

# Service user engagement and health service reconfiguration: a rapid evidence synthesis

Jane Dalton,<sup>1\*</sup> Duncan Chambers,<sup>1</sup> Melissa Harden,<sup>1</sup> Andrew Street,<sup>2</sup> Gillian Parker<sup>3</sup> and Alison Eastwood<sup>1</sup>

<sup>1</sup>Centre for Reviews and Dissemination, University of York, York, UK

<sup>2</sup>Centre for Health Economics, University of York, York, UK

<sup>3</sup>Social Policy Research Unit, University of York, York, UK

\*Corresponding author

**Declared competing interests of authors:** Jane Dalton is a publicly elected governor at York Teaching Hospital NHS Foundation Trust.

Published April 2015

DOI: 10.3310/hsdr03170

## Plain English summary

### Service user engagement and health service reconfiguration

Health Services and Delivery Research 2015; Vol. 3: No. 17

DOI: 10.3310/hsdr03170

NIHR Journals Library [www.journalslibrary.nihr.ac.uk](http://www.journalslibrary.nihr.ac.uk)

## Plain English summary

The need to fully engage patients and the public in discussions and decisions about changes to the way health services are delivered (reconfiguration) is generally recognised. Proposed changes (such as moving services from one place to another) are often unpopular. Effective public engagement may help to overcome people's objections (sometimes by changing the original proposals). In contrast, inadequate consultation may lead to proposals being delayed or challenged in the courts.

The purpose of this research was to assess what is known about effective patient and public engagement in reconfiguration processes. We did this by searching for and summarising relevant information from published research and relevant websites. We were particularly interested in overviews of research and examples of good practice relevant to the NHS.

We found that patients and the public have been engaged in a wide variety of ways ranging from public meetings and distribution of information to the use of social media. In general, engagement was most likely to be successful when the process started at an early stage of planning service change, offered opportunities for genuine interaction and was led and supported by health professionals. Problems were most likely if NHS organisations did not pay enough attention to issues considered important by the public. NHS organisations should report on how they have involved patients and the public in decisions about changes to services. They should also evaluate the results of the consultations (e.g. how satisfied people were with the process and what was actually done as a result).

# Health Services and Delivery Research

ISSN 2050-4349 (Print)

ISSN 2050-4357 (Online)

This journal is a member of and subscribes to the principles of the Committee on Publication Ethics (COPE) ([www.publicationethics.org/](http://www.publicationethics.org/)).

Editorial contact: [nihredit@southampton.ac.uk](mailto:nihredit@southampton.ac.uk)

The full HS&DR archive is freely available to view online at [www.journalslibrary.nihr.ac.uk/hsdr](http://www.journalslibrary.nihr.ac.uk/hsdr). Print-on-demand copies can be purchased from the report pages of the NIHR Journals Library website: [www.journalslibrary.nihr.ac.uk](http://www.journalslibrary.nihr.ac.uk)

## Criteria for inclusion in the *Health Services and Delivery Research* journal

Reports are published in *Health Services and Delivery Research* (HS&DR) if (1) they have resulted from work for the HS&DR programme or programmes which preceded the HS&DR programme, and (2) they are of a sufficiently high scientific quality as assessed by the reviewers and editors.

## HS&DR programme

The Health Services and Delivery Research (HS&DR) programme, part of the National Institute for Health Research (NIHR), was established to fund a broad range of research. It combines the strengths and contributions of two previous NIHR research programmes: the Health Services Research (HSR) programme and the Service Delivery and Organisation (SDO) programme, which were merged in January 2012.

The HS&DR programme aims to produce rigorous and relevant evidence on the quality, access and organisation of health services including costs and outcomes, as well as research on implementation. The programme will enhance the strategic focus on research that matters to the NHS and is keen to support ambitious evaluative research to improve health services.

For more information about the HS&DR programme please visit the website: <http://www.nets.nihr.ac.uk/programmes/hsdr>

## This report

The research reported here is the product of an HS&DR Evidence Synthesis Centre, contracted to provide rapid evidence syntheses on issues of relevance to the health service, and to inform future HS&DR calls for new research around identified gaps in evidence. Other reviews by the Evidence Synthesis Centres are also available in the *HS&DR* journal.

The research reported in this issue of the journal was funded by the HS&DR programme as project number 13/05/11. The contractual start date was in March 2014. The final report began editorial review in September 2014 and was accepted for publication in December 2014. The authors have been wholly responsible for all data collection, analysis and interpretation, and for writing up their work. The HS&DR editors and production house have tried to ensure the accuracy of the authors' report and would like to thank the reviewers for their constructive comments on the final report document. However, they do not accept liability for damages or losses arising from material published in this report.

This report presents independent research funded by the National Institute for Health Research (NIHR). The views and opinions expressed by authors in this publication are those of the authors and do not necessarily reflect those of the NHS, the NIHR, NETSCC, the HS&DR programme or the Department of Health. If there are verbatim quotations included in this publication the views and opinions expressed by the interviewees are those of the interviewees and do not necessarily reflect those of the authors, those of the NHS, the NIHR, NETSCC, the HS&DR programme or the Department of Health.

**© Queen's Printer and Controller of HMSO 2015. This work was produced by Dalton *et al.* under the terms of a commissioning contract issued by the Secretary of State for Health. This issue may be freely reproduced for the purposes of private research and study and extracts (or indeed, the full report) may be included in professional journals provided that suitable acknowledgement is made and the reproduction is not associated with any form of advertising. Applications for commercial reproduction should be addressed to: NIHR Journals Library, National Institute for Health Research, Evaluation, Trials and Studies Coordinating Centre, Alpha House, University of Southampton Science Park, Southampton SO16 7NS, UK.**

Published by the NIHR Journals Library ([www.journalslibrary.nihr.ac.uk](http://www.journalslibrary.nihr.ac.uk)), produced by Prepress Projects Ltd, Perth, Scotland ([www.prepress-projects.co.uk](http://www.prepress-projects.co.uk)).

## **Health Services and Delivery Research Editor-in-Chief**

**Professor Ray Fitzpatrick** Professor of Public Health and Primary Care, University of Oxford, UK

## **NIHR Journals Library Editor-in-Chief**

**Professor Tom Walley** Director, NIHR Evaluation, Trials and Studies and Director of the HTA Programme, UK

## **NIHR Journals Library Editors**

**Professor Ken Stein** Chair of HTA Editorial Board and Professor of Public Health, University of Exeter Medical School, UK

**Professor Andree Le May** Chair of NIHR Journals Library Editorial Group (EME, HS&DR, PGfAR, PHR journals)

**Dr Martin Ashton-Key** Consultant in Public Health Medicine/Consultant Advisor, NETSCC, UK

**Professor Matthias Beck** Chair in Public Sector Management and Subject Leader (Management Group), Queen's University Management School, Queen's University Belfast, UK

**Professor Aileen Clarke** Professor of Public Health and Health Services Research, Warwick Medical School, University of Warwick, UK

**Dr Tessa Crilly** Director, Crystal Blue Consulting Ltd, UK

**Dr Peter Davidson** Director of NETSCC, HTA, UK

**Ms Tara Lamont** Scientific Advisor, NETSCC, UK

**Professor Elaine McColl** Director, Newcastle Clinical Trials Unit, Institute of Health and Society, Newcastle University, UK

**Professor William McGuire** Professor of Child Health, Hull York Medical School, University of York, UK

**Professor Geoffrey Meads** Professor of Health Sciences Research, Faculty of Education, University of Winchester, UK

**Professor John Powell** Consultant Clinical Adviser, National Institute for Health and Care Excellence (NICE), UK

**Professor James Raftery** Professor of Health Technology Assessment, Wessex Institute, Faculty of Medicine, University of Southampton, UK

**Dr Rob Riemsma** Reviews Manager, Kleijnen Systematic Reviews Ltd, UK

**Professor Helen Roberts** Professor of Child Health Research, UCL Institute of Child Health, UK

**Professor Helen Snooks** Professor of Health Services Research, Institute of Life Science, College of Medicine, Swansea University, UK

Please visit the website for a list of members of the NIHR Journals Library Board:  
[www.journalslibrary.nihr.ac.uk/about/editors](http://www.journalslibrary.nihr.ac.uk/about/editors)

**Editorial contact:** [nihredit@southampton.ac.uk](mailto:nihredit@southampton.ac.uk)