Talking Health Evaluation

NHS organisations have long been required by law to consult the public on substantial changes to services and there is now a wider duty to involve and consult patients and the public in:

- The ongoing planning of services
- Considering and developing proposals for change
- Decisions that may affect the operation of services

In 2009, NHS Oxfordshire decided that it needed a more efficient, robust and accountable way for engaging and consulting with the public and other stakeholders about its services.

Towards the end of 2009, NHS Oxfordshire’s Communications and Engagement team deployed INOVEM Inclusionware to enable staff to consult online with greater efficiency, transparency, accuracy and accountability.

The Talking Health website was launched. Local residents visiting NHS Buckinghamshire and Oxfordshire Cluster online today are encouraged under the banner ‘Come and talk health’ to get involved with a constantly refreshed range of consultations, simply by clicking on a project that engages them. This technology is actively complementing face-to-face engagement and providing greater choice and flexibility for Oxfordshire and Buckinghamshire citizens.

Since 2009, 4,462 people have responded to consultations using Talking Health.

However, to ensure that the system is meeting the needs of its members and to continually improve our services to the public NHS Oxfordshire wants to know how successful is Talking Health.

Are there things that can be improved?

Do you find it easy to use?

Everyone has something to say about health and local health services and we want to make sure that Talking Health lets you do this. We want to keep you informed and we want you to tell us what you think about the services we provide.

To share your experiences and views of using talking health, please click here: [http://bit.ly/tT4mJl](http://bit.ly/tT4mJl)