A Co-production Model
Five values and seven steps to make this happen in reality

What is co-production?
Co-production is a way of working that involves people who use health and care services, carers and communities in equal partnership; and which engages groups of people at the earliest stages of service design, development and evaluation. Co-production acknowledges that people with ‘lived experience’ of a particular condition are often best placed to advise on what support and services will make a positive difference to their lives. Done well, co-production helps to ground discussions in reality, and to maintain a person-centred perspective. Co-production is part of a range of approaches that includes citizen involvement, participation, engagement and consultation. It is a cornerstone of self-care, of person-centred care and of health-coaching approaches.

Values and behaviours
For co-production to become part of the way we work, we will create a culture where the following values and behaviours are the norm:

How to do it?
Seven practical steps to make co-production happen in reality:

1. Get agreement from senior leaders to champion co-production
2. Put systems in place that reward and recognise the contributions people make
3. Build co-production into your work programmes until it becomes ‘how you work’
4. Regularly review and report back on progress. Aim to move from “You said, we did,” to “We said, we did”
5. Use open & fair approaches to recruit a range of people who use health and care services, carers and communities, taking positive steps to include under-represented groups
6. Identify areas of work where co-production can have a genuine impact, and involve citizens in the very earliest stages of project design
7. Train and develop staff and citizens, so that everyone understands what co-production is and how to make it happen