

Co-produced by the  
**Local Engagement Partnership**

*"You are the anchor  
that stops us from sinking..."*



Make your voice matter LEP into the future with us

**For more information contact**  
[jane.mccullough@setrust.hscni.net](mailto:jane.mccullough@setrust.hscni.net)

# Hot Tips for Engagement



Presented by your  
Local Engagement Partnership

**We are not tick boxes**

"Have conversations with me about what matters to me."  
"We are more than headings in an assessment."



**There is so much more going on than you know...**

"Remember what you see on the surface may not be what is going on with me."  
"Always think about how I might be feeling."



**We are all individuals - find the balance**

"What works for me will not work for someone else."  
"One size does not fit all."  
"Get to know us."



**Never forget how valuable feedback is for you and for us**

"Our stories help make services better."  
"We need our voices to be heard."  
"Honest feedback is not complaining, it's tomorrow universal teaching."



**Listen with intent to understand**

"Do not be afraid to ask me questions."  
"Listen and learn from me."  
"Always think about what could be better."



**Caring is a journey travelled alone. With your kindness we can navigate the journey together.**

"Remember we can feel frightened and overwhelmed."  
"We can't be strong all the time."



**'Rock the boat'**

"Act on what you hear."  
"Do not be afraid to challenge the status quo."  
"Change can be a really good thing."

**You are the service we all rely on**

"Our relationship with you is important to us."  
"Let's get it right together."  
"Let me know if you are going to be late."



**Do not expect us to tell you bravely what we think**

"We need your support to be honest with you."  
"Build my confidence so I can give you honest feedback."

**Calling me back means more than you will ever know**

"Remember I am waiting for you to call."  
"Putting me first means keeping me informed."

