Service user engagement and health service reconfiguration: a rapid evidence synthesis
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Authors' objectives
To assess what is known about effective patient and public engagement in reconfiguration processes and to identify implications for further research.

Authors' conclusions
Patients and the public could be engaged through a wide variety of methods. In selecting which methods to employ locally, decision-makers should take into account the nature of the local population and of the proposed service changes. Problems often arose because decision-makers paid insufficient attention to issues considered important by the public. NHS England guidance could be a helpful practical framework for future engagement activity.

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