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The Community Participation Group – Public Board Presentation

10th November 2026

A University Hospitals Trust

Community Participation Group (CPG) Purpose and Plan

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Designing and Delivering Together with our Communities

Purpose: To be a collaborative space for the people and communities we serve, to influence, challenge and shape the delivery of Bristol NHS Foundation Trust's Clinical Strategy, ensuring the voice of all our patients and carers is embedded in all that we do.

Engagement activities:

- 6 “Find Out More” sessions (online & in-person)
- Internal communications: Team News, LINK, Town Hall, social media channels
- Recognition of Southmead HOU Patient & Carer Partners and UHBW Governors

Reach and impact:

- 77 applications received
- Social media advert campaign: 6,965 reach, 24,956 impressions
- Community Facebook groups: reached 178,675+
- Media coverage: *Weston Mercury*, Ujima Radio (30k listeners), BBC Radio Bristol (88k listeners)

Outcome: Diverse membership, enhanced community relationships, and successful first meeting of CPG held on 4 September 2025



Our approach to establishing the Community Participation Group (CPG)

- Recruited 20 community representatives, including 10 members of our communities with lived experience, 7 VCSE Ambassadors, a Governor and a Patient and Carer Partner.
- Worked with BNSSG VCSE Alliance to recruit 7 VCSE ambassadors.
- CPG members act as connectors to local communities and groups.
- A diverse group, including people from marginalised and under-represented communities.
- Agreed governance route: CPG reports into the Clinical Strategy Steering Group.
- Removed barriers to participation through reimbursement for participation time and travel expenses and created new BFT policy to support.
- The first meeting focused on relationship-building and co-designing group agreement.

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The First Community Participation Group Meeting

Getting to know each other – a step to achieve:

- Inclusive engagement
- Time to carefully engage with and meet individuals to help participation and co-design
- Membership – truly reflective of diverse lived experience of communities

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"It was an uplifting and positive experience. What a super bunch of people!
I feel honoured to be chosen to be part of the group.
I also appreciate that work that has gone into setting up the Community Participation Group (CPG). I felt welcomed and valued."

CPG Community Member

Essential for meaningful participation and long-term impact





Relationships and Co-Production – a timeline

Growing CPG & embedding meaningful patient voice in Group Clinical Services (GCS)

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Sept 2025
CPG launch, developing our group agreement and aspirations

Oct 2025
Developing group agreement and introduction to Group Clinical Strategy

Nov-Dec 2025
Co-design and development of the PPI framework

Jan 2026
Defining how CPG influences GCS workstreams

Feb-March 2026
Co-producing participatory tools – 1st World Café approach meeting

April 2026
Embedding PPI in practice: 1st GCS Liaison Psychiatry met with CPG – stage 1-2 of PPI framework

June 2026
CPG meeting – GCS Liaison Psychiatry stages 2-3 of PPI framework

July 2026
CPG meeting – engagement with GCS Adult Therapies Service – stage 1 of PPI framework

Sept 2026
CPG meeting - Group Clinical Strategy input and updates

Oct 2026
CPG meeting – engagement with GCS Dermatology and GCS Pain Service

Nov 2026
CPG meeting – engagement with GCS Palliative Medicine

CPG established and gaining momentum

Relationships and Co-Production *– a timeline*

Growing CPG & embedding meaningful patient voice in GCS

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Dec 2026

CPG meeting – engagement with GCS Rheumatology

Feb 2027

CPG meeting – engagement with GCS Gastroenterology and GCS Hepatology

Jan 2027

CPG meeting – engagement with GCS Neurophysiology

March 2027

CPG meeting – engagement with GCS Haematology or GCS Acute Oncology



By March 2027

Established and thriving Community Participation Group

From strength to strength

CPG impact on wider programmes of work

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Patient Information Policy

Patient insight
Patients and community members value information that is clear, jargon-free, accessible and tailored to diverse communication needs.

Action taken
Members reviewed and provided feedback on the Patient Information Policy, helping to strengthen the Trust's approach to clear, accessible, inclusive and person-centred communication.

Impact
Member feedback directly informed updates to the Patient Information Policy, strengthening the Trust's approach to inclusive, accessible and person-centred communication.



Clinical Strategy and Partnership Events

Patient insight
CPG members highlighted the importance of health equity work, partnerships and supporting people with complex needs better.

Action taken
Members attended our Partnership Events and a Pathway Redesign Workshop. A dedicated session was also held to capture feedback on emerging strategic priorities for BFT.

Impact
Event feedback directly informed the Group Clinical Strategy Update 2026. Insights on our emerging priorities are being refined to continue developing a new strategy for BFT.



Group Digital Strategy

Patient insight
Patients value digital services that are easy to access, simple to use, and do not create barriers for people with different levels of digital confidence, access, or accessibility needs.

Action taken
Sharing their experiences of accessing and using digital services to help inform the implementation of the Digital Strategy.

Impact
CPG feedback highlighted the need for digital services that are accessible, user-friendly, and inclusive for all communities.



BFT Values

Patient insight
Patients, carers and community members want organisational values to reflect compassion, respect, inclusion, partnership and a commitment to listening to those who use services.

Action taken
Contributed to development ensuring patient, carer and community perspectives were reflected throughout the process

Impact
Member contributions helped shape the Trust's values, ensuring patient, carer and community perspectives were embedded throughout the development process



Early evidence of PPI impact within Group Clinical Services

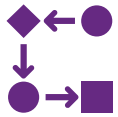
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Cardiac Rehabilitation Pathway

Patient insight
Patients highly valued rehabilitation programmes and peer support but identified challenges around discharge, referral delays, accessibility and emotional support.

Action taken
Service leads reviewed findings and identified opportunities to improve discharge communication, referral pathways, programme flexibility and psychological support.

Impact
Patient experience has directly informed pathway improvement opportunities and future service redesign priorities.



Liaison Psychiatry

Patient insight
CPG members highlighted the importance of trust, prevention, cultural understanding and stronger links between mental health services and local communities.

Action taken
The GCS has engaged with community organisations including Nilaari and the Somali Resource Centre to better understand existing support and trusted relationships.

Impact
PPI has shifted the focus towards sustainable community partnerships and informed a healthier, more preventative approach to mental health support.



Adult Therapies

Patient insight
Discussions with the CPG highlighted that inpatient therapy patient experiences were not routinely being captured, creating a gap in understanding a key part of the patient journey.

Action taken
Adult Therapies, the Patient Experience Team and a CPG member are working together to develop an approach to gather inpatient therapy feedback at Southmead Hospital.

Impact
A previously unheard patient voice is now being incorporated into service improvement, creating new opportunities to inform pathway transformation and service development through lived experience.



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CPG Community Member

"Their contributions have helped build strong foundations for meaningful participation and collaboration, and we look forward to continuing to work together to improve health and care services for local communities.“

Professor Steve Hams, Chief Nursing and Improvement Officer

"What I have valued most is the tangible shift from traditional consultation toward meaningful collaboration and co-production."

CPG Community Member

"I joined the Community Participation Group because services work better when people who use them help shape them. I want to help make sure information is clear, accessible, and rooted in real experience."

CPG Community Member

"Ten years since retiring from the NHS I think and see through the eyes of a patient, while drawing on my experiences as a nurse.“

CPG Community Member

"As we reflect on the group's first year, we would like to thank all Community Participation Group members for their commitment, enthusiasm, and continued dedication.“

Ingrid Barker, BFT and CPG Chair

"I joined the Community Participation Group because I believe that people and communities should have a genuine voice in shaping the services that affect them. I am committed to ensuring that lived experience is valued and that services are designed in ways that are inclusive, accessible, and responsive to people's needs.“

CPG Community Member

"The Community Participation Group seemed like a golden opportunity. The most important things in life to me are health and happiness. If I can help others have the best NHS healthcare they can, that will make me happy.“

CPG Community Member

"My experience of working with people affected by dementia has shown me that good care and support is delivered when agencies, both clinical and non-clinical, work together to provide a holistic approach.“

CPG Community Member