

Better decisions together

Health and care



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Strategic advice | Research | Engagement | Evaluation | Consultation | Social investment

We believe that good health and care for all is achieved when systems and services are shaped by and include those who use them, work in them, and support them.

With a thirty-year history of supporting health and care systems, we work with strategic leaders, practitioners, people, and communities to design better health outcomes and reduce health inequalities.

Our skilled team is experienced at working with highly sensitive issues and we are dedicated to following and understanding the latest developments across the health and care sector.

About Traverse

We're an independent social-purpose consultancy that supports better decision making through the power of inclusion. We deliver evidence, insight, and strategic advice through our research, evaluation, engagement, and consultation services.

Formerly known as the OPM Group, we were established in 1989 as the UK's first employee-owned 'public interest' company. We're passionate about creating an inclusive society with better outcomes for all.

Our values

Our values underpin everything we do.



Inclusive: we create space to include everyone's voices



Curious: we listen, investigate, and search for insight



Compassionate: we prioritise empathy and understanding



Independent: we provide an independent perspective to challenge assumptions

What we do

Acting as facilitators for effective decision making, we bridge the gap between strategy and practice by bringing together decision makers and the public to develop a common vision for change.

We do this by:

- Involving people and communities to understand their health and care needs through lived experience, insight and evidence
- Shaping integrated health and care systems through the power of people, partnerships and place
- Supporting the transition to high quality and safe services through co-production and workforce development

Our services include:

- Strategic advice
- Public and stakeholder engagement
- Qualitative research, formative evaluation and quality improvement
- Public and stakeholder consultation
- Organisational development



Who we support

We work collaboratively with a range of organisations across health and care, delivering bespoke advice to help shape their strategic objectives, and meet their operational needs.

This includes national policy organisations, integrated care systems, support and infrastructure organisations, service providers, regulation and patient safety groups.

Our work



Sussex Health and Care Partnership

The project

Sussex Health and Care Partnership (SHCP) commissioned Traverse to design and facilitate an online deliberative engagement programme, which would support a dialogue between Sussex residents, senior leaders from the Integrated Care System (ICS) and other key stakeholders.

The aim of the programme was to encourage discussions around the pressures on the system because of Covid-19 and explore the role of individuals, communities, and service providers in reducing pressures on the health and care system.

What we did

The project provided an opportunity to start a dialogue with a range of people from local communities about the impact of Covid-19 on health and care services.

We used highly skilled facilitators to create a safe and supportive environment so participants could be honest and open in sharing their views and experiences. Their feedback helped Sussex health and care system to think how they communicate with people and participants about system pressures and gave practical suggestions for support.

The Cass Review

The project

The Cass Review is working to identify potential improvements with the current provision of specialist Gender Identity Development Services (GIDS). In short, the Review team is looking into how to build and sustain the capacity, capability and confidence of the wider workforce, and establish potential assessment frameworks for use in primary and/or secondary care.

What we did

The Review commissioned Traverse to create an online multi-professional panel to explore issues around gender identity services for children and young people. In particular, to better understand how it looks and feels for clinicians and other professionals working with these young people, as well as any broader concerns about the work, and to start exploring ideas about how the care of these children and young people can be better managed in future.

What panel members told us will help to provide a baseline of current competency, capacity, and confidence among the workforce outside the specialist GIDS service, creating a foundation of evidence upon which to develop potential solutions.

We recommended that further work is done with people who are engaging with gender identity services or have lived experience of questioning their own gender identity including their families and carers.



Vaccination – Healthwatch England

The project

Healthwatch England gathered views from 15,000 people about the Covid-19 vaccine. It found uptake was significantly lower among Black and Asian people.

With the support of the NHS Race Observatory, they commissioned Traverse to talk to 95 participants of African, Bangladeshi, Caribbean, and Pakistani ethnicity who lacked confidence in the vaccines to understand more.

What we did

We recruited the participants who answered questions and took part in activities anonymously, and in their own time, through the Recollective research platform. This was supplemented by one-to-one interviews.

A smaller group from the panel were then invited to take part in group workshop discussions to take a deeper look at the key themes.

We took care to recognise that attitudes to the vaccine are personal and the findings did not necessarily represent the views of whole communities.

The findings from the research were used by Healthwatch England to influence communications strategies beyond the Covid-19 vaccines programme.



Independent Medicines and Medical Devices (IMMDS) Review Patient Reference Group

The project

We recruited and facilitated the IMMDS Patient Reference Group (PRG) for the Department for Health and Social Care (DHSC). The PRG was made up of 14 people with lived experience who met over several months to support the development and implementation of the Government's response to the IMMDS Review.

What we did

Working closely with the PRG and the DHSC, we helped the group to develop and agree their own terms of reference and ground rules, appoint a group Chair, prioritise the recommendations they most wanted to discuss and to take part in meetings with DHSC policy leads. We then supported them to create their own report containing these recommendations which was submitted to Parliament.

In addition to recruitment, we handled all arrangements for meetings, including liaison with participants, attendance, preparation of papers, expert facilitation, note taking and technical support, payment of expenses, liaison with DHSC policy teams and election and coaching of the group Chair.

Due to the highly personal and emotive nature of the discussions, we also put in place an independent, confidential emotional support service provided by Victim Support.



Lived experience

In February 2021, we funded a pilot lived experience advisory panel to inform and shape our inclusive research and engagement practice. Once established, the panel chose to change its name to REBLE, which stands for Research Enabled by Lived Experience.

Together with REBLE, we have ambitious plans to set the standard for co-production in research by co-designing great research and engagement activities that authentically share power with people with lived experience.

About the REBLE researchers

The REBLE researchers are ten people who are passionate about sharing their lived experience, expertise, and perspectives to improve inclusive practice and co-production in research and engagement.

Coming from a range of different ethnic backgrounds and ages, some members have physical or learning disabilities, or long-term health conditions which affect their everyday lives.

They work with us to make sure our assumptions and interpretations of research and engagement are grounded in the experiences of those accessing services. They sense check our ideas and advise us on design.

Their expertise

Each member brings unique expertise on a range of topics, from mental health, disability and being a carer to anti-racism, sexuality, and discrimination.

Their expertise also covers experience in campaigning and research, as well as being part of lived experience groups.

REBLE are also working on various projects with us as lived experience associates. They are sharing their knowledge and experience to help with the creation of a similar group to focus on personalised care, as well as exploring how to influence national bodies to embed lived experience in their research practice.





Get in touch

Contact us to discuss how Traverse can help with your next project.



Jessie Cunnett

Head of health and care

T: (0) 7510 500184

E: jessie.cunnett@traverse.ltd

Twitter: [@traversepeople](https://twitter.com/traversepeople)

Linkedin: [/traversepeople](https://www.linkedin.com/company/traversepeople)

If you would like a large text version of this document, please contact us.

Office 602, 77 Farringdon Road, London, EC1M 3JU
0207 239 7800 | info@traverse.ltd | www.traverse.ltd

