

JOIN OUR PUBLIC PARTICIPATION PANEL (PPP)

Are you looking to make a difference to your local community?

Right now we have a great opportunity for the right people to join the Panel. We are looking for new members to help us on this journey.

Are you looking to make a difference to your local community? Right now we have a great opportunity for the right people to join our Public Participation Panel.

At East Lancashire Hospitals NHS Trust (ELHT) we believe in involving our patients and local residents in the development of our services so we can continuously improve the care, experience, and services they receive.

To help the Trust embed this principle we formed a Public Participation Panel (PPP) in February 2019. The Panel is comprised of patients, carers and members of the public who work with the Trust to ensure that the experience and needs of patients and carers are met through the services we provide. The Trust's PPP is also supported by Healthwatch Blackburn with Darwen and Healthwatch Lancashire.

We are looking for new members to help us on this journey.

What's involved?

- ❖ Working with Trust employees to ensure that patients and the public are involved in shaping services to meet the needs of individuals and the local community.
- ❖ Helping to improve the working relationships and networks between the Trust, local communities and individuals.
- ❖ Reviewing patient information to ensure it is as user friendly as possible.
- ❖ Taking part in projects with Trust employees and external patient representative organisations that seek to understand experiences of specific patient groups.
- ❖ Attending monthly meetings and other PPP activities.

What are the rewards?

- ❖ A sense of giving back and a feeling that you are helping to support the healthcare professionals who serve your community.
- ❖ Knowing that you are speaking up for patients and others who need representation.
- ❖ A chance to gain insight into the workings of a busy hospital and to collaborate with others to find solutions and improvements. You may want to get involved with specific projects. Your level of involvement can be flexible and depend on your interests and availability.

- ❖ An opportunity to develop skills that could be useful to you in other areas of life, or to use your own expertise and experience in a new setting.

How are PPP members involved?

Our PPP members play an active role as patient assessors in the annual East Lancashire Hospitals patient led assessments of the care environment (PLACE).

PPP members regularly participate in Quality Walk rounds which are informal audits of hospital departments and wards.

One PPP member recently participated in a vital programme to develop a high quality care model for the rehabilitation of patients diagnosed with Covid-19 who, as part of their hospital admission, required care in the Intensive Care Unit (ICU) at Royal Blackburn Teaching Hospital.

Georgia Hackett, Engagement & Research Officer, Healthwatch Lancashire says....

“Being a part of the PPP has been and continues to be a great experience, offering great opportunities and insights into patient care within ELHT. Contributing to high quality care and ensuring that the voices of those in East Lancashire are being heard and acted upon is greatly rewarding.”

David Whyte, PPP member says.....

“I have been involved in Patient Experience for many years, and when the opportunity to join the PPP came, I didn’t hesitate.

It is always said that the NHS, one of the best in the world is free. This isn’t accurate. Every working person in the country pays for it through N.I. and taxes. As far as I am aware there is no statutory body representing the patients but there are, of course, the pledges and rights enshrined in the NHS Constitution.

I believe that patient panels at a local level go some way to giving this representation acting in the patients’ interests and helping their Trust or Hospital in any way they can.”

Alan Pickup, PPP member says.....

“I joined the PPP to help give a voice to those who may not be able or have the time to raise concerns, issues or suggestion to improve the service. This is especially true for unpaid family carers who may have a lot to contribute to the health and treatment of their loved ones, if treated as a partner in their health management. As a Carer for someone who is learning disabled I want to ensure that they are treated as an individual and health professionals take the time to understand issues that may arise with regard to their disability. This is also true for those with conditions related to Autism.”

Mr W Morton, PPP member says.....

“Having received Primary and Secondary care frequently during my lifetime, on most occasions, the NHS service has been excellent. It was during several terms in hospital that I experienced, observed or overheard many examples of less than excellent patient experiences. During my career in industry I worked with and helped develop Management Systems to ensure Excellence of Service provision so believed I could contribute to Continuous Improvement activities in the NHS. After some years contributing to Clinical Commissioning Group workshops, an opportunity arose to join the Public Participation Panel for ELHT which allows members of the public to offer a patient’s view on a variety of projects. In essence the PPP gives us the chance to payback in a small way the lifetime support that we receive.”

Mrs M L Morton, PPP member says.....

“Over the last few years, I have had occasions to use the services provided by the NHS and was a member of our GP practice PPG which gave me an insight into how the GP’s service was organised. I also took part in workshops organised by the CCG, covering topics which were relevant to the health of people in the North West. When the Public Participation Panel was proposed, I was one of the original members, and have enjoyed being part of the Panel involved in giving feedback to the Trust on the services of the ELHT.

Having undertaken the Volunteer Induction Programme, I have subsequently participated in various workshops and projects including a new Carers Charter, being a member of a Focus Group for the recruitment of the Senior Manager for the Trust and virtual Ward Walk Rounds during the Covid restrictions. I have enjoyed being able to have the opportunity to have an influential voice, contributing to the services provided by the East Lancashire Hospitals NHS Trust.”

Vicky Bates, PPP member says....

“I have been a Shadow Public Governor with the Trust since 2013 and a member of the Public Participation Panel since 2019.

I joined the Panel to make a contribution to ensuring that the views of the public and service users are heard at all levels within the Trust.

The Trust has a commitment to public participation in all of its activities and I wanted to help ensure that public representation continues in a meaningful way, which is why I joined the Panel.

It is essential that new Panel members have an interest in the work of the Trust and that they feel that being a member of the Panel allows them to contribute to this interesting and important work, which contributes to improving services for patients.”

Ian Woolley, Chair of the PPP says.....

“I have been deeply involved for many years in the health and well-being of people living in East Lancashire, previously being a member of the North West Regional

Health Authority and then Chairman of Blackburn Hyndburn and Ribble Valley Health Authority which was subsequently Blackburn, Hyndburn and Ribble Valley Health Care Trust.

When I learnt that a PPP was to be started in our East Lancashire Hospitals NHS Trust I decided to apply to be a founding member. I am delighted to be back helping the Trust improve patient care and in particular to pursue its ambition to achieve an “outstanding” CQC rating. The PPP help make suggestions as to how patient care can be improved and participate in quality walk rounds on wards and departments alongside Senior Trust Board Members. The PPP also report directly to the Trust Board.

The PPP had been given a great opportunity and we need to make full use of that opportunity and do everything we can to help improve patient care.”

If you can:

- ❖ Commit to helping local people have a voice with a genuine desire to improve the quality of ELHT Services.
- ❖ Use your excellent interpersonal and communications skills to work as part of a team.
- ❖ Demonstrate impartiality and non-bias, and work in a non-judgemental way, treating everyone with respect and dignity.
- ❖ Actively and honestly participate in the PPP process and commit to monthly meetings and other PPP activities.

.....Then we would like to hear from you!

For further information or to request an expression of interest form, please contact the Patient Experience Team

Tel: 01254 734087

Email: patientexperience@elht.nhs.uk

Author: Patient Experience Team

Date of Issue: May 2021

Review date: May 2022

Document ID: QSU-001-PPP recruitment-2021