

**Engaging Differently Case Study Template**

Physical distancing during the COVID-19 pandemic has created challenges for traditional ways of seeking the views and experiences of people who access health and care services.

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| **Contact name:** |  |
| **Role:**  |  |
| **Organisation:**  |  |
| **Email (for contact by HIS only):** |  |

Healthcare Improvement Scotland (HIS) is looking for examples of community engagement ‘at a distance’ to support health and care staff (and others) to consider how they can continue to carry out meaningful engagement during this time.

Please use the form below to tell us about how you have been **#EngagingDifferently**. The suggested word count is **around 500-600 words** (we can help with editing if you go over).

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| **Was the activity carried out during COVID-19 pandemic?** [ ]  **YES** [ ]  **NO**  |
| **What did you do?****Consider:** * What did you want to find out? (e.g. people’s experiences of a condition/service/COVID-19)
* Who did you involve? (e.g. people living with a long-term condition, an underrepresented group, people from a geographical area, etc.)
* What practical steps did you take? (e.g. how did you reach the people)
* What methods/tools did you use? (e.g. surveys, telephone, text messages, online focus groups, social media, etc.)
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| **What worked well?****Consider:*** What were the advantages of using these methods of reaching people and seeking their views (e.g. was it more accessible than other methods?)
* What did the participants feel about how they were involved?
* What impact did/will the views and experiences of participants have?
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| **What could have gone better?****Consider:** * What would you have done differently?
* Were there disadvantages of using this method? (e.g. did your method exclude some groups or limit their potential to participate fully)?
* What feedback did the participants give?
* Were you well-equipped to use this method?
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| Please include any further helpful information (including any links/documents/photos) below: |
|  |
| **Contact details**If you would be willing to have ‘point of contact’ information displayed along with the published case study for any queries, please provide a contact name and email address: |
| **Name**: **Email address**:  |
| **Privacy:** Healthcare Improvement Scotlandwill use the information you provide to help us to identify examples of Engaging Differently that we can share on our website and social media. We will work with you to write up the example, and you will have a chance to see the final write-up before it is published to ensure that it is accurate. Your email address will only be used to contact you about the information you submitted and will not be shared with anyone else.**Consent for storing submitted data:**[ ]  **YES**, I give permission to store and process my data [ ]  **NO**, I don't consent to storing and processing my data |

Thank you for completing this form and telling us about your example of **#EngagingDifferently***.* We will be in touch with you soon.

**Please email your completed form to** **info@hisengage.scot**