

Citizen Panels

Strengthen your decision-making through better representation and governance



Civica Engagement Solutions has worked extensively in the health sector since 2006, delivering public, community and patient engagement solutions and services. In the past decade we have recruited over a quarter of a million members, stakeholders and participants for health and local authority organisations to engage with, inform, consult and hear from. We securely look after 1.75 million membership records for the health sector on a daily basis.

Since 2018 much of our work has focused in particular on the newly formed Sustainability and Transformation Partnerships (STPs) and Integrated Care Systems (ICSs), and building their citizen panels.

Our suite of services and tools, backed up with our outstanding customer support gives you the right platform to focus on effective engagement with your members, communities and stakeholders.

We offer the following services:

Panel member recruitment:



We build representative, transparent and targeted membership panels.



Face to Face recruitment:

Locally targeted recruitment in community and local venues ideal to recruit hard to reach groups.

Member platform management:



Our leading Engage communications hub securely cloud hosts all your data providing 24/7 access and access to the leading communication tools. Used by 200+ organisations, it is the membership platform of choice.

North West London CCG

3,000 members recruited

Spanning 8 boroughs in West London.

East London Health & Care Partnership

900 members recruited

Focus on men and members of LGBT community to help diversify panel.

Manchester Foundation Trust

1,850 members recruited

350 targeted 11-16-year olds and a focus on the Gypsy / Traveller community.

Haringey Council

1,900 members recruited

Focus on BAME groups to ensure representation of local population.

Buckinghamshire STP

1,500 members recruited

Rural setting / low footfall.

Brighton & Hove CCG

1,000 members recruited

Focus on members from the LGBT community.

Our engagement approach gives communities a say in matters that impact their daily lives.

Panel member recruitment

Civica Engagement Solutions can recruit members for your panel regardless of the size and tailored to your requirements. We control and target recruitment, allowing you to set specific criteria for which demographics you want to recruit.

When face to face recruitment is not possible, all is not lost; we use alternative digital engagement tools to help find and build memberships.

Civica Engage platform

Civica Engage is the ideal solution to help you manage your new panel. The leading cloud-optimised membership, panel and stakeholder management software, Engage supports over 200 NHS Foundation Trusts and Clinical Commissioning Groups with public, patient and employee engagement programmes.

- Centralised communications hub helps to manage engagement with all stakeholders, from employees and patients to the public
- Enable users to work faster with simple workflow and eliminate duplication of tasks
- Save money with cost-effective communication tools
- Provide peace of mind with unparalleled support from our passionate customer experience team
- Designed in partnership with our user community
- Secure cloud-enabled solution ensuring all your membership and stakeholder data is protected –we are an ISO27001, ISO9001 and Data Security and Protection Toolkit (DSPT) accredited supplier.

“The whole team work seamlessly to deliver an outstanding service and as such have been able to build our citizens panel to 100% of our specification right on schedule. Civica offer quality insight, advice and guidance on all aspects of citizens panels and come highly recommended.”

Jonathan Sewell
Strategic Engagement Manager
NHS Devon Clinical Commissioning Group

Key features

- Event management
- Integrated communications for distributing post, email, text and surveys
- Advanced demographic insight and analysis and population profiling
- Governance and election management
- Quick report features
- User-friendly interface

200+ NHS providers and commissioners

250,000 panel members recruited

13+ years' experience of building panels