

## Listening Events

6 GP events per quarter

6 Acute Hospital events per quarter

6 Community Hospital events annually

11 High Street/ Supermarket events annually

12 Awareness Events annually

## Outcomes

800 experiences gathered

Fresh data quarterly to be shared with commissioners

## Reactive Engagement

3 reactive events per quarter

Led by the Enter and View/ Escalations Panel

## Outcomes

12 internal reports annually

Gain data to show we are monitoring and responding appropriately to concerns

## Disadvantaged Communities

1 event per quarter (4 annually)

## Outcomes

4 informational reports with a single format

4 outcomes related to reports that demonstrate influence

Evidence of empowering people with information, advice and advocacy

Written feedback from 20% participants

## Breakthrough in efficiency

We will find a new method of engagement that can be consistently replicated

## Outcomes

100 experiences from a new breakthrough method

## Thematic Priorities

We will capture data at events with local communities that can influence and feed into our projects

## Outcomes

All projects have the required data for outputs and deliverables