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Conference Abstract

## Introducing Talking Health

*Julia Stackhouse, NHS Central Southern Commissioning Support Unit, United Kingdom*

*Sara Price, NHS Central Southern Commissioning Support Unit, United Kingdom*

*Helen Peggs, NHS Central Southern Commissioning Support Unit, United Kingdom*

Correspondence to: **Julia Stackhouse**, NHS Central Southern Commissioning Support Unit, United Kingdom, E-mail: [julia.stackhouse@nhs.net](mailto:julia.stackhouse@nhs.net)

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## Abstract

Talking Health is a fully scalable public engagement and participation management system. It was developed by South Central CSU in partnership with Inovem and is now deployed in Clinical Commissioning Groups (CCGs) in Oxfordshire and Berkshire, currently covering a population of over 1.5 million.

The current economic climate has made it unlikely that funding for the NHS will increase at all over the next few years. Efficiency savings cannot be achieved without the full support of the public and staff, so an essential part of this process includes ensuring that staff as well as the public, are involved in critical decisions about the future of health and social care services.

Talking Health is inexpensive to rollout across an organisation, quick to learn and easy to use. It supports engagement on complex issues by enabling 'private' participation and engagement activity to be managed. This could be internal engagement with an organisation's own staff, facilitating questions and answers to/from the Board. In addition to supporting private and internal participation, Talking Health can also support anonymous engagement – particularly useful when staff want to ask anonymous questions, or when engaging with the public on a sensitive health subject.

Making best use of online participation methods must not create exclusion - online must co-exist with other more traditional face-to-face engagement methods required to involve those who do not have access to technology.

## Keywords

**patient and public involvement; engagement**

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## PowerPoint presentation:

[https://www.conftool.pro/digital-health-care-2014/index.php?page=adminPapersDetails&path=adminPapers&form\\_id=62](https://www.conftool.pro/digital-health-care-2014/index.php?page=adminPapersDetails&path=adminPapers&form_id=62)