



*actions*

## ENGAGEMENT

LINK engages with community groups and individuals and receives feedback about their health and social care services and experiences

## ANALYSIS

LINK analyses feedback and identifies trends and priorities which form basis of work programme and working groups. LINK may make visits to validate feedback

## ACTION

LINK writes reports and recommendations based on analysis and sends to Commissioners, Providers, Overview & Scrutiny Committee & Regulator (CQC)

## FEEDBACK

Outcomes to the community

## OUTCOME

Service change or improvement

## SYSTEM RESPONSE

Commissioners respond to LINK within 20 working days detailing action to be taken, and discuss with Provider the changes to be made – LINK works with the Provider to improve services



*outcomes*