

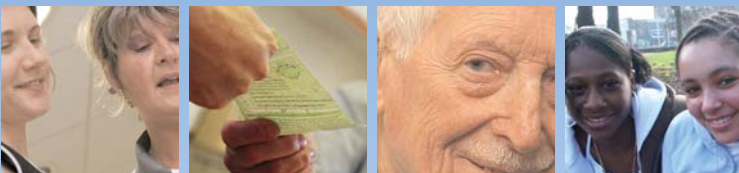
What is the Patient Experience Group?

The Patient Experience Group was established in Nottingham City Primary Care Trust (PCT), following a patient experience conference, which was held in summer 2006, the first meeting was held in November 2006.

The group consists of service users, (in their own capacity and as representatives of groups) members of the public, representatives from the voluntary sector and community groups and managers from the PCT. Managers from other health organisation are invited to attend as appropriate.

There are opportunity for service users on the group to be involved in other activities in between meetings e.g. training, providing user prospective at meetings, participating in user consultation.

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What does the group do?

- Bring health issues concerning patients, cares and the public to the attention of the PCT
- Work with the PCT to identify solutions
- Help the PCT monitor progress
- Provide support to patients on a variety of groups
- Participate in a variety of user involvement activities
- Act as one of the forums the PCT uses to consult with service users



How often does the group meet?

- Six times a year (every other month)



How will the PCT support the service users on the group?

- Make all attempts to ensure that timings and venues are as accessible as possible this includes providing transport to the meeting and alternating the times if necessary
- Provide members with training and support to facilitate their involvement
- Ensure panel members receive feedback from issues raised
- Provide a record of each meeting in a user friendly format that is widely published to a wide audience including the PCT Senior Management Team and the Strategic Public and Patient Involvement Group.

The meetings are held in two parts, the initial part is dedicated to in depth discussions about a single issue and any concerns from service users; the second half is a business meeting.

The meetings are convened by the head of PPI and are regularly attended by the non-executive director with responsibility for public and patient involvement and a PCT director.

Questions and answers about the group

Can anyone join the group?

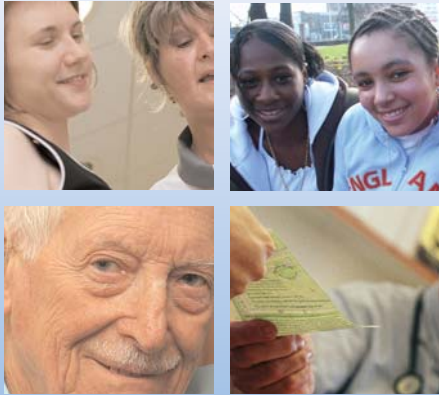
Yes, you simply need to be a resident of Nottingham City, or have a GP in the area and have an interest in bringing about improvements to the local health services.

Do I need special skills or experience?

No, as service users or potential service users of health services you already have the unique perspective that we need.

If I felt I needed training or support would that be provided?

Of course, you will have access to workers with the remit for user involvement and we will ensure you have access to appropriate training and support.



Is it just the meetings and that is it?

The group is just one part of the user involvement programme being developed by the PCT members have the opportunity to participate in several other activities.

What do you mean by user involvement?

User involvement is the active participation of patients, carers, local community representative and members of the public in the design and delivery of health services. A user includes patients, carers, local community representatives and members of the public.

What difference will user involvement make?

As a user or potential user of health services you provide a unique perspective. This can inform the decision making process so decisions about developing or changing services can better reflect the needs of patients and the public. As a result services will be better used and patients more satisfied. Large changes won't be achieved immediately - but by working in partnership we can ensure that all services improve for the benefit of patients and the public.

CONTACT DETAILS

FOR MORE INFORMATION OR TO ATTEND THE NEXT MEETING, PLEASE CONTACT:

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