Let's Talk...

Patient and Public Voice

Professional Advocate for Engagement and Partnership Working

What is '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. Through engagement and partnership working, care professional advocates (individuals directly involved in the service management or the care of CHD patients, as well as related 3rd sector organisations) form a valuable group to ensure services are fit for purpose and designed with the people using the service in mind.

Why are 'Care Professional Advocates' important?

Professional advocates actively support service users and their wider support network to have a collective and amplified voice, making sure that patient's experiences, thoughts and feelings are not lost in technical or organisational discussions, translating patient concerns into language that decision-makers can act on.

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Professional advocates can offer the understanding of the care structures and policies and decision making processes, or act as a bridge between individual patients and the wider community and healthcare systems.

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

- Promoting patient surveys and feedback forms (ad-hoc 5 minute conversations)
- Join the engagement database for ad-hoc specific surveys and the option to provide comments 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)

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

We offer training and support to all individuals, tailored to provide additional skills that could help you to 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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