

**Let's
Talk...**

**Patient and
Public Voice**

Engagement and Partnership Working

What do you mean by 'Patient and Public Voice' (PPV)?

This term is used to make sure that patients, service users, carers and the wider public are actively involved in shaping the decisions that affect them. Sharing lived experiences, thoughts and feelings is vital to ensure services are fit for purpose and designed with the people using the service in mind.

I would like to be involved but I'm not sure how much time I can commit to?

There are a number of ways that you can be involved or contribute to the patient and public voice agenda which vary in time commitments

- One patient survey and/or feedback form (10 to 15 minutes)
- Join the patient engagement database for ad-hoc specific surveys and the option to provide comments



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and suggestions on patient information (30 to 60 minutes, approximately once every month)

- Attend dedicated PPV meetings 3 to 4 times a year. Meetings will bring together a likeminded group of service users, hospital staff and 3rd sector groups to discuss and influence specific service developments. (3 to 4 hours every 3 or 4 months)
- Take on a more dedicated volunteer role as a Patient Engagement Lead. This role involves taking a more active role in the patient and public voice agenda, working on set projects and chairing meetings. (Minimum of 2 to 3 hours a week)

Will I need any specific skills or training to be involved and is there additional support available?

Individuals living with congenital heart disease, their families and support network have valuable lived experience which is commonly referred to as an 'expert by experience'. We offer training and support to all individuals, tailored to provide additional skills that could help them feel more confident in an engagement role.

How do I get involved?

Sign-up forms and further information can be found on the East Midlands Congenital Heart Network Website via the **QR code below**, or if you would like to speak to the network team please contact us at uhl-tr.emchnmailbox@nhs.net



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