

Our strategic vision for 2023-2028

Our aim:

We will enable inclusive engagement of people and communities in health and care services through evidence, improvement and assurance.

Meaningful engagement matters. It leads to high quality, safe services that are person-centred. It improves the health and wellbeing of communities.

We will achieve our aim by:

1. Building and sharing evidence around engagement
2. Using knowledge and expertise to improve engagement
3. Providing assurance that people are involved in shaping services



1. Evidence: we will build and share evidence around engagement

- We will be the go-to place for evidence we build *from* engagement, and *about* how to engage effectively.
- We will play a crucial role in transforming national health and care services, and developing policy by creating relevant, timely evidence.
- We will support people, communities and the public to have their say in health and care.
- We will gather local, national and international engagement evidence.
- We will have a joined-up, proactive plan for creating evidence which prioritises national needs.

How we'll do this: gather public views, run Citizens' Panels, carry out research, write case studies, service change reports, guidance and toolkits, hold workshops and events

2. Improvement: we will use knowledge and expertise to improve engagement

- We will create a learning system that supports internal and external stakeholders to learn, develop, improve and share best practice in engagement. This includes applying learning from our work and testing new things.
- We will have excellent partnership working and communication that underpins sharing knowledge.
- We will be forward-thinking and ambitious, continually improving and developing our expertise.

How we'll do this: use our Quality Framework, lead networks for professionals in similar roles, celebrate success, provide training, have a culture that values and supports people, and reduce unnecessary variation. We will share our expertise on equality, diversity and human rights, person centred care and What Matters to You. We will drive forward volunteering and public involvement.

3. Assurance: we will provide assurance that people are involved in shaping services

- We will fulfil our statutory role to support, ensure and monitor NHS boards' duty to involve the public.
- We will provide strategic support and governance on engagement to our partners across health and care.
- We will plan and prioritise our work and resources in a clear and consistent way. We will assure the approach Healthcare Improvement Scotland takes to engagement, equality and diversity.

How we'll do this: support services to develop and review their engagement strategies, provide advice on service change, support use of the Quality Framework and equality impact assessments, and have a clear strategic vision and operational plan with outcome measures.