

Working alongside people and communities at NICE - A three-year strategy for involvement and engagement

Summary of consultation questions

Many thanks for taking the time to read 'Working alongside People and Communities at NICE - a three-year strategy for involvement and engagement. To help you prepare your response, the questions we have asked in the survey are shown below. Please submit your response using the survey link: https://nice.welcomesyourfeedback.net/People_and_Communities_at_NICE

Section 1 – about you

1. What is your role? Please choose one answer most closely matches your perspective.

Patient / service user / carer / expert by experience

Advocate for patients, service users and carers

Employee/volunteer of a voluntary or community sector organisation

Member of the public

Medical and dental professional

Nursing and midwifery professional

Allied health professional

Pharmacy professional

Healthcare support staff

Scientific and technical staff

Public health professional

Social work professional

Social care provider

Student

Commissioning professional

Health economics professional

Market access professional

Director

Clinical/healthcare manager

Other manager

Education provider

Information Specialist / Librarian / Analyst

Policy development professional

Researcher

Clinical governance/patient safety professional

Quality improvement professional

Admin and clerical staff

Other

please describe:

2. Are you responding on behalf of an organisation?

- Yes (go to question 3)

- No (go to question 5)

3. If you are responding on behalf of an organisation, please state the name of your organisation

4. What type of organisation do you represent?

Voluntary and community sector organisation

Primary care

Community care

Secondary care

Tertiary care

Long term residential care

Local authority

Healthwatch

Integrated Care System

Commissioning Support Unit

NHS England

UK Health Security Agency

National regulator / advisory body / arm's length organisation (non-departmental government body)

University / college / school

Life sciences company

Pharmaceutical company

Medical technology company

Consultancy company

Other

Please specify:

5. Have you or your organisation received any payments, grants or other funding from life science, pharmaceutical, or medical technology companies in the past three years?

Yes

Please explain your answer:

No

Section 2 – consultation questions

6. **Our vision is to ‘have a best-practice approach to involvement and engagement, to improve the impact of our guidance and ensure the best care for people and communities’. Do you support this vision as the basis for our 3-year strategy?**

5 – strongly agree, 4 – agree, 3 – neither agree nor disagree, 2 – disagree, 1 – strongly disagree, 0 – don’t know/cannot say

Why did you give that answer? Please feel free to comment on the proposed vision, and/or highlight anything you would wish us to consider.

Healthwatch Birmingham and Healthwatch Solihull strongly support the vision for the strategy. We recognise that it reflects the updated language NICE are using, and the continued commitment to keep improving working alongside people and communities. It is good to see the focus on the impact on people and communities of better care.

7. **The strategy outlines five core areas for NICE to focus on over the next 3 years, (described on page 11). Overall, to what extent do you agree or disagree that these are the right areas for NICE to focus on?**

5 – strongly agree, 4 – agree, 3 – neither agree nor disagree, 2 – disagree, 1 – strongly disagree, 0 – don’t know/cannot say

Why did you give that answer? Please feel free to comment on the five areas of focus and/or highlight anything you would wish us to consider.

We are pleased to see such meaningful and clear areas of focus for the strategy. It is clear to see how these have developed from the work NICE had already been doing, but also from the work it has undertaken whilst developing the strategy. The core areas of focus are clear for people to understand, and to see that their views will be valued.

Regarding focus 2, tailored approaches, we are pleased to see the commitment to break down barriers to engagement with NICE. However we feel this focus could be strengthened by more details about how these barriers will be identified in the first place, and how NICE will use data and community information to ensure it is hearing diverse experiences. We feel by further outlining these points, it will show how NICE is a leading organisation in its approach to working with people and communities.

Healthwatch Birmingham and Healthwatch Solihull are particularly pleased to see an organisation such as NICE outlining in focus 5 its commitment to embed an ethos of curiosity for involvement and engagement.

8. The strategy sets out twelve guiding principles that will underpin the way work alongside people and communities (see page 12). Do you agree that these twelve guiding principles will support us to achieve our vision and aims?

5 – strongly agree, 4 – agree, 3 – neither agree nor disagree, 2 – disagree, 1 – strongly disagree, 0 – don't know/cannot say

Why did you give that answer? Please feel free to comment on the twelve guiding principles, and/or highlight anything you would wish us to consider.

We are pleased to see the commitment NICE gives in the twelve guiding principles, and how these are reflected throughout the strategy. They are a strong set of principles and set a clear direction.

Regarding principle 7, we feel more information needs to be shared about the thinking behind the re-use of insight in NICE's work and what this entails, as it seems unclear at the moment what this would look like, and how this benefits people.

We are encouraged by principle's 5 commitment to a fair and transparent payment policy, as this will only help people and communities have more trust in NICE's work. We look forward to seeing this early in the life of the strategy.

9. Do you think the proposed measures of success for the strategy, will show that we have achieved our vision? (see page 14)

a. Impactful involvement and engagement:

It is good to see the commitment to collect feedback on people's experiences of working with NICE and acting on that feedback. We are interested to see how NICE is able to communicate the increased uptake in guidance measures, and have already commented on our wish to see the fair and transparent pay policy in due course.

b. Tailored approaches:

These are clear measures for success in this area. However we would like to see more detail about how NICE will further tailor its approach to hearing from underrepresented groups when looking at condition specific guidance. We know that

some communities are more impacted by particular conditions, and would like to see a commitment to ensuring that measures are also tailored for each piece of work, not just looked at on a whole.

c. An innovative culture:

We are pleased to see updated prioritised guidance in this area for measurement.

d. Productive partnerships:

Whilst we recognise the importance of a measure to look at increased new partnerships with voluntary and community sector organisations, we feel it is important to also implement a measure on the quality of these partnerships, both new and existing. A focus on the quality and not just the quantity of partnerships, will increase confidence partners have in the benefits of working with NICE.

e. Focus on people first:

It is good to see the embedding of this strategy throughout the organisation, including at a governance level. We are interested to hear more about what role involvement and engagement champions have within the organisation.

10. To what extent do you agree or disagree that people and communities will know the strategy is working for them through the proposed progress measures (see page 15)?

5 – strongly agree, 4 – agree, 3 – neither agree nor disagree, 2 – disagree, 1 – strongly disagree, 0 – don't know/cannot say

Why did you give that answer? Please feel free to comment on the proposed progress measures, and/or highlight anything you would wish us to consider.

Healthwatch Birmingham and Healthwatch Solihull feel that this area of the strategy needs the most development. It is clear to see that NICE have thought about how they want people, communities and organisations to feel about working with NICE. What is harder to assess is how NICE will capture these feelings as measures, whilst avoiding over scrutinising each involvement people have with the organisation. We would also like to see how NICE will address the situation if people do not feel this way after working with them. A clearer outline of this would strengthen the strategy.

Section 3 – further comments

- 11. If you have any further comments on the strategy, which you would like us to consider, please share them here. Where appropriate, please include the page reference of the strategy (Word document) you are referring to.**

We welcome the clear and transparent way NICE has worked to develop and present this strategy to everyone. We look forward to seeing the action plan of implementing the strategy, and how this progresses on a year on year basis, including the annual review of engagement and involvement activity.