

Before the Session

- ✓ Clear purpose and scope
 - ✓ Know what feedback will influence
 - ✓ Accessible venue / platform confirmed
 - ✓ Roles agreed (facilitator / note-taker)
 - ✓ Materials ready (agenda, pens, consent, refreshments)
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Opening (First 10 minutes)

Welcome

- Thank participants for their time
- Acknowledge lived experience as expertise

Purpose

- Why we're here
- How feedback will be used
- What is / isn't in scope

Ground Rules (agree together)

- Respect all views
- Confidentiality
- One person at a time
- No right or wrong answers
- Step out if needed

Icebreaker

- Light, non-personal
 - Everyone speaks once
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Core Facilitation Prompts

Explore experiences

- “Can you tell us about your experience of...?”

- “What worked well?”
- “What was difficult or frustrating?”

Understand what matters

- “What matters most to you?”
- “What does good care look like from your perspective?”

Improve the service

- “What should we keep doing?”
 - “What should we change?”
 - “What would make the biggest difference?”
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Facilitation Do's & Don'ts

DO

- Listen more than you speak
- Use plain English
- Validate experiences (“Thank you for sharing that”)
- Allow silence
- Stay curious, not defensive

DON'T

- Argue, justify or explain away feedback
 - Use jargon
 - Rush emotional moments
 - Promise changes you can't deliver
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Managing Group Dynamics

Quiet voices

- “We haven't heard from everyone yet...”
- “Would anyone else like to add something?”

Dominant voices

- “Thank you – let's hear from someone else.”
- Gently redirect back to the group

Emotional moments

- Acknowledge feelings
 - Offer a pause or break
 - Keep the group safe and respectful
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Capturing Insight

- Focus on **themes and meaning**, not individuals
 - Note what matters most, not just what's loudest
 - Capture quotes (anonymised) where powerful
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Closing the Session (Last 10 minutes)

- ✓ Summarise key themes
 - ✓ Check understanding ("Have we got this right?")
 - ✓ Explain next steps and timescales
 - ✓ Thank participants sincerely
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After the Session (Reminder)

- Share a short, accessible feedback summary
 - Clearly state:
 - What will change
 - What won't (and why)
 - Reflect: who was missing? What next time?
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Golden rule: People may forget what was said, but they won't forget how listened to they felt.

For other engagement advice, guidance and toolkits please or visit [Public Involvement](#) or contact the NHS Grampian Public Involvement Team at gram.involve@nhs.scot