

## Step 4: Stakeholder Engagement

### Tool 2: Different Types of Public Engagement

This tool is for use in conjunction with Step 4 of the Commissioning Toolkit document

The law recognises three types of issue and requires appropriate public engagement in each case. Use the table below to help you identify what level of service change is anticipated in your region, and the corresponding level of public engagement consequently needed.

The table is reproduced from **Public Engagement: A toolkit for health commissioners and partner organisations (2011)**, published by NHS Lancashire and available at:  
[www.centrallancashire.nhs.uk/Engagement/default.aspx?Item\\_ID=221](http://www.centrallancashire.nhs.uk/Engagement/default.aspx?Item_ID=221)

| Level          | Issues                                                                                                                                                                                                                                                                                             | Engagement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Level 1</b> | <p>Strategic service planning.</p> <ul style="list-style-type: none"><li>• Strategic decisions that impact on what, how or where services are provided.</li><li>• Longer term plans or intentions.</li><li>• Issues of a potentially contentious nature, which may raise media interest.</li></ul> | <p>Full public consultation inviting all stakeholders and the general public to comment and allowing three months to respond.</p> <p>Suitable methods:</p> <ul style="list-style-type: none"><li>• Publishing a detailed consultation document outlining the issues, options and constraints.</li><li>• Public notices and direct approaches to a wide range of stakeholders inviting formal responses.</li><li>• Public and private meetings or workshops to clarify points and explore issues further.</li><li>• Online forums to promote debate and gather views</li></ul> |
| <b>Level 2</b> | <p>Less significant change in the way a particular service is provided.</p> <p>For example:</p> <ul style="list-style-type: none"><li>• Redesigning patient pathway to improve service quality</li><li>• Developing a service operational policy</li><li>• Reviewing referral criteria</li></ul>   | <p>Local consultation open to all service users and stakeholders.</p> <p>For example:</p> <ul style="list-style-type: none"><li>• A consultation document.</li><li>• Focus groups with service users</li><li>• Input from user and advocacy groups</li><li>• Questionnaires</li></ul>                                                                                                                                                                                                                                                                                         |
| <b>Level 3</b> | <p>Minor changes within an aspect of a service.</p> <p>For example:</p> <ul style="list-style-type: none"><li>• Changes to day service timetable</li><li>• Changes to clinic booking systems</li><li>• Developing/reviewing patient information leaflets</li></ul>                                 | <p>Service specific consultation with all users or a sample group as appropriate.</p> <p>For example:</p> <ul style="list-style-type: none"><li>• Posters and leaflets</li><li>• User group discussion</li><li>• User questionnaire (including electronic questionnaire equipment at point of service)</li></ul>                                                                                                                                                                                                                                                              |