

Stockport PCT use Citizen Space to improve engagement during a period of change in the NHS

Client: Stockport PCT

Type of process: ongoing consultation & engagement

App used: Citizen Space

Snapshot

Stockport PCT are using Citizen Space as one of the key tools to help manage change within the NHS. The system is being used not only by the commissioning teams, but also by GP practices and clinics to help streamline their consultation process. <http://www.citizenspace.com/stockport-haveyoursay>

Detail

Prior to using Citizen Space, patient engagement was traditionally focussed around paper surveys and comment cards which brought with it not only a high associated cost but also limits in terms of accessibility. Public engagement was also challenging - especially when trying to reach out to a younger audience.

Stockport PCT decided that Citizen Space was the right tool to overcome such issues and the system has been used to offer a solution to the following problems:

- **Time, Money & Staffing Solutions** - Citizen Space allows for quick and easy access to patient's views and can be used to survey potentially thousands of people in a day rather than limiting people to one event.
- **Engaging with a wider range of people** - The highly accessible site can be used by patients with a visual disability through a text reader and the capacity to add on video clips means that for the first time surveys can be offered in sign language.
- **Sharing and using feedback from engagement** - through the advanced search filter, duplication of work and surveys can be avoided. The public can also know that their views were used within the decision making process.

“The future of the NHS like most organisations in this economic climate depends heavily upon streamlining work across teams. For engagement and patient experience, this is the tool that can make it happen”

Angela Beagrie - Stockport PCT

Open Consultations 	
Title	Date Ends
DH project on PRG	9 Aug 2011
GP Views on AQP	15 Sep 2011
Extending Choice of Provider	15 Sep 2011
Patient experience at Bracondale Medical Centre	16 Sep 2011
Women's Health	31 Dec 2011

For more information, visit: <http://www.citizenspace.com/info/>