**CO-PRODUCING**
People, families and service providers all working together in an equal way to make things better. For example, supported self-management, personal outcomes approaches, participatory budgeting.

**CO-DESIGNING**
Patients, healthcare professionals and others working together to design services/resources and make sure the end product meets everyone’s needs. For example, designing a new patient leaflet, website or care plan together.

**COLLABORATING**
Working in partnership with people and patients at every stage of a process, including developing preferred solutions and alternatives. For example, community groups working in partnership with a Health Trust to develop a new service model.

**ENGAGING**
Working directly with people and patients to ensure their hopes and concerns are understood and considered. For example, reference groups, policy consultations or steering groups.

**CONSULTING**
Getting feedback from people on proposals, decisions or their experience of service providers. For example, surveys, focus groups and online polls.

**INFORMING**
Providing people and patients with information to help them understand problems and provide different solutions. For example, websites, newsletters, social media and press releases.

**EDUCATING AND THERAPY**
Service providers believe a plan or intervention is best and the aim is to promote a particular message or encourage behaviour change. For example, public health campaigns, patient education programmes, talking therapies.