**ELC programme: add name**

**Information sheet**

Commissioning is the process by which local health organisations decide how they will spend your money to deliver the best affordable care for local people. In this area, add name is the commissioning organisation responsible for your care.

Experience Led Commissioning (ELC) is a new approach to commissioning. It is built around the idea that if we listen to and deeply understand people’s experience, we will ask different commissioning questions and design better, more person centred commissioning strategies that deliver better care experiences for people in (add CCG). This programme is seeking to improve care for add community of interest.

A key part of the ELC approach are co design events where local people with relevant experience come together with front line professionals who deliver care and service commissioners to co design the experience of care that we will go on to commission.

The difference between this approach and other ways of commissioning is that it is experience led. Many people complain that often their experience of care leaves them feeling more like a number rather than a person. They often get the right care and medical treatment; yet the human element is missing. By being experience led in our commissioning, we want to ensure that we change this and focus on what people tell us matters to them and makes the biggest difference to a great experience of care.

By agreeing to take part in this and future events, you are becoming part of our ELC commissioning co design team for (add condition or community of interest).

We are very grateful for your time, expertise and input. Thank you for contributing.

**Contact**

Add contact details, ELC Programme Lead

Tel: xxx

Email: xxxx