

Our Involvement And Experience Plan 2025 - 2028

What is Our Involvement and Experience Plan?

It's a **three year** plan to make our services better, together.

We made it with people who have used our services.



It shows how we will **work with people** of all ages and backgrounds to **improve Livewell Southwest services**.

Our Plan Makes 5 Promises to Include Everyone.

1. We will involve people in all parts of our organisation, including when **making decisions**.
2. We will use **co-production** by working closely with people to plan and improve services together.
3. We will listen to **feedback** to understand people's experiences.
4. We will talk to and **listen to the public**, so we know what our communities need.
5. We will use complaints **management** to learn and make our services better.



What's Next?

We will use a plan to carry out our 5 promises, check our progress, and make sure we do what we say.



If you would like a full copy of this plan contact:
livewell.coproduction@nhs.net or 07747 780607