



Herts Valleys

Clinical Commissioning Group

Review of patient representation:

Heather Aylward

Public Engagement Manager

Heather.aylward@nhs.net

Review of patient representation:

To learn from patient representatives and staff involved in Herts Valleys committees, groups and other activities, agree learning points and develop actions to improve both experience and involvement

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Patient representatives



Patient representatives are local volunteers – carer, patient, member of the public or a community member – who are actively interested and involved in local health services.

They may be representing a group, a particular community or alternatively just involved as an individual, offering their views, experiences and bringing a patient and a local perspective to all discussions.

Involvement

Patient representatives are involved at all levels of the CCG – from board to procurement of services, quality visits and meetings , reader panels, ambassadors and service re-design groups.



Patient Voice



Patient Voice

Background to session

In response to:

Feedback from patients and staff involved in committees, groups and other activities – some challenges faced and suggestions for improvement

Recruitment

- Outline role the patient representative is needed for and if they need to have specific experience of a particular service
- Send information through patient group networks and stakeholders
- Dependent on response and role:
 - Arrange a briefing session to outline in more detail the role
 - Discuss process for sharing information, meeting dates and process for patient selection (broaden representation, availability, geographical, etc)
- Often random 'selection'

Support

- Payment of expenses
- Point of contact and information from project
- Training if appropriate (safeguarding)



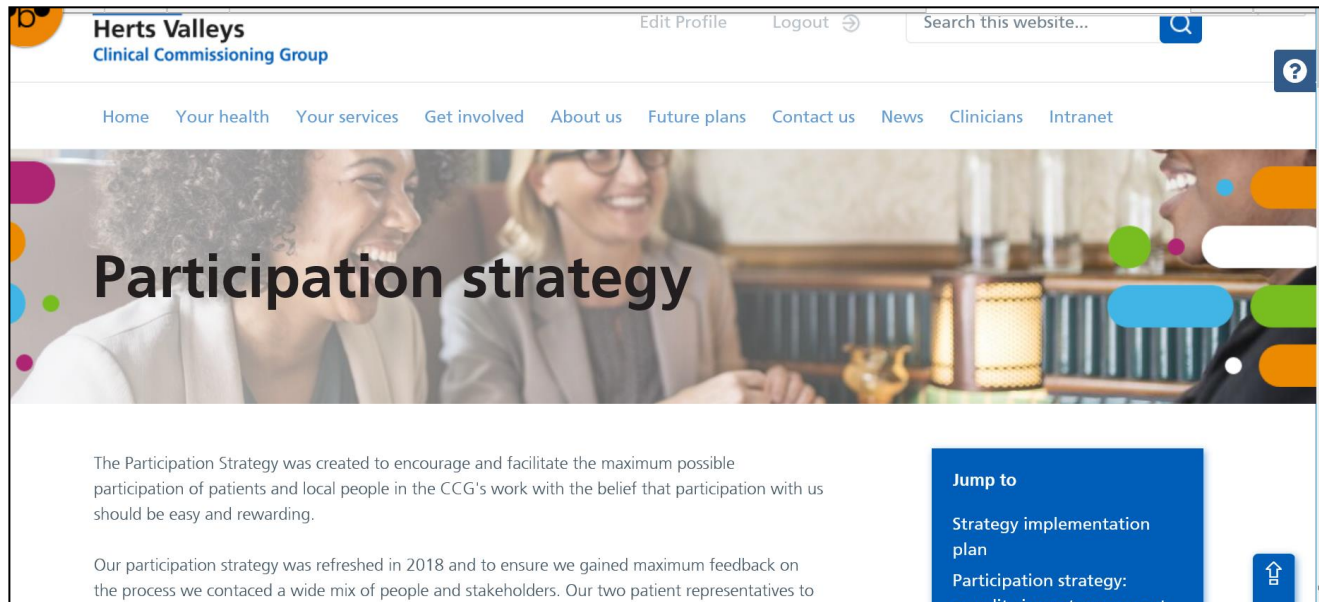
Policies

Participation strategy:

<https://hertsvalleysccg.nhs.uk/get-involved/participation-strategy>

Volunteer policy:

[https://hertsvalleysccg.nhs.uk/application/files/8315/4866/5117/Final Herts Valleys Volunteering policy 4.pdf](https://hertsvalleysccg.nhs.uk/application/files/8315/4866/5117/Final_Herts_Valleys_Volunteering_policy_4.pdf)



Group discussions

Thinking of all the ways that you have been involved as a patient volunteer or staff member in Herts Valleys committees, groups or projects:

- ***What has worked well in patient representative recruitment, support and information sharing?***
- ***What could be improved?***





Next Steps



- **Review feedback**

Questions / Comments?

