



# Engaging and Championing the Public

NORTH WEST AMBULANCE SERVICE NHS TRUST

# Hello.

Introductions:

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Patient and Public Panel  
Member



# Improving our services through the voices of our Patient and Public Panel

# Overview of our Patient and Public Panel

- Our Patient and Public Panel (PPP) was established in September 2019 to ensure the voices of our patients and the public are heard and acted upon to improve patient experience.
- We have three different levels of involvement making our panel flexible and inclusive for all. The three tiered initiative is the first of its kind for an ambulance service in the country and potentially the NHS.
- Individuals aged 16+ who live in the North West can join our PPP membership.
- As of September 2023, we have 272 members and over 70 young people signed up to the panel across all three levels of involvement.
- Panel members are asked to commit to a minimum of one year and can withdraw from the PPP or change to a different level of involvement.
- We drew on our experience of patient involvement and that of the wider NHS to create a Panel that would attract a wide range of individuals with differing experiences and time to offer us.
- A Panel Charter co-produced with our members sets out our commitment to them and theirs to us in return.



# Involvement levels

- Consult – Suitable for individuals able to participate at a time to suit them and for short periods of participation. Involves responding to surveys, feedback on strategies, publications, provide thoughts on events and campaigns on an occasional basis as part of our ‘virtual community’. Consult members supported with development of our trust Strategy.
- Co-produce – Suitable for individuals able to participate for designated periods of time on a task and finish basis to contribute to meetings or discussion groups by providing opinions, experience and expectations to help inform improvements. Co-produce members supported with the review of our service comment cards.
- Influence – Suitable for individuals able to participate in a specific meeting(s) on a regular basis to provide their ideas, suggestions and insight as a patient and/or member of the public on the business discussed by that trust meeting. Influence members supported with hospital handover improvement work to reduce the plus 60-minute handover breaches by 50%.



# The value of PPP membership



# PPP involvement over past 12 months

Last year, we invited our PPP members to get involved in 85 opportunities and a dedicated volunteers celebration event.

Some examples include:

- Continuous opportunities for PPP members to attend various learning forums, observe trust Board, support with staff and patient mental health and undertake new volunteer roles such as Patient Safety Partner.
- Supported with cardiac arrest research study to provide consultation on overall design of the study.
- Supported with Public Health awareness videos on how ambulance crews can address socio-economic conversations with patients.
- Supported with stroke materials led by NHS England to ensure the materials are accessible.
- Supported with review and refresh of the trust's Faith and Culture Card.
- Supported with trust's winter campaign by sharing feedback on proposed winter campaign.



# Feedback on PPP involvement

Feedback from Team NWAS colleagues following PPP involvement.



“Joseph Rawsthorne, a young PPP member attends our Greater Manchester (GM) Area Learning Forum, and his opinions and thoughts are beneficial. Too often when we seek answers, we only have an ambulance or ‘green’ view. Joseph frequently offers an alternative perspective, and often one that generates debate. For me that’s the tangible value in PPP inclusion in our forums – that different opinion, respectful challenge, and non-green view of the world.” – Chair of Greater Manchester Area Learning Forum



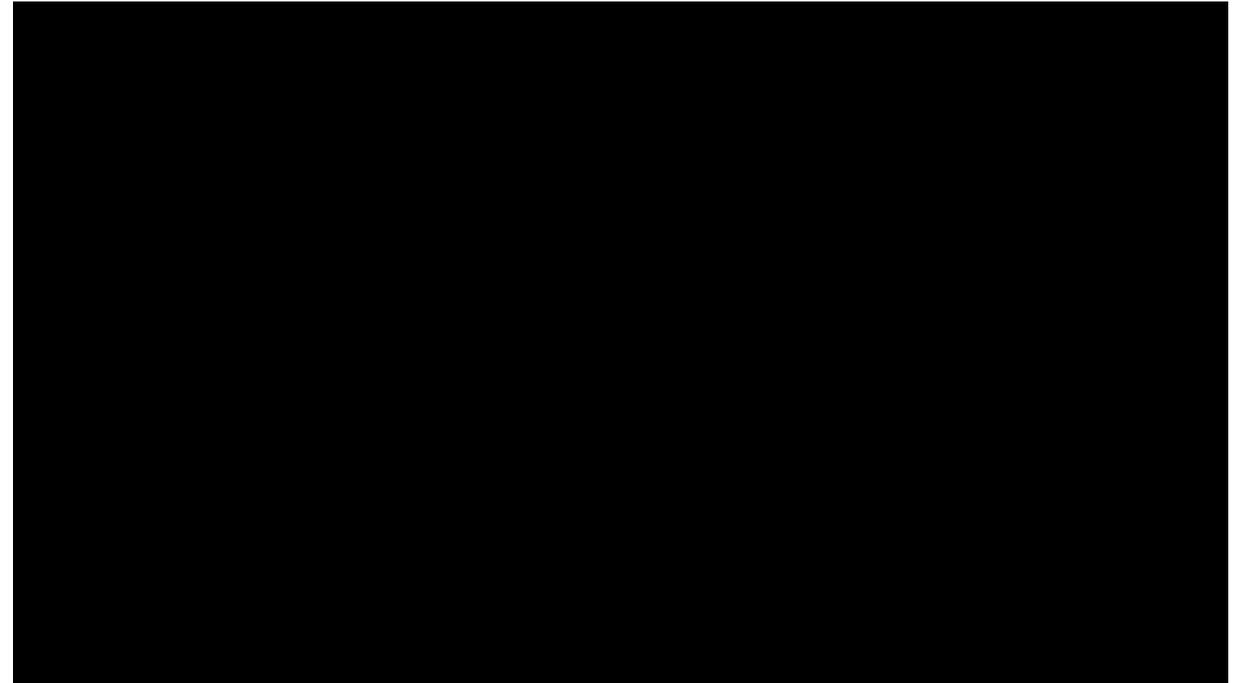
“The voice and experience the PPP brought to the NHS Equality Delivery System 2 grading event was and remains invaluable and adds the perspective of a ‘critical friend’ in governance terms. Thank you to the panellists who attended and helped the trusts assess its position not just from an internal perspective but our key patient and public viewpoint.” - Equality, Diversity & Inclusion (ED&I) Advisor



“In our most recent Sustainability Strategy session with PPP members, I was taken aback by the knowledge our PPP members had on NWAS and the wider health and social care system and we made changes to our content to reflect the important points raised by the PPP. Their input is vital to making sure NWAS continues to develop the right strategies for our patients and service users, and I look forward to continuing to work with them as we refresh our strategies next year.” – Strategy Development Programme Manager

# How our PPP members have made a difference

- Using personal stories and experiences to produce patient stories to promote awareness and learning.
- Lived experience to support with research bids such as end of life care.
- Sharing feedback on various learning forums reviewing incidents.
- Challenging policies and procedures – medical examiners accessing patient records.



Patient story shared at Diversity and Inclusion Sub Committee



# Looking to the future

Our PPP has had a huge impact on the trust and we aim to continue developing our PPP by:



Continuing to recruit new PPP members and increase diversity within our PPP. – Diversity plan in place to support with achieving our target of 40% and engaging more with ethnic minority communities.



Continue working with PPP members to produce an annual work plan containing areas of work our PPP members would like to get involved in during each financial year.



Hosting site visits to 111, 999 Emergency Operations Centres and Patient Transport Service to support with understanding of our services – Action plan in place to manage visits for over 270 members.



Continue holding yearly celebration event to thank our members for their commitment and the impact their involvement has had upon the trust after our first successful event in June.



# Closing words from PPP Member Joseph Rawsthorne

# Comments or questions?