

Citizen Space

Consultation and involvement software
for Clinical Commissioning Groups

Assisting CCGs in times of transition

In times of change and transition, information is powerful. Citizen Space, our online engagement platform, can help you get to the best information – which in turn helps you make the best decisions.

Citizen Space provides a way for your organisation to manage multiple public involvement exercises and consultations of any size or complexity. The software has been developed in partnership with public sector organisations and is continually refined to provide the highest quality platform for patient and public involvement.

We understand the NHS and the demands of managing engagement in a period of change and transition. We can assist CCGs by making it easier for them to involve their patients and stakeholders in commissioning decisions. We do this by providing a cost-effective solution that brings all your engagement activity into one place.

“The future of the NHS, like most organisations in this economic climate, depends heavily upon streamlining work across teams. For engagement and patient experience, [Citizen Space] is the tool that can make it happen.”
Angela Beagrie –
Stockport NHS



Why use Citizen Space for NHS engagement?

With 89% of households in England and Wales having access to the internet¹ – and that number growing all the time – using an online consultation tool can allow you to reach a wide and representative audience in a short period of time. Sitting alongside more traditional consultation methods (such as paper surveys), Citizen Space can provide the backbone of a comprehensive engagement solution for emerging CCGs.

Web-based consultations improve accessibility for patients, the public and your stakeholders, allowing many more people to become involved. Citizen Space can be accessed on any computer with internet access, as well as via smart phones and tablet devices like the iPad.

Citizen Space is an extremely flexible platform which can be tailored to your needs, enabling you to reach the largest number of people.

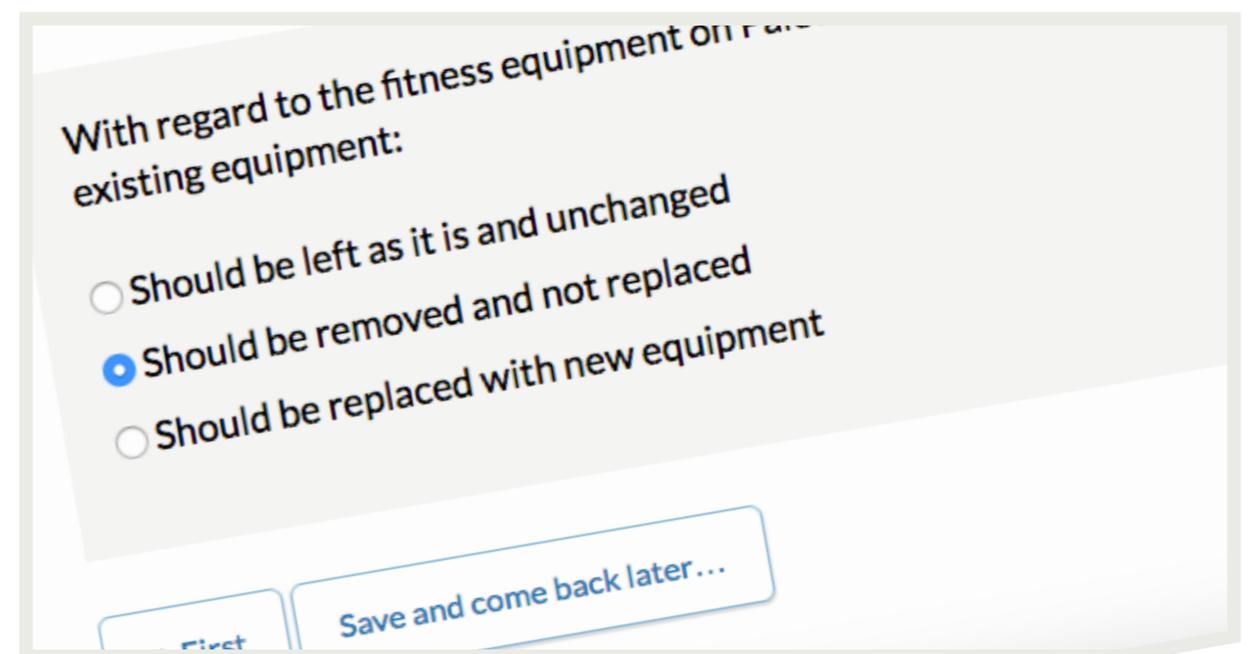
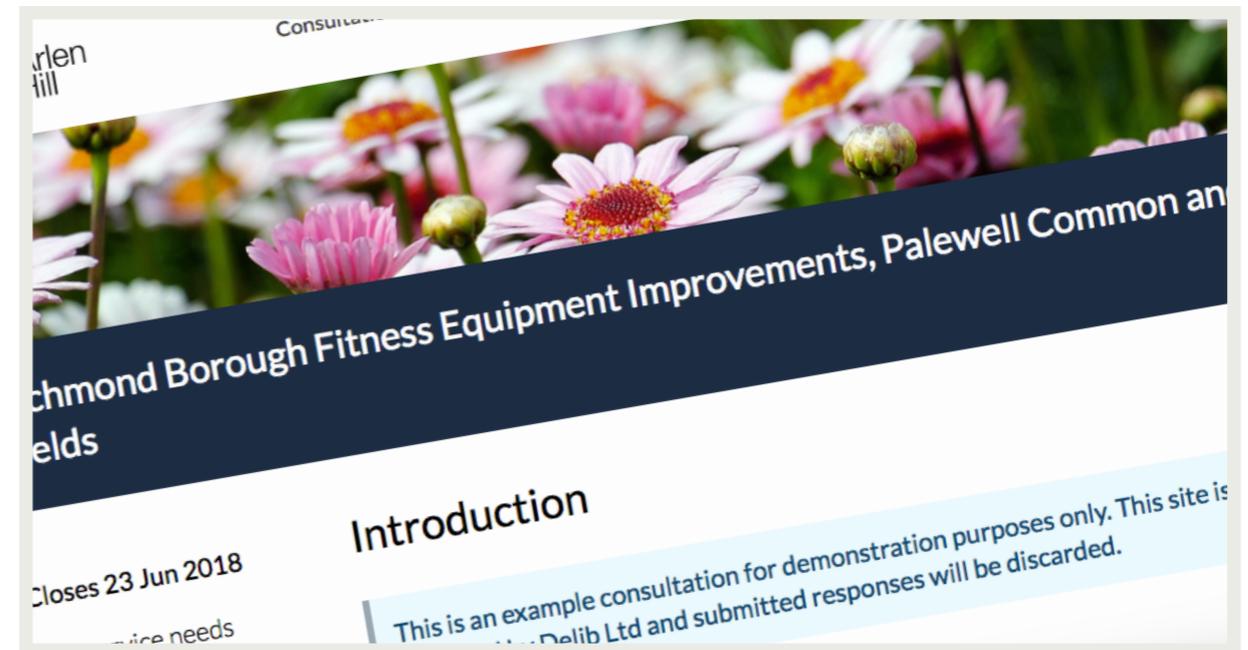
¹Office of National Statistics, August 2016



Staff at Stockport CCG take iPads into surgeries to use Citizen Space with patients

Key Citizen Space features

- ✓ Powerful survey tool
- ✓ Supports huge range of consultation types
- ✓ Straightforward setup and management
- ✓ Activities are easy to find and respond to
- ✓ Analysis and reporting
- ✓ Custom branding and colour palette
- ✓ Cloud-based



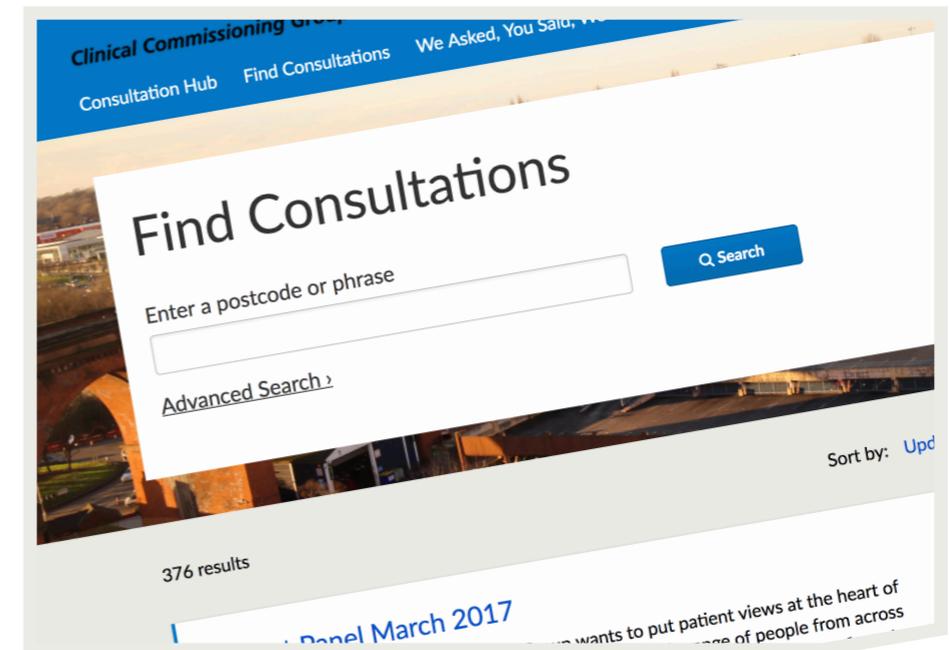
Case study: Stockport CCG

Stockport CCG are using Citizen Space as one of the key tools to help manage change within the NHS. The system is being used not only by the commissioning teams but also by GP practices and clinics to help streamline and improve their consultation process.

Stockport has used Citizen Space to:

- engage with a wider range of people
- improve engagement whilst saving money, better manage consultations
- share and use feedback from patient involvement

citizenspace.com/stockport-haveyoursay



“Being able to complete a survey in the privacy of your own home or even on your mobile phone during the bus ride home opens a door to views from many more groups within the community we serve.”

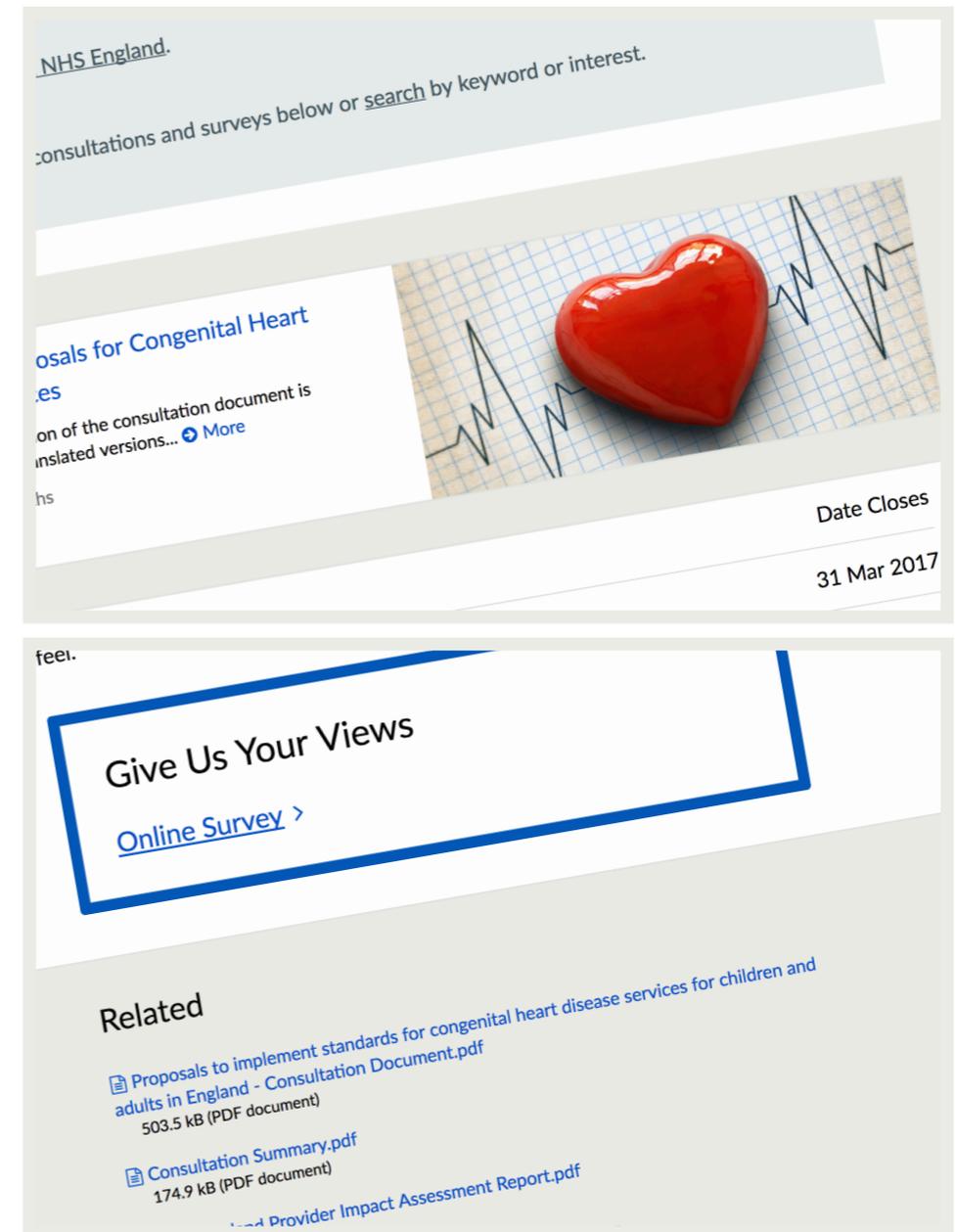
Angela Beagrie, Equality and Diversity Co-ordinator

Case study: NHS England

NHS England regularly run a number of online consultations aimed at stakeholders – for example, about the commissioning of specialised services such as mental health care and women’s and children’s services. They are also interested in feedback on the proposals for integrated care developed by the coalition of health and social care charities, National Voices.

All these consultations can be found on NHS England’s consultation hub, powered by Citizen Space.

engage.england.nhs.uk



Citizen Space is cost-effective and easy to buy

- ✓ **Straightforward pricing**
We'll tell you the price up front - we never say "tell us your budget first".
- ✓ **Flexible payment models**
Subscription based, with flexible billing (annual, quarterly or capital sum).
- ✓ **Completely supported setup**
We'll configure your Citizen Space for you, and help you get started using it.
- ✓ **As much training as you need**
Gain skills and confidence with our training – for you, or for those you work with.
- ✓ **Consultancy and advice**
Build capability for your organisation with help from our support team.

If you want to get a demo, talk to us about adapting Citizen Space for your specific situation or just ask a couple of questions, please do get in touch.

You can also [request a demo via a quick online form](#); there's no obligation to buy.



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