

OUR INVOLVEMENT AND EXPERIENCE PLAN

2025 - 2028

WHAT IS OUR INVOLVEMENT AND EXPERIENCE PLAN?

It is a three-year plan for making our services better together. Our Plan has been developed with people with lived experience, and explains how we will work with people of all ages and from different backgrounds to improve what we do at Livewell Southwest.



OUR PLAN INCLUDES 5 COMMITMENTS TO INVOLVEMENT

1

To involve people in every level of our organisation including in **decision making**

2

To commit to **co-production**, working together to improve outcomes

3

To gather and review **feedback** helping to understand peoples' experiences

4

To engage and **consult with the public** to help understand the needs of the communities we serve

5

To improve services through **complaints management**, helping to turn concerns into change.

WHAT'S NEXT?

Our next step is to deliver the 5 commitments using an Implementation Plan. The Implementation Plan shows how we'll meet our commitments, track progress, and stay accountable.

If you would like to learn more about this plan or have a full copy, contact: livewell.coproduction@nhs.net or 07747 780607

