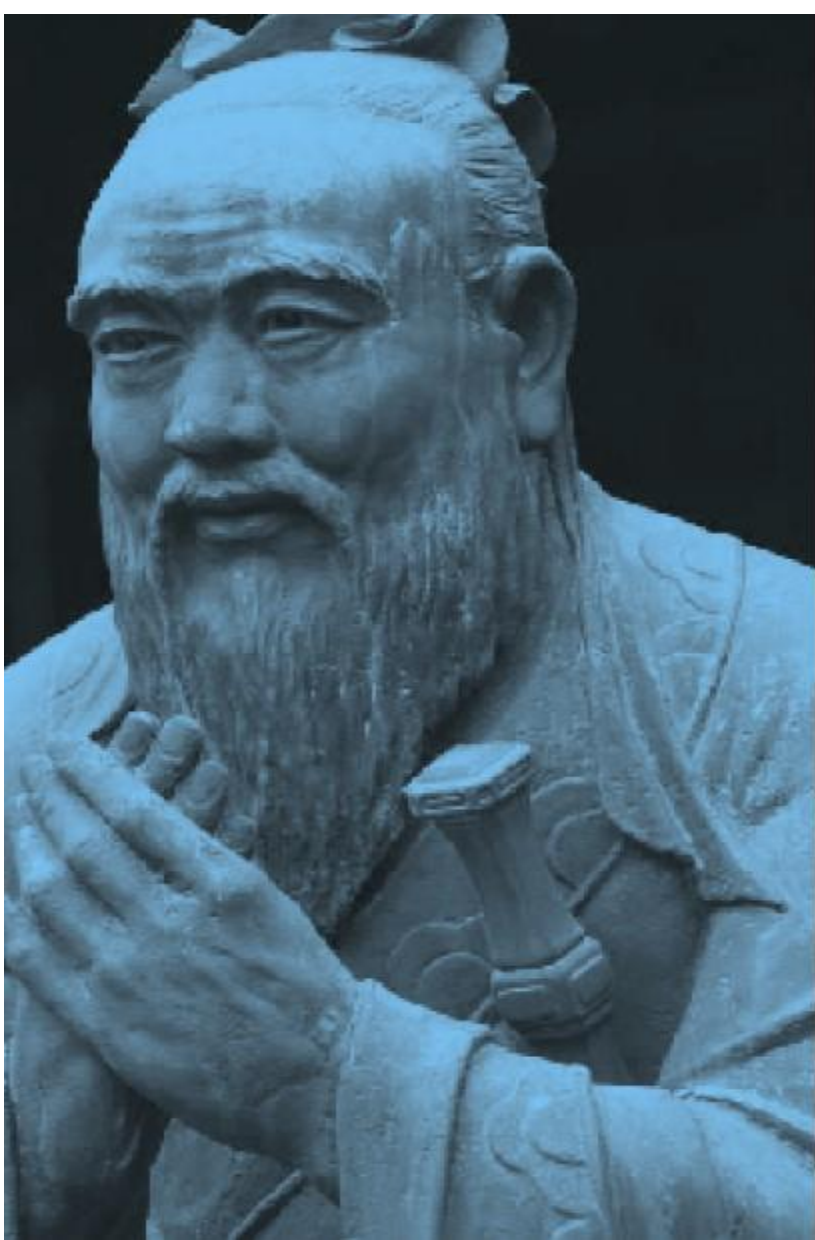
Responding
to illness

Enabling
wellness

Our people are our most important asset and we need to invest our time and efforts into creating a different conversation and relationship with the people of Grampian, to ensure we can provide sustainable health and care services for the future while also meeting the health and wellbeing needs of the population'



By March 2024, NHS Grampian will have agreed an approach that engages and involves colleagues and citizens in more equal partnerships which deliver good quality care and more preventative approaches with communities.



“

Tell me and I will forget; show
me and I may remember;
involve me and I will
understand.”

CONFUCIUS, 450BC

High-Level Plan

Nov 2023

Create spaces for **flexible, responsive and iterative conversations** with leaders, staff, citizens and partners, aiming to yield colleague and citizen-led insight and intelligence, to inform, shape and influence the direction of NHS Grampian's approach to engagement

Nov – Jan
2024

- Review evidence base for effective colleague and citizen engagement
- Bring together different people who already support engagement work to explore shared objectives, common challenges, integrated responses

Feb- March
2024

- Review current patient and staff engagement mechanisms to inform the new approach
- Identify examples of good practice/areas of challenge to explore and understand the essential ingredients
- Continue gathering of staff and community insights to validate new engagement approach and actions required

By 31st
March 2024

- Share new draft strategic approach to engagement and with SLT/board for discussion
- Agree new engagement work plan to deliver the approach, and share learning with the engagement network and community partners

Listen

Learn from
peers and
experts

Apply and
Communicate
findings / next
steps

Get involved in the conversation!

Come join an open discussion session on Teams – 15th and 18th December

Get in touch by email or Teams – let me know what you feel needs to change to help us move up the Ladder of Engagement

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