



Elevating how  
we listen to and  
act on lived  
experience

Luan Grugeon  
Strategic Development Manager  
(Colleagues and Citizens  
Engagement)

There comes a point where we need to stop just pulling people out of the river. Some of us need to go upstream and find out why they are falling in. (Desmond Tutu)





4 Guiding  
Principles

---

**We put people first**

---

**Collaboration always**

---

**We value each other as equals**

---

**We care about our shared purpose and learn together**

---

## Supporting People's Skills and Confidence

Grampian Engagement Network

Engage 101

Community Toolkit

## Developing community led health responses

Community Appointment Day – testing underway

### Putting People First

Listening to and involving people to create sustainable and preventative approaches

## Grow a network of innovators

### Developing Leadership support

First Community of practice established

Developing a research community

## Increase public voice in public services

Test rapid cycle feedback loops

Create our own learning loops

# Example of Putting People First Collaboration

## Community Appointment Day (CAD)

Investment in prevention to create more sustainable solutions by embedding support within communities.

Collaborating with Communities to test solutions to issues

Engage with people about services & expectations

Recognise people with long-term conditions as experts in their own health and wellbeing and how we maximise opportunities to co-produce pathways of care.

CADs bring together health, social care and 3rd Sector organisations under one roof to maximise support and local resources.

Promote self management of conditions

Focus on "What Matters to you" to support wider detriments of health.

Support health inequalities by providing services within local communities and reduce barriers to attend.

CADs been tested in other areas of the UK – Sussex, Brighton, Tayside, Lothian and more recently Moray



# Initial Feedback from Moray CAD

**Overall Experience:** 

I think this could work for so many people, 100% keep this going.

These kinds of things need done more, its just fantastic, great idea to have all available services in one place.

I honestly feel this was fantastic! Not only did I get my foot looked at and know what is wrong. I have found out so much about what is available in our community.





**getting  
it right  
for everyone**

# Getting it Right for Everyone (GIRFE)

Shona Omand-Smith (Lead Commissioner & ACHSCP GIRFE  
Lead)

Amy Richert (Planning & Development Manager & ACHSCP  
GIRFE Single point of contact)

# Scottish Government & Alliance Video



**getting  
it right  
for everyone**



# The Journey so far

January 2023

- Aberdeen City & Aberdeenshire become pathfinders for GIRFE
  - Older People & Frailty
  - Children moving from Children's to Adults services (GIRFEC to GIRFE) – City only

January 2024

- Moray join as a GIRFE partner



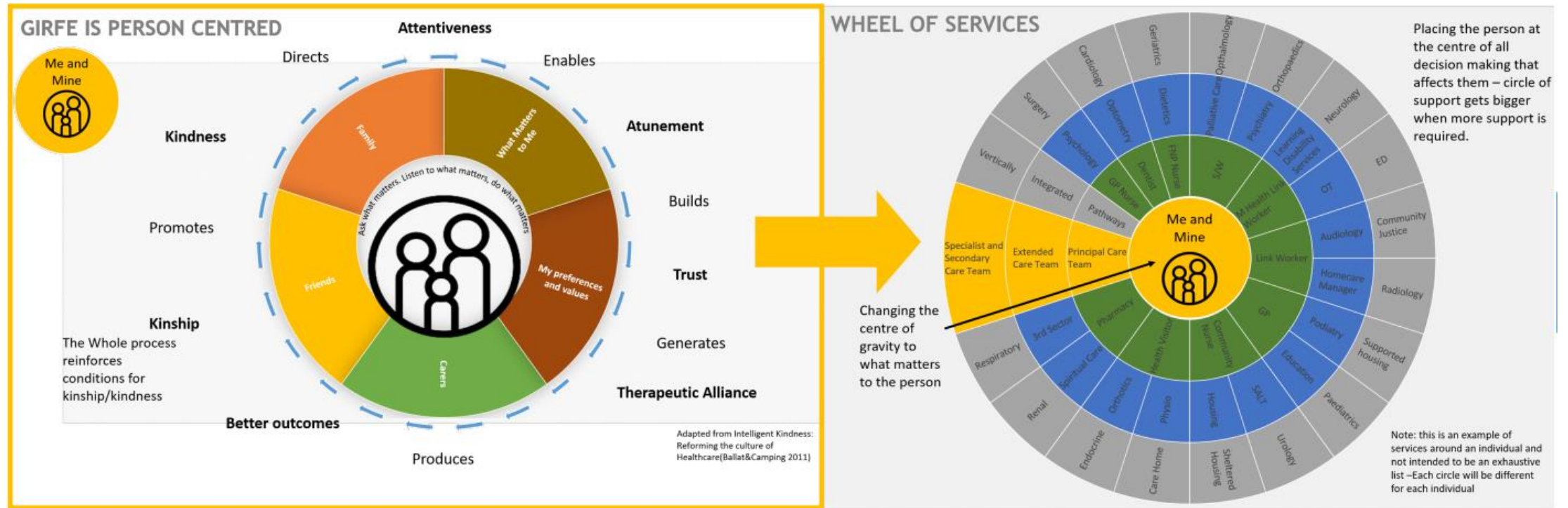


## Getting it right for everyone

We need to know if we are getting it right for anyone...



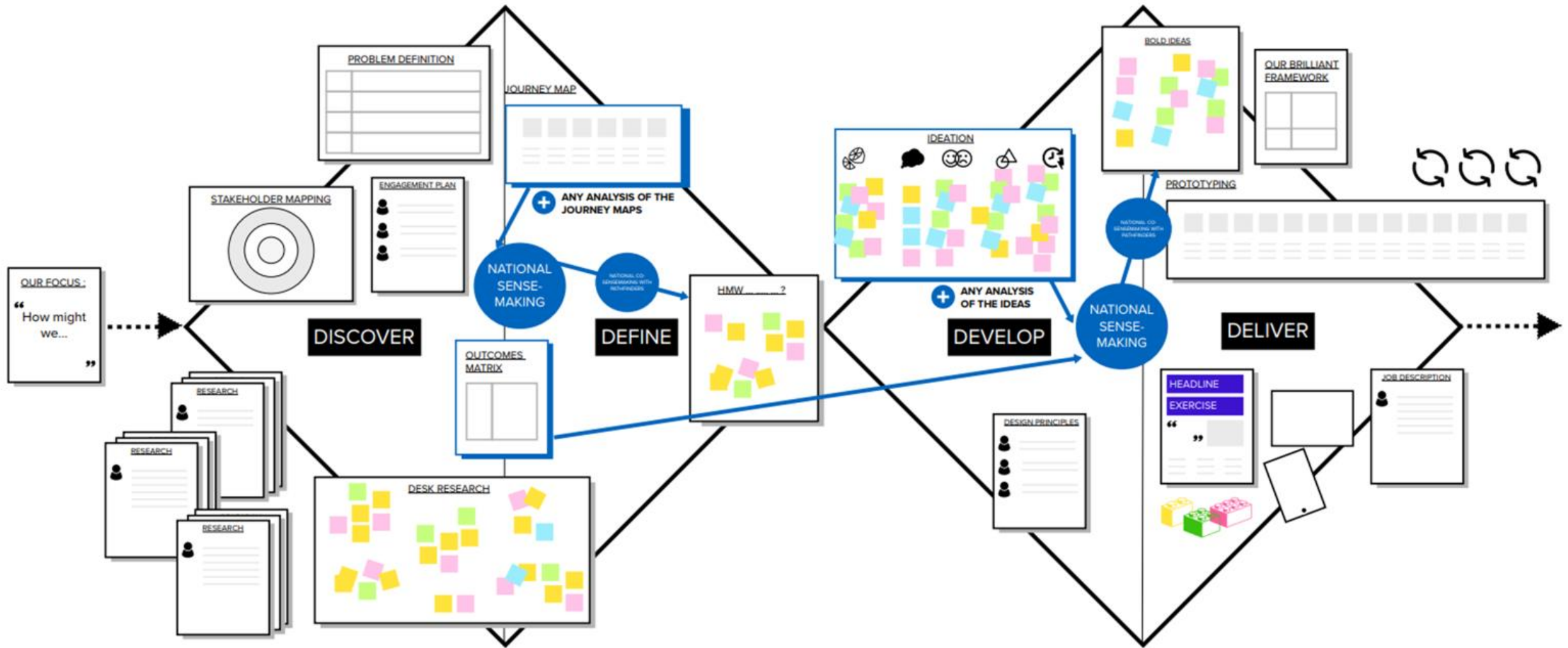
# Person at the centre

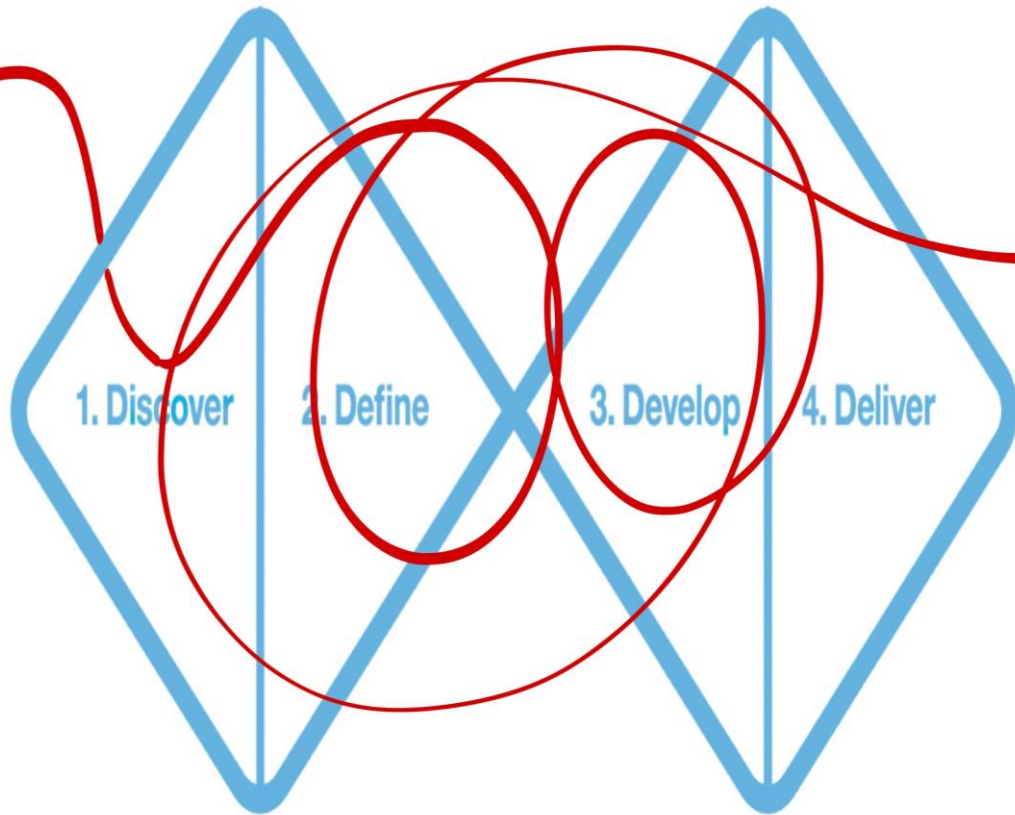


# GIRFE Principles

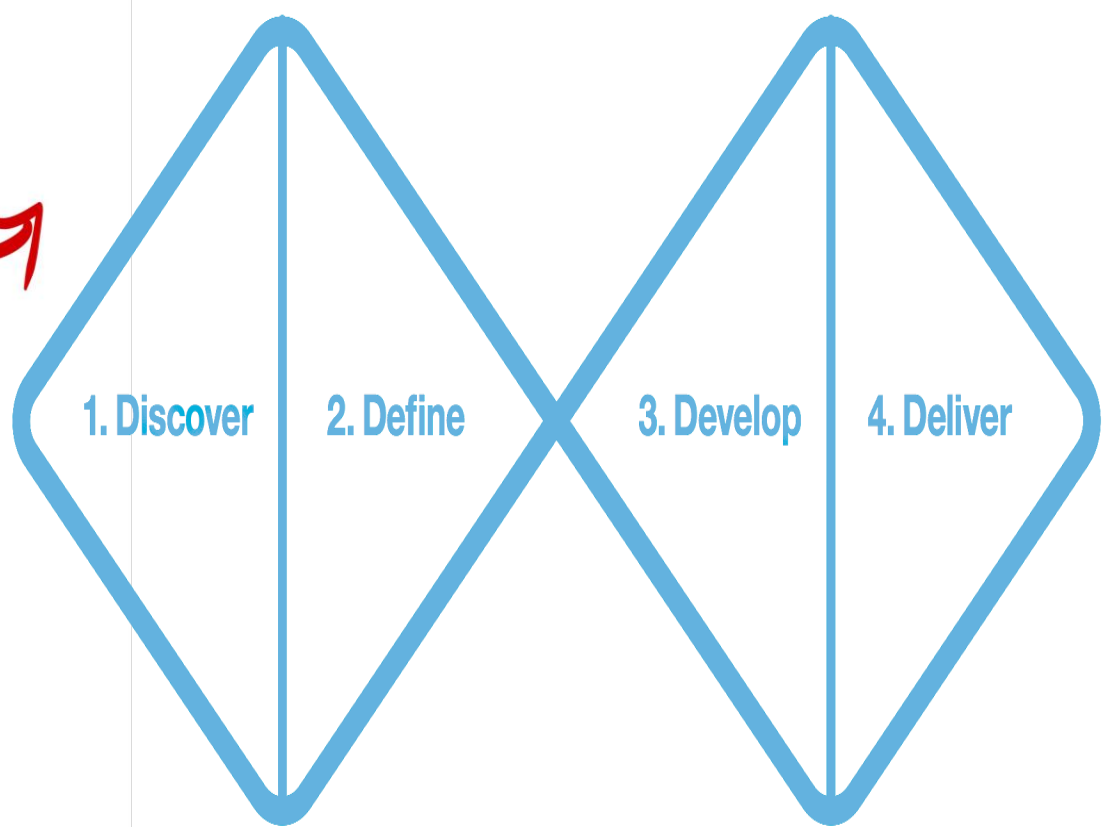
1. I have the information I need to make decisions about my life, and I am supported to understand what options are available to me.
2. The people who support me take the time to listen to and understand me as a person. They consider my whole life when making decisions with me and about my life.
3. I know that I can be clear about what matters to me, and I trust that my choices will be respected and understood by the people who support me.
4. The services and support I receive are based on a foundation of kindness, dignity and respect.
5. The people in public services involved in the conversations around my life work together with me to share information and develop a clear understanding of how to support my wellbeing.

# PATHFINDER DESIGN PROCESS





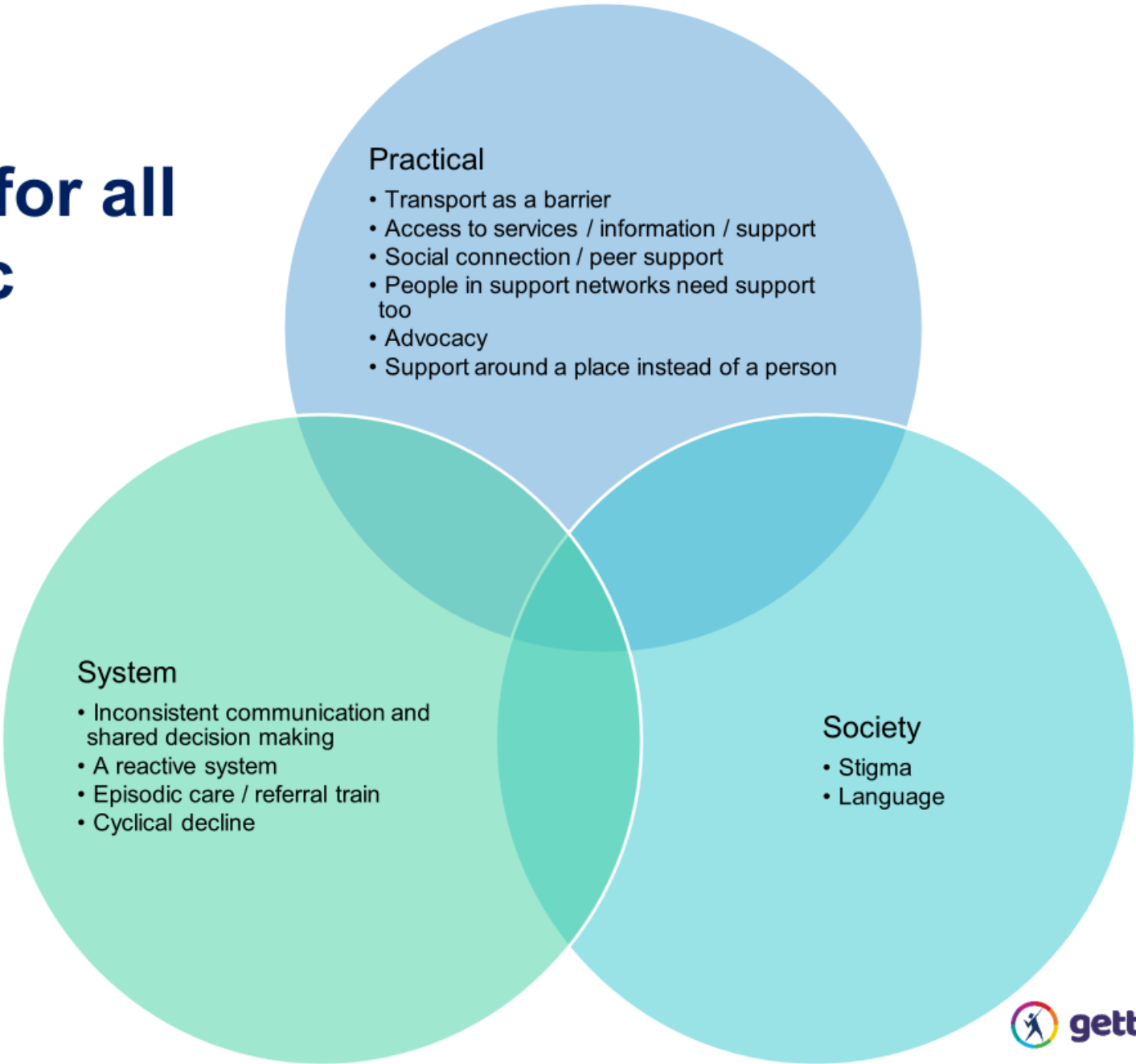
Not linear



Prototype and test



# National themes for all thematic areas



# GIRFE Toolkit

Accessible &  
Useable  
Information

My Team (The  
team around the  
person)

My Plan

Coordinator Role

Peer Support  
Training

Virtual Meetings  
(My meeting, my  
way)

Moving on  
Conversation  
(Children's to  
adult services)

Support Bag  
(Leaving Prison)

Community Hub

Community  
Connection

More to come....

# What is next?

- Implementing GIRFE locally
- Implementing GIRFE nationally
- National rollout complete in 2025.





**Any Questions?**