

Partnership Working to Improve Experience

Long Covid Lived Experience Group

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BCUHB Long-COVID Recovery Programme

To provide the required levels of care and support for our patients and staff to address the longer-term effects of COVID-19

The following objectives for the project were defined:

- Objective 1: To work with all stakeholders to co-design Long Covid community pathways
- Objective 2: To evaluate the value-based outcome measures and knowledge base
- Objective 3: To deliver sustainable service improvements for similar longer-term post-viral conditions



Development of the Long Covid Service

- Long Covid Lived Experience Representatives
- Long Covid Lived Experience Partnership Group
- Lived Experience: Pathway Design



How Patients Have Influenced Service Delivery

What matters to you?

- Easy access to services
- Signpost to relevant services for support
- Care closer to home
- Care in the language of my choice
- Being involved, informed and having the ability to influence



Ask a patient what matters to them rather than what's the matter?



Video

Example of co-production for the development of a Long Covid Outcome Star Tool



Information & Communications

BCUHB Long-COVID information and self-referral portal:

<https://bcuhb.nhs.wales/covid-19/long-covid/>

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