

Our plans for talking and listening to you (main points).



**This is an EasyRead version of
Our Involvement Strategy (Summary Document).**



North East and North Cumbria



We are North East and North Cumbria Integrated Care System.

We look after the health needs of lots and lots of people in the north east of England and north Cumbria.



To make sure we are doing a good job we want to hear from people about how we work and our plans.



We want to make sure our plans to do this are the same across the north east of England and north Cumbria.

We plan to do this by:



- Working with local people.



- Going and talking to and hearing from as many different people as we can.



- Getting people to take part in our work.



- Telling the truth about us and our plans to people who work for us or use our services.



- Making sure we hear from people who use our services so we can learn from them about our services.



- Telling people how we have used what they have told us to change things. Telling people why we have not used what they have told us to change things.



- Use lots of different ways to make sure people can tell us what they think of us and our plans.



- Make sure if we need to change our services we talk to and hear from people as part of these changes.



- Think of new ways to hear from people. We may set up a group of people we can hear from.



- Make sure our information and chances to take part are as accessible to as many people as we can.



We can only do this if we work with lots of different people.

These people are:



- People who use our services.



- People who work for us.



- Other organisations in the NHS.



- Councils.



- Charities.

healthwatch

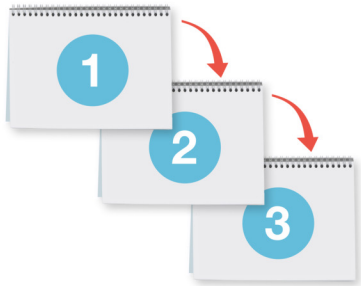
- Healthwatch.



We will make sure that we are talking to and hearing from the people we need to.



To make sure we are good at talking to and hearing from people we will ask ourselves these questions:



1) Did our ideas on how we talk to and hear from people fit in with other plans across NECIS?



2) Did we talk to and hear from the right people?



3) Did we tell people in the best way for these people?



4) Did we find out what we wanted to on time?



5) What did we find out and did we tell the people who we talked to what we found out?



By talking and hearing from people we can make our service even better.



We will tell you when you when we need to change things.



We will tell you why we need to change things.

This EasyRead document was made by The Twisting Ducks EasyRead service. It was written with and checked by people with learning disabilities. For more information:



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