Principles of co-design & working in partnership with “hard to reach groups”

Sue Mellor: Head of Patient Experience

Alan Mercel – Sanca: LGBT CCG advisor
Examples of our achievements

• Learning Difficulties
• Muslim
• LGBT
• Complainants
• Carer’s
• Young people
• Gypsies and travelers
• Jewish community
YP Stakeholder
**Principles** - Listening / joint respect / shared desire to improve patient experience…… co production

**The journey so far:**

Equality & Diversity Conference 5 years On (2015)
- LGBT Dorset Equality network attending.
Exploratory meeting – reviewed Vox pops
Attended LGBT Dorset Equality Network meeting
RBCH supported awareness day – LGBT history month
Co- designed vox pops (including:- rationale, script and key messages) for staff awareness
Multi Faith Dignity Gowns

providing the excellent care we would expect for our own families
Next Steps

RBCH
- Quality strategy
- Gypsies and travelers
- Young carers
- Engaging with hidden groups
  - Immigrants
  - Sex workers
  - Addicts

LGBT Dorset Equality Network
- Transforming relationships with NHS
- Others are engaging
- This model for future relationships
- Others in editing
- Empowers and develops confidence
providing the excellent care we would expect for our own families