HEALTHCARE IS A HUMAN RIGHT.

Doctors of the World UK

Policy and Advocacy Department

National Health Advisers Group

Our Ways of Working

2026 to 2028 Pathway for Change

Co-produced Group Priorities and Work Direction Framework Document

'Official record of the NHAs priorities submitted to doctors of the world on May 2026'

This document has been co-designed by the Doctors of the World UK National Health Advisers.

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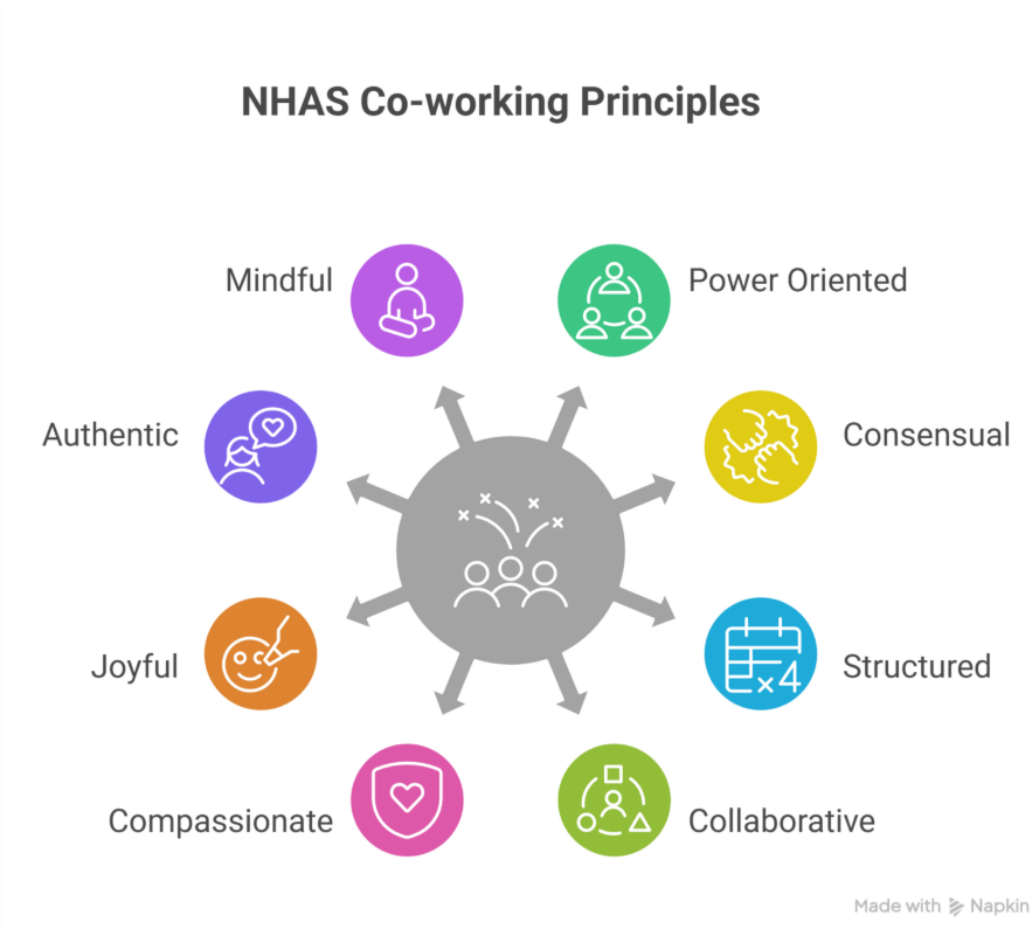
Our Ways of Working

Our approach to meaningful engagement:

We define meaningful engagement as: a respectful and purposeful process in which individuals' contributions are heard, valued, and influence decisions. It is mutually beneficial, supporting participants to build confidence, knowledge, or skills, while ensuring the organisation learns from lived experience. Engagement is structured, transparent, and supported by feedback, and leads to visible and tangible change.

Our co-working principles:



All NHAS engagement should be:

1- **Power oriented and impact driven**

Power is present in all engagement spaces. We actively work to share and redistribute power, supporting NHAs to shape decisions, deliver change, and influence outcomes. Engagement should lead to change that people can recognise, understand, and connect with.

2- **Consensual and Centring NHAs Agency**

Engagement is grounded in informed consent and voluntary participation. NHAs shape how they contribute, the stories they choose to share, the evidence they help to build, the roles they take on, and the work they deliver.

3- **Structured, Clare, and guided by Learning**

Engagement is thoughtfully structured, paced with care, and designed to support learning and growth, using clear and accessible language. Roles and purpose are clearly defined, enabling skills-building, training opportunities, and activities that strengthen relationships.

4- **Collaborative and Partnership Conducive**

Engagement is collaborative and rooted in partnership. It creates space to listen to others and to speak with clarity and purpose, using voices to generate impact. Contribution is not confined to a single area of work; NHAs may shape fundraising, campaigning, and efforts to improve access to services.

5- **Compassionate, Safety, and Trauma-Informed Guided**

Engagement is grounded in compassion and guided by trauma-informed practice. It is supported by staff who foster a safe and nurturing environment. Our work is mindful of healing and attentive to the diverse and collective journeys within the group. Care is taken to avoid harm and prevent re-traumatisation.

6- **Joy, Respect, and Recognition at core**

Engagement is enabling, respectful, and grounded in the value of lived experience as a driver of change. It fosters joy, dignity, and a sense of belonging

at every stage. Lived experience is recognised as expertise, and NHAs are recognised as experts in their own lives and stories.

7- **Purpose and Authenticity valued at all times**

Engagement enable NHAs to influence others, tell their narratives, and share complex migration experiences. Engagement must draw on our lived experiences while being grounded in a clear understanding of what we are doing and why. It should be organic, never forcing anyone to do something they do not want to do.

8- **Our engagement should be mindful**

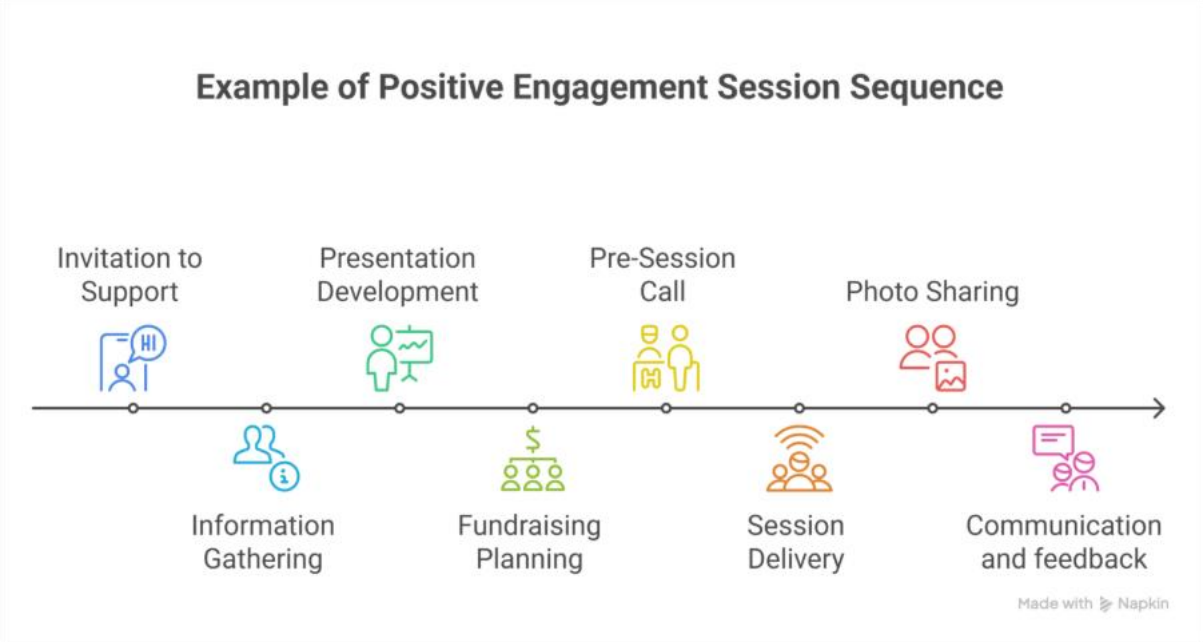
Engagement is carried out with consistency and continuity. Learning, decisions, and contributions are documented to preserve collective knowledge and reduce fragmentation. Our shared history and insights are safeguarded and passed on to new NHA coordinators, maintaining connection and stability even during periods of change.

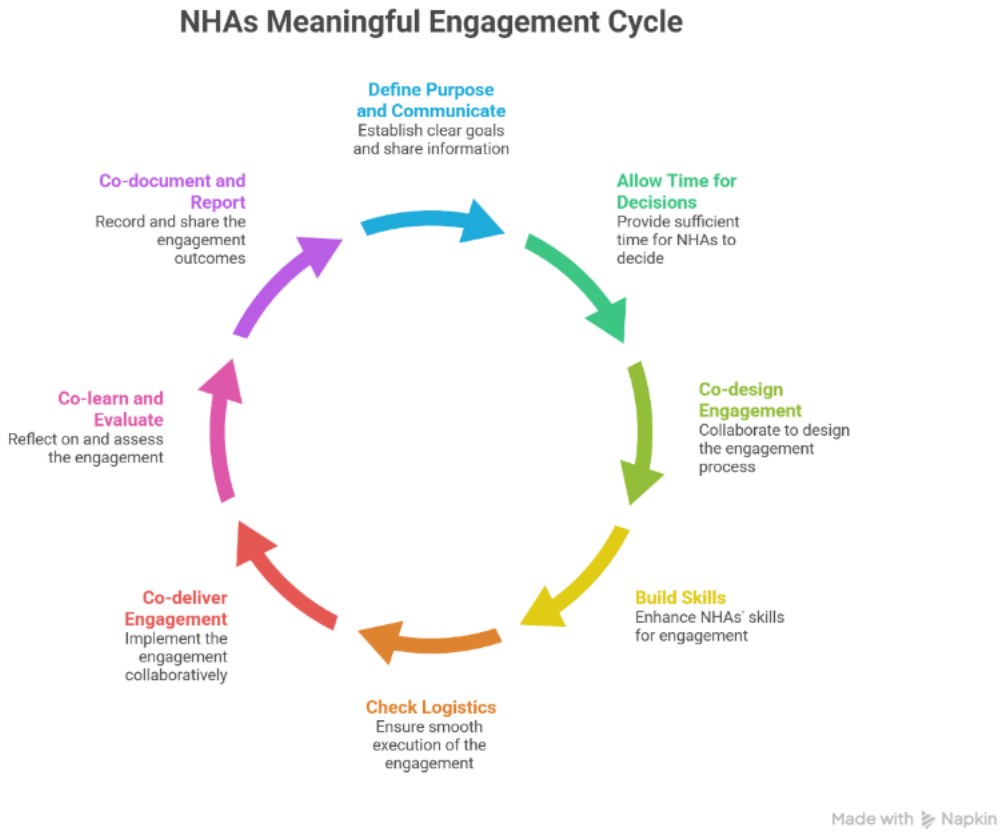
Story of a positive engagement when NHAs delivered a session for a GP clinic and the surrounding community

National Health Advisers were invited by the Services team to support their work at the drop-in centre in East London*. The NHAs were informed of the time, place, location of the session, and the needs of the community members. Using this information, NHAs joined the session and co-developed a presentation on healthcare entitlements in Amharic and Tagalog, as these were the two main languages in the area. They also identified a multifaith centre where they could fundraise and requested a DOTW fundraising bucket and vest.

In the week leading up to the session, participating NHAs joined a quick call to run through the session, review slides, and discuss messaging for fundraising. They agreed on stories to tell and actions to take if they felt unsafe. On the day of the session, NHAs delivered the presentation, took photos, and shared them with the comms team, who later posted how much money was raised, alongside a photo and a blog written about the engagement.

It took one month to deliver this session, but it aligned with all of our principles.





Joy's engagement that felt poor and isolating:**

An opportunity call to support a project was announced, and a registration form was created. An NHA applied. The request was logged at the last minute and required only

one NHA to support. Joy, an NHA who is passionate about this project and has lived experience of it, felt emotionally heavy as the request reminded them of their experiences. They decided to take a moment to breathe and ground themselves and planned to apply for the project when they felt better.

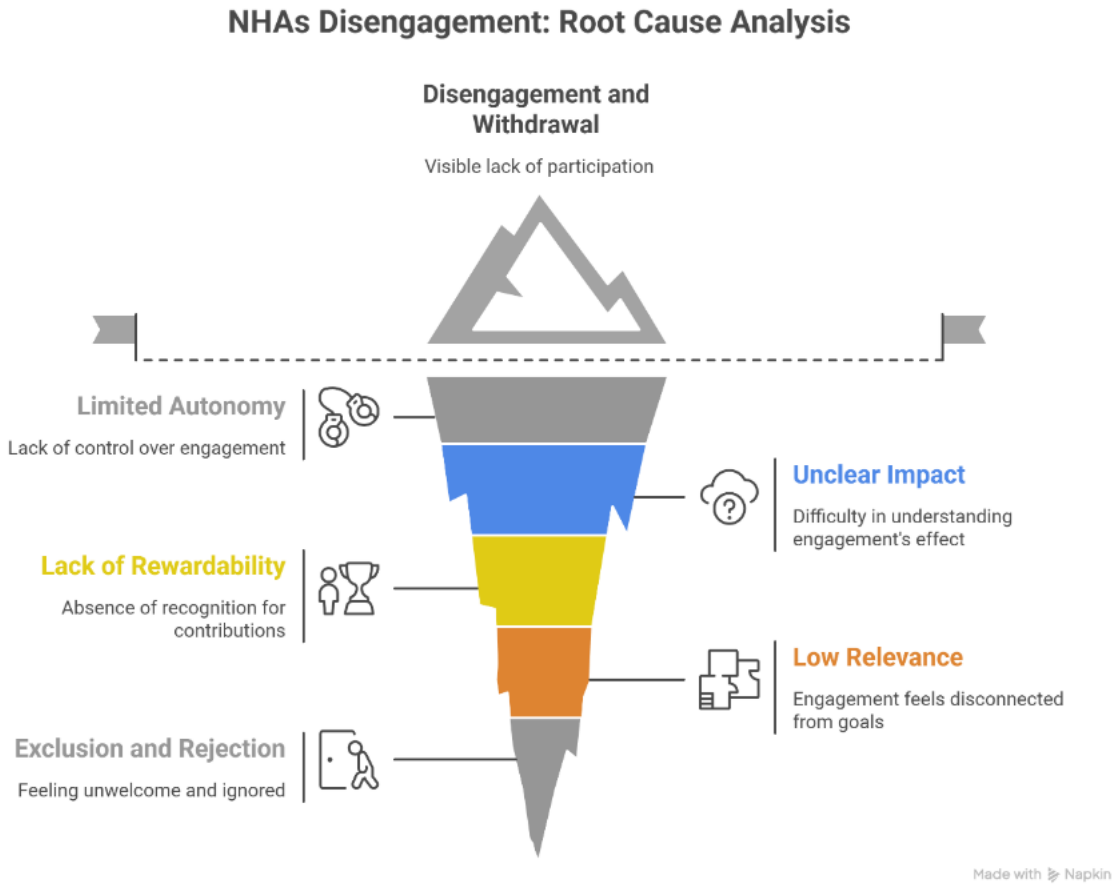
The following morning, when Joy opened the form to apply, they saw a note saying, ***"Thank you for your interest, we now have an NHA who will share the voice needed for this quick piece of work."*** This made Joy feel excluded, isolated, and reminded them of a previous time when they had come to the office and no one was there to escort them or show them around. They also felt that their voice was not considered relevant and that their complex life circumstances were not regarded. As a result, they withdrew from NHAs work because they did not feel heard, valued, or acknowledged.

Joy then attended only the monthly meetings and did not actively contribute to the work. A few months later, they saw another opportunity and decided to join. This time, they were invited to the office alongside other NHAs. While working at the office, they felt that their voice was valued. They contributed to building a document for Doctors of the World UK and were excited to see the change that this engagement had created. They wanted to showcase their value and expertise and to feel part of the positive change that Doctors of the World UK delivers.

They received vouchers and thank you notes, but they were never able to see the final document. This made them feel unseen once more. They did not understand what they had done or how their contribution was making change. They then decided not to engage in any other activities, as the work felt less valuable to them.

When asked what would make a difference so they could contribute meaningfully, they said: "Recognition, feedback, inclusion, and structured work. I need to have space to choose actively what I want to do. I want to have time to think, reflect, and respond. I want enough opportunities and clear guidance on how I can make change. I want to see the results of my work, and I want to hear how I made change."

These elements are central to our co-working principles in delivering this strategy, and Joy's story is at the heart of our approach to co-produced collaborative work as NHAs.



**Please note, these stories are a collective of our experiences and are developed solely to highlight what meaningful engagement meant to NHAs.*

*** Name and Identity are illustrative and do not represent any particular individual*