

Co-Production Checklist

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Summary

Title	Co-Production Checklist
Co-Production Group Members	Aimee Hayes
	Alex Camies
	Chris Boccovi
	Andrzej Bieda
	Kola Abiola
	Stephanie McKinley
Contribution	Developed by co-production group members.
	Facilitated, compiled and prepared by Healthwatch Greenwich.
	Commissioned by South East London Integrated Care Board.

Introduction

Healthwatch Greenwich (HWG) was commissioned by the South East London Integrated Care Board (SEL ICB) to engage with local people and community members to establish a collective understanding of co-production's role in enhancing health and care services across South East London.

A co-production group consisting of local people and communities was formed to achieve the following objectives:

- To serve as a forum to support co-production activities across health and care services in south east London.
- To ensure that the design, development, and delivery of health and care services is co-produced by the people that use them.
- To promote a co-production culture and find ways to integrate it as best practice at all stages of health and care service planning, development, and delivery.

HWG facilitated a series of co-production sessions between July 2023 and May 2024. The final four sessions were specifically focused on developing a comprehensive co-production checklist. With input from the co-production group members, HWG compiled and prepared this checklist.

Co-Production Checklist

This co-production checklist aligns with the co-production¹ approach based on the principle that those who use health and care services are best placed to help design it.

The development process for the co-production checklist included the following steps:

- **Prioritise Co-Production Topics:** During the sessions, the co-production group members identified and prioritised key topics through collaborative discussion. Members contributed their suggestions, which were analysed by HWG. Based on this analysis, HWG developed a structured template for members to input their considerations and propose key questions for engagement practitioners to incorporate into their co-production work.
- **Review and Analyse:** HWG reviewed and analysed member responses including the co-production meeting transcripts. HWG then drafted the checklist.
- **Revise and Final Draft:** Members reviewed the co-production checklist and provided feedback. HWG compiled the final draft.

Following the final review by the members, this checklist is structured as a four-stage framework: Stage 1. Service Engagement Planning; Stage 2. Service Development/Delivery; Stage 3. Monitoring of Service Delivery; Stage 4. Evaluation of Services.

Each stage is centred around four themes: inclusion, communication, transparency, and sustainability. For each theme, specific guiding questions are provided to ensure consideration and integration throughout the lifecycle of a service.

¹ SEL ICS: Top Tips: Co-production

Stage 1. Service Engagement Planning

This stage is designed for engagement practitioners and service leads to provide a framework for planning community engagement initiatives using a co-production approach. It outlines critical questions to consider. The aim is to ensure this process is strategic, equitable, and aligned with community needs.

1a. Inclusion

To ensure the views and needs of local people and communities from a wide range of groups and backgrounds are included.

- How can local people and communities participate in service design and planning efforts to identify what services are needed in their community?
- How can we proactively identify communities that have not been included and what strategies will be employed to effectively include them?

1b. Communication

Establish a clear communication plan for outreach/engagement efforts.

- Who is affected by digital exclusion, and how can we include them in the process of service planning?
- How can we effectively communicate complex concepts or decisions in a way that is understandable to local people and communities?
- What communication process is in place for local people and communities to provide feedback, ask questions, and raise concerns about the engagement?

1c. Transparency

Share information about decision-making processes, resource allocation, and outcomes to promote accountability and trust.

- Discuss aims and objectives of engagement, timelines, budgets, and available resources.

- Consider how participation in co-production is recognised and rewarded. If financial compensation is offered, clearly outline the compensation rate and the process for claiming it.
- How can we be transparent about decisions made such as who is involved, resource allocation, and outcomes?

1d. Sustainability

Establish a long-term sustainability plan to improve engagement efforts.

- How can we leverage existing community resources through collaboration with local people, communities and the VCSE sector to improve engagement?
- How can we build trusting relationships with local people and communities to ensure the sustainability of the engagement work?

Stage 2. Service Development

This stage provides essential questions for service providers and services on utilising a co-production approach to develop services. It emphasises collaborative methods to design services that meet community needs effectively. The aim is to ensure services are both impactful and reflective of the community's priorities.

2a. Inclusion

Include local people and communities in shaping service development processes.

- In what ways can local people and communities be involved in shaping the development of services to better meet their specific needs and preferences?
- What barriers exist that may prevent certain groups from fully participating in or accessing services, and how can they be addressed?

2b. Communication

Establish clear and open communication and information sharing processes.

- What communication strategies can be used to ensure local people and communities are informed about any changes or updates?
- What communication barriers may hinder local people and communities from accessing or understanding information about service development, and how can they be overcome?

2c. Transparency

Share information about decision-making in the service development/delivery process.

- What information should be shared with local people and communities to ensure transparency in the development/delivery of services?
- How can we ensure accountability in service development/ delivery?

2d. Sustainability

Develop sustainable solutions to improve service development/delivery efforts.

- What indicators are used to assess the sustainability of service development/delivery efforts that contribute to improved access, experience, and outcomes for local people and communities?

Stage 3. Monitoring

This stage is tailored for service providers and managers, focusing on using a co-production approach to monitor services. It prompts them on how to collaboratively track and assess the effectiveness of services, ensuring they continue to meet community needs and adapt based on feedback.

3a. Inclusion

Include local people and communities in the service monitoring process.

- Who are the local people and communities not involved and how can we ensure their inclusion?
- How can local people and communities actively participate in determining the criteria for monitoring of services?
- What barriers to participation might local people and communities face, and how can we address these barriers?
- How would the service delivery monitoring process reflect the perspectives and experiences of local people and communities, including those from marginalised or underrepresented communities?

3b. Communication

Collect regular feedback from local people and communities to assess satisfaction and identify areas for improvement.

- How can we gather feedback from local people and communities about service access and experience? How often should this feedback be collected?
- What communication channels are most effective for keeping local people and communities informed?
- How can communication about service monitoring be accessible and understandable to local people and communities?

3c. Transparency

Share information about goals, benchmarks, and methodologies used to track progress.

- How can we ensure transparency in sharing information about the goals, benchmarks, and methodologies used to measure progress?
- What measures can be taken to ensure that progress data is accessible and understandable to local people and communities, and how can we address any concerns or questions from local people and communities?
- How can local people and communities be involved in the analysis and interpretation of progress data and decision-making to improve services based on the findings?

3d. Sustainability

Establish regular monitoring and adaptation of services to improve access, experiences, and outcomes for local people and communities.

- What indicators should be monitored to assess progress towards goals, and how can progress be measured over time?
- When and what indicators will be collected and monitored to ensure effective collaboration with VCSE sector and underserved communities to improve services?

Stage 4. Evaluation

This stage is intended for service providers and managers, emphasising the use of a co-production approach to evaluate services. It will help them to collaboratively assess which aspects of the service are successful and identify areas for improvement, ensuring continuous enhancement and alignment with community needs.

4a. Inclusion

Include local people and communities in the evaluation process.

- How will the evaluation process accommodate diverse perspectives and ensure that local people and communities feel heard and valued?
- What strategies are implemented to engage local people and communities in providing feedback on service being evaluated?

4b. Communication

Establish clear communication channels with local people and communities to discuss the evaluation process and findings.

- How can evaluation methodology be shared with local people and communities to ensure common understanding and engagement?
- What communication channels and formats are most appropriate for sharing evaluation findings with local people and communities?
- How will local people and communities be invited to provide feedback on the evaluation process and findings, and how will their input be incorporated into decision-making?

4c. Transparency

Share evaluation findings openly with local people and communities, including both successes and areas for improvement, to promote accountability and trust.

- How can transparency in the evaluation process be clearly documented such as the criteria, methods, and data used to assess the services?

- What mechanisms are in place to share evaluation findings openly with local people and communities and address any questions or concerns they may have?
- How will local people and communities be engaged in the development of recommendations for improving services based on the evaluation findings?

4d. Sustainability

Identify sustainable solutions for service improvement.

- What recommendations can improve service access and outcomes, and how will local people and communities be involved? When can these recommendations be made, and how?

Conclusion

In conclusion, the collaborative work of co-production group members, facilitated by HWG and commissioned by SEL ICB, has resulted in the creation of this co-production checklist. Designed to foster inclusivity, transparency, communication, and sustainability, this checklist supports co-production in health and care engagement planning, service development, delivery, monitoring, and evaluation. It aims to ensure services address the diverse needs of the community while enhancing accessibility, effectiveness, and health outcomes, ultimately improving user experiences.

healthwatch Greenwich

Gunnery Works
9-11 Gunnery Terrace
Woolwich Arsenal
SE19 6SW

www.healthwatchgreenwich.co.uk
t: 0208 301 8340
e: info@healthwatchgreenwich.co.uk
@HWGreenwich
Facebook.com/Healthwatchgreenwich

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