



England

Digital CHS User Research: Amplifying the Voices of Community Health Services

October 2023



Introduction to the Team



Sam Watson
Team Lead



Erin Barrett
Engagement Lead



Aisha Dautova
User Research Lead



Amirah Abid
User Researcher



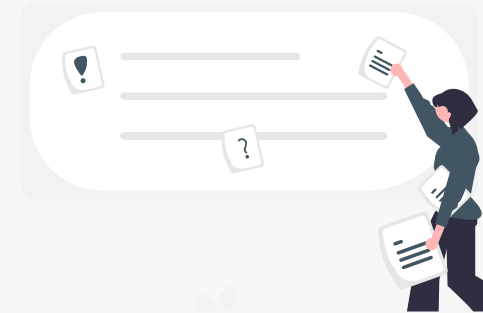
Hafsa Hersi
User Researcher

Amplifying the Voices of Community Health Services

Why are we conducting this research?

Community Health Services are **there for people through every stage of life** - from helping our children stay healthy to providing vital support to those living with complex health and care needs. They are **central to NHS plans** for truly integrated health and care services provided closer to home.

Despite their crucial role, community health services are **poorly understood** compared to other areas of the NHS and have experienced **historic under-investment**.




Our aim is to change that, by spending time **listening** to people working in and with community services and **co-creating a vision**, where this sector is better supported and empowered to take on its growing mission.






Amplifying the Voices of Community Health Services

What are we hoping to achieve?

1. We want to learn about your **experiences and needs** working in and with community health services and hear about the **vital impact** of your work... 

...so that we can **raise the profile** of CHS, ensure your specific **needs are understood** across the system, and evidence your **integral role** in realising NHS ambitions.
2. We want to understand the **causes of challenges** that you experience, today's **digital foundations** and how you **want to be supported** in the future... 

...to ensure that **your needs are at the heart** of digital transformation and encourage **investment** in levelling up CHS and empowering it to meet its growing demand.

Amplifying the Voices of Community Health Services

How to get involved

We want to talk to as many people as possible working in and with community health services – both on the **front lines** and on **strategic leadership** level.



Community & Integrated Trusts



CICs & Social Enterprises



Third Sector Providers



Independent Sector Providers



Hospices



Community Hospitals

We would be grateful for any time you could give us, whether it's a **15-minute virtual chat** or a chance to **visit you in-person** to learn how things work on the ground.

October – December

Exploratory research: interviews with front line staff, ICS and ICB leaders, people working in the management and provisioning of community services, **site visits** and **surveys**.

If you would like to talk to us or could help connect us with providers in your systems, **please get in touch:**

aisha.dautova1@nhs.net