



Appendix 3

Assessing readiness to engage:

This is an important first step for healthcare staff and patients. Checking in with personal beliefs and values is important to help us be aware of our attitude and unconscious biases towards meaningful engagement. This can be done individually and as a team. If you answer no to any of the questions, you need more time to discuss what support you need to feel prepared and able to engage with patients in a meaningful way with your line manager or within your team.

An honest assessment of you/your team's readiness for meaningful engagement is important as it sets the stage for a successful partnership with patients.

Assessing readiness to meaningful engagement	Yes	No
Do I/we believe patients and their personal support network bring unique and important perspectives and expertise to their own healthcare?		
Do I/we work to create an environment in which patients and their personal support network feel supported enough to speak freely?		
Do I/we listen respectfully, openly and actively to the opinions of patients and their personal support network?		
Do I/we invite and encourage patients and their personal support network to participate and lead in decision-making about their care?		
Do I/we consistently let colleagues know that I/we value the insights of patients and their personal support network?		
Do I/we believe that patients and their personal support network bring a perspective to service design, delivery, improvement and evaluation that no-one else can provide?		
Do I/we believe in the importance of patient and their personal support network participation in planning and decision making at the service design and policy making level?		
Do I/we believe patients and their personal support network (family/friend/carer as identified by the patient) can look beyond their own experiences and issues?		
Do I/we believe that the perspectives, expertise and opinions of patients and their personal support networks and providers are equally valid in planning and decision making at service and policy level?		
Do I/we have experience working with patients and their personal support networks as partners and/or members of improvement or other teams?		
Do I/we understand the role of patients and their personal support network (family/friend/carer as identified by the patient) who serve as advisors and or members of improvement or other teams?		
Do I/we clearly state what is required and expected of patients and their personal support network in their role as advisors/ members of improvement or other teams?		
Do I/we support patients and their personal support network in their roles?		
Do I/we feel comfortable giving responsibility to patients and family advisors and improvement team members to carry out their tasks in order to achieve the aim of the work?		
Do I/we understand that a patient representative being unwell or having other family demands may require patients and their personal support network to take time off from their responsibilities on these teams?		