

A useful contribution starts with a real need.

A clearer decision. A service people can understand. A handover another team can carry forward. IAE turns specialist judgement into practical work for organisations and the people they support.

IAE connects medicines access, evidence and regulatory expertise with the frameworks, resources and ways of working that make a service useful.

Agree the question

Who needs to do what differently?

Ground the decision

Which sources, requirements and uncertainties matter?

Shape the output

What will people actually use?

Review the work

Who needs to challenge, test or accept it?

Carry it forward

Who owns the handover, updates and learning?

Commissioned work

For commissioned work, scope, responsibilities, timing and fees are agreed before work begins.

Community contribution

Your contribution is voluntary. We agree its purpose, format, attribution and practical support together. Community participation and editorial attention do not depend on buying services or endorsing IAE.

Explore six audiences, ten offers and a shortlist-to-brief tool at iaeconsults.co.uk/working-together.html. Proposed digital tools and continuing community spaces require their own scope and operating arrangements.

Service design and handbooks

Put the knowledge behind a service into a form another person can use.

A service can depend on knowledge held by a few people. IAE turns that knowledge into a clear service map, working guidance and handover arrangements, connecting regulatory judgement with the decisions staff meet each day.

A useful first output

Begin with one journey. Leave with a service map and a handbook module your team can put to work.

For the organisation

Your team has a shared reference for who decides, who acts and what confirms a complete handover. New contributors have somewhere useful to start.

For the people it supports

People using the service can understand the next step and where to ask for an update, without needing to understand the organisation behind it.

Review the benefit

Check whether staff and service users can identify the next action and responsible role.

Bring the handover or recurring question that needs a clearer answer.

Explore the relevant IAE work and choose an enquiry route at iaeconsults.co.uk/working-together.html#offer-01

Tailored digital tools

A digital experience is useful when it helps someone complete something that matters.

IAE is developing digital capabilities around decision preparation, evidence, learning and community work. Start with a repeated task, then connect the right content, a simple workflow and a useful output. An organisation-branded or white-label edition can be part of the project.

A useful first output

Begin with one task and its intended users. Develop a brief and working demonstration for them to assess.

For the organisation

Your team can assess a focused workflow before expanding it, with content ownership, permissions, maintenance and support considered from the start.

For the people it supports

The user leaves with something useful: prioritised questions, a clearer brief, a resource they can return to or an agreed next action.

Review the benefit

Observe whether people can complete the task and use the output; record where they get stuck.

Which repeated task deserves a better tool?

Explore the relevant IAE work and choose an enquiry route at iaeconsults.co.uk/working-together.html#offer-02

Focused community support

Start with the need, not the size of the organisation.

A grassroots group may need a clearer resource, a short project brief or specialist input on a partnership. IAE can shape a contribution around the people it should help and the capacity available. Informal groups are welcome; selected pro bono work is agreed individually.

A useful first output

Send a few lines about one priority. Agree a manageable output, practical support and a clear handover.

For the organisation

A bounded brief makes the request easier to explain and the contribution easier to complete. The group keeps an output it can use after the conversation.

For the people it supports

The work addresses a priority the community recognises, in a format it can actually use. Participation and support are not conditional on promoting IAE.

Review the benefit

Ask whether the group can use the output independently and what need remains unmet.

What is one thing that would make your group's work easier?

Explore the relevant IAE work and choose an enquiry route at iaeconsults.co.uk/working-together.html#offer-03

Independent ambassadors and advisers

A useful ambassador has a voice of their own.

People who connect with IAE's purpose can contribute as independent advisers, ambassadors or occasional collaborators. The value may be an honest challenge, a resource review, a relevant introduction or a question others have missed.

A useful first output

Discuss the perspective you would like to contribute. Agree whether you speak personally or for an organisation and how the role is described.

For the organisation

IAE gains a more grounded view of what is useful, what is missing and what should be reconsidered. A role has a purpose, agreed time and practical support.

For the people it supports

Contributors choose how they take part and retain their own voice. There is no promotion quota, required endorsement or expectation to share a medical story.

Review the benefit

Record what the contribution influenced and report back, including where a suggestion was not taken forward.

What would you like to help IAE see more clearly?

Explore the relevant IAE work and choose an enquiry route at iaeconsults.co.uk/working-together.html#offer-04

Conversations and community spaces

A listening session, a roundtable and a forum do different jobs.

IAE can help shape a purposeful community format: the question, ways to participate, facilitation and a clear route for concerns. Human, AI-assisted or hybrid approaches are assessed for the actual activity. A continuing space needs an operating model that fits its purpose.

A useful first output

Begin with a listening brief or a scheduled conversation. Use what is learned to decide whether a continuing space would help.

For the organisation

A defined format makes the work of convening, moderation and follow-up visible. It gives the organisation a basis for deciding what it can sustain.

For the people it supports

People can choose to advise, host, explore supported moderation or participate without an operating role. Listening, writing and speaking can all be useful contributions.

Review the benefit

Ask whether the format met its purpose, who could not participate and what support was actually needed.

What conversation is missing from your community?

Explore the relevant IAE work and choose an enquiry route at iaeconsults.co.uk/working-together.html#offer-05

Accessible information and preparation

Make the important question easier to find, prepare and ask.

IAE turns complex process information into clear preparation resources. A question sheet, plain-language guide or accessible edition can help adults living with a condition, families, carers and professionals organise what matters before a conversation.

A useful first output

Begin with a recurring question. Develop one resource with a clear purpose, reliable sources and a useful next step.

For the organisation

A maintained resource gives the organisation a consistent starting point for recurring questions and a way to spot what still needs explaining.

For the people it supports

Someone can choose their priorities, prepare in their own time and take the output to the responsible care or programme team. A companion can help without taking over.

Review the benefit

Test whether intended users can find, prioritise and understand the questions in the format they need.

Which question does your community keep asking?

Explore the relevant IAE work and choose an enquiry route at iaeconsults.co.uk/working-together.html#offer-06

Evidence and publishing support

A source matters most when people can see what it supports—and what it does not.

IAE connects evidence judgement with practical publishing. The work may be a source review, staff handbook, educational guide or evidence brief. Its purpose, interpretation, ownership and review date travel with the content so the next edition has a clear basis.

A useful first output

Begin with one resource or source collection. Establish the key changes, source register and review responsibilities.

For the organisation

The organisation can trace a statement to its source, distinguish evidence from interpretation and maintain web, print and other agreed editions together.

For the people it supports

Readers can understand the basis of the information, find the relevant source and raise a correction. Clear limits support a more informed conversation.

Review the benefit

Check whether users can follow a claim to its source and whether a correction reaches affected editions.

Which resource needs a stronger next edition?

Explore the relevant IAE work and choose an enquiry route at iaeconsults.co.uk/working-together.html#offer-07

Community-informed service design

Participation becomes more meaningful when there is a decision it can influence.

IAE helps connect community and professional perspectives to service design and evidence planning. Start with an open decision, invite the relevant voices and make a clear record of the response. Useful involvement includes questions, disagreement and ideas that cannot be adopted.

A useful first output

Begin with one open decision. Prepare an involvement brief and a practical feedback-to-action record.

For the organisation

The organisation gains a traceable account of what was heard, what changed and why. The record can inform the next design decision and prevent the same question being lost.

For the people it supports

Contributors can see the purpose of taking part and receive an honest account of what their input influenced. Adults, families and carers can speak in their own right.

Review the benefit

Ask whether contributors can identify what they influenced and whether the claimed change has evidence.

Whose experience should shape your next decision?

Explore the relevant IAE work and choose an enquiry route at iaeconsults.co.uk/working-together.html#offer-08

Resources, skills and connections

A precise request can make expertise easier to share.

IAE can help a small organisation or specialist team define a gap, find relevant resources and explore appropriate connections. A permissioned resource or focused skills brief may be more useful than starting another large programme. Introductions are explored with the people involved.

A useful first output

Begin with the gap. Create a support brief, resource shortlist or introduction plan that makes the next conversation more productive.

For the organisation

The organisation can explain the work, assess relevant experience and understand the rights and maintenance attached to a resource it reuses.

For the people it supports

The group can use the contribution to address a real need. Clear scope and a usable handover make support more likely to remain useful after the initial exchange.

Review the benefit

Track whether relevant help was actually agreed and whether the resulting output can be used.

What expertise, resource or connection would unlock your next step?

Explore the relevant IAE work and choose an enquiry route at iaeconsults.co.uk/working-together.html#offer-09

Shared learning and visibility

One thoughtful contribution can become several accessible ways to learn.

IAE welcomes ideas for interviews, conversations and educational resources. Our community direction includes podcasts, accessible summaries and free publication formats. Begin with work worth understanding, then choose the format, attribution and reuse together.

A useful first output

Begin with the topic and audience. Agree an independent editorial contribution and the formats that will make it useful.

For the organisation

A permissioned source conversation can become a consistent article, interview, audio script or shareable resource, with a clear review and correction route.

For the people it supports

Contributors can explain their work without repeatedly retelling a personal story. Readers and listeners can choose a format and find a useful question or next step.

Review the benefit

Check accurate representation and usefulness; distinguish observed reach from demonstrated benefit.

What deserves a wider, better-informed conversation?

Explore the relevant IAE work and choose an enquiry route at iaeconsults.co.uk/working-together.html#offer-10

Prepare a useful first conversation

Use this sheet privately to shape a short outline. It is not an application, agreement or request for medical information.

Who is the work for?

Name the intended users and what they need to do. This keeps the output connected to a real task.

What is difficult now?

Describe one recurring question, handover or resource gap. An example helps define the work.

What would help first?

Choose a manageable output and how someone would use it. This prevents the brief becoming a list of activities.

Who should review and maintain it?

Identify the appropriate role and any format, language or timing needs. These shape the handover.

Leave out personal medical records and confidential case details. Keep or edit this on your device. Nothing is sent by downloading or completing this sheet.

Choose the appropriate contact route at iaeconsults.co.uk/working-together.html. Scope and arrangements are agreed before work begins.