

Citizen Panels

Strengthen your decision-making through better representation and governance

Civica Engagement Solutions has worked extensively in the health sector since 2006, delivering public, community and patient engagement solutions and services. In the past decade we have recruited over a quarter of a million members, stakeholders and participants for health and local authority organisations to engage with, inform, consult and hear from. We securely look after 1.75 million membership records for the health sector on a daily basis.

Since 2018 much of our work has focused in particular on the newly formed Sustainable and Transformation Partnerships (STPs) and Integrated Care Systems (ICSs), and building their citizen panels.

We offer the following services:

- ▶ **Panel member recruitment:** face to face, targeted, representative and quick to mobilise
- ▶ **Member platform management:** Our leading engagement communications hub securely cloud hosts all your data providing 24/7 access and access to the leading communication tools. Used by 200+ organisations, it is the membership platform of choice.

Our services are cost effective and our outstanding customer support enables you to focus on outreach and engagement with your members and communities.

Panel member recruitment

Civica Engagement Solutions can recruit members for your panel regardless of the size and tailored to your requirements. We control and target recruitment, allowing you to set specific criteria for which demographics you want to recruit.

We offer a complete end-to-end service, from project planning, design, staff recruitment and training to data entry, tracking, mystery shopping validation and project report.

North West London CCG

3000 members recruited

Spanning 8 boroughs in West London.

East London Health & Care Partnership

900 members recruited

Focus on men and members of LGBT community to help diversify panel.

Manchester Foundation Trust

1850 members recruited

350 targeted 11-16-year olds

Focus on the Gypsy / Traveller community.

Haringey Council

1900 members recruited

Focus on BAME groups to ensure representation of local population.

Buckinghamshire STP

1500 members recruited

Rural setting / low footfall.

Brighton & Hove CCG

1000 members recruited

Focus on members from the LGBT community.

Decisions, strategy and direction are stronger if rooted in meaningful feedback and insight.

Civica Engage platform

Civica Engage is the ideal solution to help you manage your new panel. The leading cloud-optimised membership, panel and stakeholder management software, Engage supports over 200 NHS Foundation Trusts and Clinical Commissioning Groups with public, patient and employee engagement programmes.

- ▶ Centralised communications hub helps to manage engagement with all stakeholders, from employees and patients to the public
- ▶ Enable users to work faster with simple workflow and eliminate duplication of tasks
- ▶ Save money with cost-effective communication tools
- ▶ Provide peace of mind with unparalleled support from our passionate customer experience team
- ▶ Designed in partnership with our user community
- ▶ Secure cloud-enabled solution ensuring all your membership and stakeholder data is protected – we are an ISO27001, ISO9001 and Data Security and Protection Toolkit (DSPT) accredited supplier.

Key features

- ▶ Event management
- ▶ Integrated communications for distributing post, email, text and surveys
- ▶ Advanced demographic insight and analysis and population profiling
- ▶ Governance and election management Quick report features
- ▶ User-friendly interface

200+

NHS providers and commissioners



250,000

panel members recruited



13+

years' experience of building panels



Research and Community is just one part of our solution. Civica Engagement Solutions helps organisations build and support engaged communities through efficient, joined-up communication, accessible systems and effective use of data and includes:

Experience – patient feedback software

Engage – membership, panel and stakeholder management)

Declare – governance software

Empower – employee experience software

To find out more about Research and Community or any of our other Engagement Solutions, contact us on **020 8829 2330**.