

Appendix 3

Co-design Principles

Co-design elements - There are six elements of co-design that will form the structure of the group working and provide the guiding principles of the project, these are as follows:

- **Engagement** - Establishing and maintaining meaningful relationships with people to understand and improve health and social care services. This critical element underpins all improvement work and is continuous throughout.
- **Plan** - Working with people and staff to agree the goals and establish how we will go about achieving them.
- **Explore** - Learning about and understanding people's experiences of services and identifying improvement ideas.
- **Develop** - Working with people to turn ideas into improvements that will lead to better experiences for people who use services
- **Decide** - Choosing what improvements to make and how to make them. Its success depends on an understanding of the customer journey and the insights about service improvement this offers.
- **Change** -Turning our joint improvement ideas into action. We will ensure that we make as many improvements in partnership with other stakeholders as we can.

