Engage.hscni.net
A central resource for involvement in Health and Social Care

Join the conversation #engageHSC

What did we need?
An online forum for sharing information to support the active and meaningful involvement of service users, carers and the public in Health and Social Care.

What did we get?
Launched in November 2017, Engage.hscni.net is an engaging and interactive platform which gives consistent information and a clear message for involvement.
The website provides:
• a definitive resource for involvement for staff working in Health and Social Care;
• information to support service users and carers to get involved;
• support for consistency and best practice in involvement;
• raised awareness of responsibilities and values of involvement.

Why a website?
A website was identified as an easily accessible resource for a range of audiences. Funding secured from the Department of Health allowed for a website to be created.

What next?
• Increase awareness through social media #engageHSC
• Promote the website to increase users.
• Continue to develop specific sections, including case studies.
• Create an ‘opportunities to get involved’ section to help Health and Social Care organisations recruit for involvement.

How did it happen?
Staff, service users, carers and the community and voluntary sector created a partnership to develop the project by:
• agreeing to develop one website which would be aimed at staff, service users, carers and the public;
• identifying the important messages to be communicated;
• considering usability including visuals, language and mobile devices;
• using skills, including a carer representative with web design experience who helped establish an effective website structure;
• agreeing the steps for development – structure, content, testing and launch.

Information including tools and guides are practical, clear and consistent
Increased usage and returning users on a variety of devices
Targeted at different groups
Easy to navigate

Feedback has been really positive: