



Department of  
**Health**  
An Roinn Sláinte  
Mánnystrie O Poustie  
[www.health-ni.gov.uk](http://www.health-ni.gov.uk)

# Co-production Guide

How to help lots of people  
work together to make health  
and social care services  
better for everyone

This is called co-production



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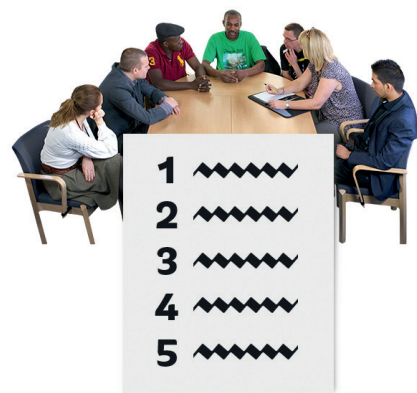
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# About this document



We are from the government in Northern Ireland. We are in charge of health and social care.



This document is about how to help lots of people work together to make health and social care services better for everyone.

This is called **co-production**.



Health services are things like doctors, hospitals and dentists.



Social care is support from staff to live at home or do other things.



We want many people in Northern Ireland to work together to really change health and social care services.

For example:

- People who use health and social care services
- Their families and carers
- Nurses and other health and social care staff and managers
- People who make decisions about health and social care





# About this document



- The Government
- Other people and groups in the community



All these people should have a real say in health and social care services and help make decisions about them.

For example, decisions about:



- What services people need
- What the services are like and how they are working
- How to get people the right help as soon as they need it



- How to give people the best health and social care that is right for them
- How to help people look after their health and make the right choices for them



The law says that health and social care organisations must work with people in Northern Ireland to make services better.



By working together we can help everyone in Northern Ireland be healthy, happy and live a long life.



People who use health and social care services and many other people worked with us on this document.

We decided there are 6 main things that should happen to make co-production work. They start on the next page.

# How to make co-production work

## 1. Seeing that everyone is important

This means that:

- Everyone has skills and important things to say
- People who use services are as important as people who run services

It is important to:

- Find a way to use everyone's skills
- Make sure everyone can have a say
- Make sure people can help make decisions about services right from the start



## 2. Helping different people and groups work together

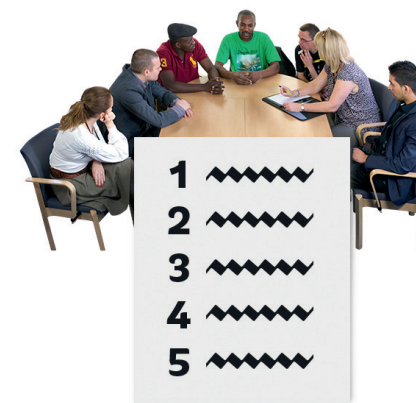
Health and social care organisations should find a way for many different people to work together.

They should choose the right mix of people to work together.

This includes people who might find it hard to have a say.

People can then work together to:

- Look at what services people need, what works and any new ideas
- Agree how to make health and social care services better
- Make the changes happen and check how they are working





# How to make co-production work

## 3. Supporting people to take part and have their say

It is important to:

- Make sure that everyone has the right information and training to take part
- Work in a way that is right for everyone
- Share information in a way that everyone can understand
- Work in an honest way



## 4. Giving people what they need

It is important to:

- Make sure there is enough money, people, time and other things to make co-production work
- Say thank you to people who take part
- Make sure people get something back for taking part. Like money, support or other things
- Listen to people and learn from what they say
- Show people how they have helped change things



# How to make co-production work

## 5. Making sure lots of organisations work together to change health and social care

For example:



- Health and social care organisations
- Groups that support people in the community
- Government organisations
- Other organisations that can help

## 6. Making sure staff and managers help people make a real difference



Health and social care organisations should make co-production an important part of their work.

Health and social care staff and managers should:

- Work to make co-production happen
- Show people that they want co-production to happen

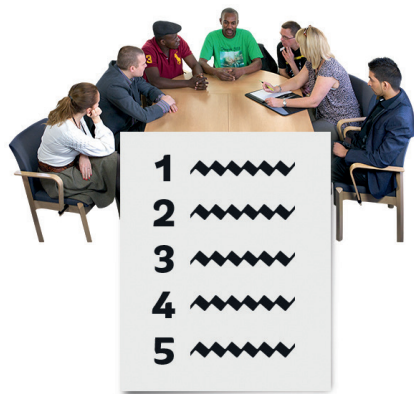


# What people in the community can do



They can:

- See that they have something important to say and that other people do too



- Work with other people to agree how to make health and social care services better



- Help people who have used services to work together and support each other.

This is called peer support



- Get training to help them take part
- Give staff and other people training about what people need





