



Patient Experience

Patient and carer involvement information leaflet

Oxford Health NHS Foundation Trust (OHFT) are committed to involving patients, families and carers in continually improving the quality of the services we provide.

Engagement, involvement, participation, and patient and public involvement are all different terms used to describe patient and carer involvement.

You can get involved at any age and at any point in your journey, if you feel able. Involvement is for everyone; you can be a service user (past or present), a friend, family member or carer of someone who uses our services.

Why get involved?

- To use personal experiences of healthcare to help improve quality
- To give opinions in a measured way
- To use skills to improve healthcare services
- Used lived experiences to empower others and educate staff
- Have a keen interest in bringing about service improvement and being eager to make a difference.

What can I get involved with?

Oxford Health NHS FT have a range of involvement opportunities available and this is growing all the time. Some activities include:

- Interviewing potential new staff members
- Presenting a personal healthcare story to help the trust learn from your experiences
- Developing art and interior design projects to improve healthcare environments
- Reviewing and developing essential information such as leaflets, posters, websites and films to ensure service users are receiving information in an accessible way

- Being part of a steering group or project meeting to ensure patient voice is part of decision making
- Participating in a focus group to give views on a specific topic

Many of these projects start with your ideas through patient and carer feedback. This could be through surveys or patient or carer focus groups.

There are a range of established groups across the trust that you can get involved with. We are continually looking to start new groups to get more people involved.

"I felt like I was part of making a difference to others"
- Adult focus group

"We get involved in projects like making films, websites and leaflets. These are for young people made by young people so then it's understandable"
- Article 12, young person participation group member)

What's happened as a result of involvement?

There are lots of examples across the trust of where patients, families and carers have been involved. These include:

- The approved patient experience strategy was co-developed by patients, families, carers and staff
- Patient members influence and affect change at the taking action from patient feedback meeting
- Patients have been involved in peer reviews of our community hospital wards to give feedback on the environment and ask patients about their experiences

- Monthly patient story presentations to Trust board to ensure that feedback can be heard and actioned at the highest level
- Patient and carer representatives are part of strategic meetings to hold OHFT to account and challenge expectations
- Presenting at national events to share good practise. For example; Children and Young People Improving Access to Psychological Therapies conference
- Involvement in the development of new patient information online and in paper format, such as friends, family and carers handbook.

Benefits of involvement

- Empowerment
- Being listen to/ having your voice heard
- Reimbursement
- Meeting new people and social benefits
- Gaining new skills
- Confidence
- Making a difference
- Improving others experiences.

Getting involved!

If you want more information or to get involved today:

1. Get more information on our website:
www.oxfordhealth.nhs.uk/getting-involved-with-oxford-health/patient-involvement/

2.

Name	Lead for	Number
Donna Mackenzie	Trustwide	07766360547
Beth Morphy	Mental Health	07899 967506
Diane Statham	Children & Adolescent Mental Health Services	07717356219
Rachel Miller	Learning Disability Services	07920211644
Di Hilson	Carers	07775816646
Emma Thomas	Community Services	07826950423

Contact us by email: getinvolved@oxfordhealth.nhs.uk

Speak to an Involvement Lead who's details can all be found on the website:

www.oxfordhealth.nhs.uk/getting-involved-with-oxford-health/patient-involvement/meet-the-team/

Comments, suggestions and complaints

We are committed to providing a high standard of professional support and advice. To help us maintain this we welcome any feedback that you have regarding your experiences of our service.

Please share your comments, suggestions, and positive feedback.

You can contact the Patient Advice and Liaison Service (PALS). PALS provides advice and support to patients, their families and carers and can help to resolve any problems, concerns or complaints that you may have.

Telephone: 0800 328 7971

Email: PALS@oxfordhealth.nhs.uk

You can also leave feedback about an OHFT service on the I Want Great Care website or ask a member of staff for a paper survey.

<http://oxfordhealth.iwgc.net>

We would like every person who receives care or treatment to be able to say:

"I can plan my care with people who work together to understand me and my carer(s), allow me control and bring together services to achieve the outcomes important to me."

- National Voices, May 2013

We look forward to hearing from you.

Become a member of our trust

Membership is free and you have no obligations—but you can:

- influence the way we provide and develop your local services
- hear first-hand about the trust's ongoing work and plans
- meet other people with similar interests in local physical, mental and community health services
- attend free events for members, including behind-the-scenes tours and fascinating talks
- vote for governors in elections that happen in your constituency
- run for governor when the opportunity arises and represent the members in your constituency
- receive our free newsletter Membership Matters

Sign up today: www.ohfnhs.uk/membership

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: EqualityandInclusion@oxfordhealth.nhs.uk

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسويق مختلف.

আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে **Bengali** পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।
Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutra idioma ou num formato diferente.

Oxford Health NHS Foundation Trust
Trust Headquarters
Warneford Hospital
Warneford Lane
Headington
Oxford
OX3 7JX

Switchboard 01865 901 000
Email enquiries@oxfordhealth.nhs.uk
Website www.oxfordhealth.nhs.uk

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www.ohftnhs.uk/membership