

Beyond The Numbers

How Real Experiences Are Shaping Real Data

Helen Butters (hbutters@nhs.net) &
Networked Data Lab West Yorkshire ICB Team



Abstract

Our approach combines robust data analysis with real-world insights from patients and the public, supported by Healthwatch Leeds and our UK-wide Networked Data Lab partners. This ensures that findings reflect lived experiences and community needs. By turning numbers into meaningful stories, we build trust, save resources, and create actionable recommendations for decision-makers. Using real experiences keeps our analysis relevant and practical.

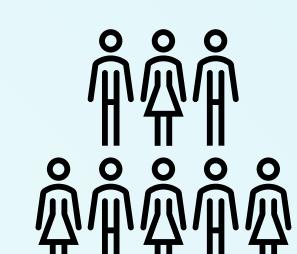
Introduction

Patients and the public were actively involved at key stages of the analysis, from reviewing data summaries to identifying important themes and priorities. Their insights helped shape the interpretation of findings, ensuring results reflect lived experiences and community needs. Supported by Healthwatch Leeds and the Networked Data Lab, this collaborative process strengthened trust, highlighted actionable insights, and guided recommendations that are meaningful to decision-makers.

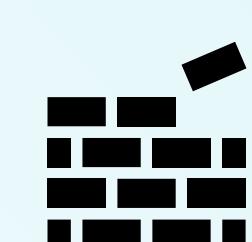
Projects

1. COVID-19 and the clinically extremely vulnerable population
2. Children and young people's mental health
3. Unpaid Carers
4. Intermediate Care
5. Waiting Lists
6. Healthy Housing

Our Approach



Start with people. A patient group is created at the start to keep the process patient focused.



Build on what's known. We built on existing insights before starting new work, making the most of time and budget.



Work together. Partnering with Healthwatch Leeds and others gave us a greater reach and richer feedback.



Go to the source. We joined existing visits and focus groups reducing barriers and increasing participation.



Stay connected. Patient and carers shaped questions reviewed findings and told us what mattered to them.

The new [Renters' Rights Act](#)

Outcomes

Impact on Analysis

Changes or additions to data interpretation were made based on patient/public input.

Outputs or Actions

Recommendations were shaped by people. Reports, dashboards, & visualisations were adjusted to reflect real experiences.

Engagement Outcomes

Patients and the public participated in workshops, focus groups, and interviews, giving feedback to keep the process relevant and appropriate.

Insights Gained

Stories or themes identified that would not have emerged without talking to people. Areas where quantitative data alone could be misleading, clarified by lived experience.

Practical Benefits

Built trust with communities. Saved resources by prioritising relevant findings.

Conclusion

This approach turned numbers into meaningful and powerful real-life stories and made sure our analysis reflected real lives. It built trust, saved resources, and created recommendations that decision-makers can act on.

"The involvement of patients and the public supported by Healthwatch Leeds and our UK wide Networked Data Lab partners, has been vital in making sure our analysis reflects real world experiences and community needs". Anna Palczewska, Senior Data Scientist