

What our client wanted

The Department of Health wanted robust evidence on efficiencies and cost savings that could be gained through the high-quality engagement of patients and the public in the design, commissioning and co-production of health care services. They wanted:

- a report on decision making – providing evidence on economic benefits, how decisions to engage are taken, and how best to engage with patients and the public to get efficiencies and cost savings
- a PPE decision support tool – to use in influencing decisions on PPE and share good practice

What Frontline did

Our approach was to study engagement and change through:

- interview – 14 organisations to build case study information on: where PPE activity has been good business sense, what had taken place, and the costs and benefits
- develop – a prototype decision support tool in Excel and tested in East Midlands
- use the feedback – to develop the first version of the decision support tool
- test – the tool with the organisations in the case studies
- finalise – the tool based on feedback from the case studies and the DoH

What difference we made

The decision support tool and accompanying report help organisations to:

- estimate – the costs and benefits of undertaking PPE
- learn – from others' experience and the PPE case studies
- investigate – the effects of different forms of engagement and answer 'what if?' questions

Organisations now better understand the full range of costs and benefits, how to get good value for money and help stakeholders see how their engagement fits into the bigger picture. The tool is on the DH website: at <http://healthandcare.dh.gov.uk/economic-case-for-ppi>.

What our client said

"Frontline was asked to support work that aimed to encourage the NHS to better engage with the public in shaping services by making the case that this delivers better value. In particular, they were asked to get together examples of where this has happened, summarising the extent of the benefits and common messages, and provide a structure for the NHS to think about costs and benefits of engaging with the public. I was very happy with what Frontline delivered and the manner in which they made this happen."

Roger Halliday, Commissioning Analysis and Intelligence Team