

The Engagement Partner Programme

**Alison Germain-Martin &
Alison Gallie-Daly**

**Patient Experience &
Engagement Managers**

**Liverpool University Hospitals
Foundation Trust**

Engagement Partner Programme

Launched: April 2023

Purpose: To ensure meaningful patient representation in shaping Trust services and priorities.

Who's Involved:

- Patients, carers, relatives
- Third sector organisations
- Members of the public

What They Do:

- Share lived experiences and insights
- Influence quality improvements and service development
- Provide informed feedback across specialties



You are here: [Home](#) > [Patients and visitors](#) > Engagement Partner Programme

[Print this page](#) 

Register to take part

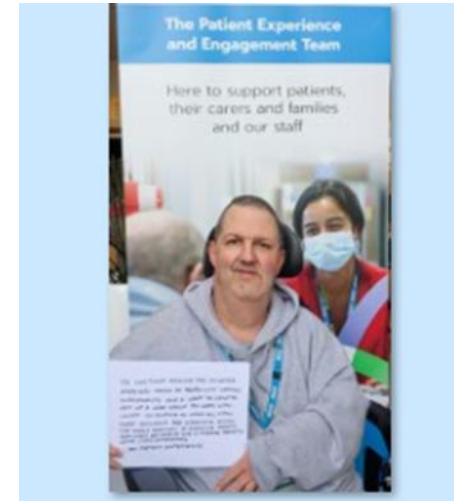
At the Trust, we want to ensure that patients, carers and families are central to all that we do, and the development of our Trust Engagement Partner Programme, will provide a valuable representation to steer service developments and quality improvements at the Trust.



**University Hospitals
of Liverpool
Group**

Inclusive Representation Through Engagement Partners

The programme goes beyond traditional patient groups by offering **diverse, inclusive representation**—especially from **underrepresented communities**. It ensures feedback is **meaningful and informed** by **recent lived experience**, helping shape services that truly reflect patient needs.



Project Objectives

Build a database of patient representatives to guide quality improvements, clinical audits, and research projects.

Ensure membership reflects the Trust's patient demographic, with a focus on underrepresented groups.

Match Engagement Partners to projects aligned with their lived experience for meaningful feedback.

Maintain full compliance with Information Governance and Data Protection policies.

 **Implementation & Promotion**

Objectives clearly communicated during development.

Collaboration with Corporate Governance and Information Governance teams to ensure compliant recruitment.

Awareness Meetings with Trust Governors and Senior Management Teams

Registration promoted on Digital screens across Trust sites

Web page developed for External website with direct recruitment link

Ongoing promotion through Trust Communications Team

Recruitment & Diversity



120+ Engagement Partners registered by Q4 2025

Includes 10 third sector organisations expanding reach and engagement

Recruitment channels:

Trust website

Patient stories & surveys

Community & Trust events

Representation includes lived experience across:

Learning Disabilities, Dementia, Neurological conditions

Cancer, End-of-life care, Bereavement

Carers, Renal failure, Heart conditions

Homelessness, Visual & hearing impairments

Diabetes, Neurodiversity, Haematological disorders

Engagement Activity

- Since April 2023, Engagement Partners contributed to 56 projects
- Activities include:
- Co-producing quality improvements
- Reviewing patient information
- Participating in focus groups & engagement events
- Supporting the Research & Innovation Portfolio



Examples of Engagement Partner Activity



Focus Groups & Peer Support

- Dementia: Nutritional needs
- IBD: Peer support initiatives



Survey Co-Production

- Cancer services (Cheshire & Merseyside Cancer Alliance)
- Diabetic retinopathy service merge
- CQC National Inpatient Survey



Policy & Strategy Feedback

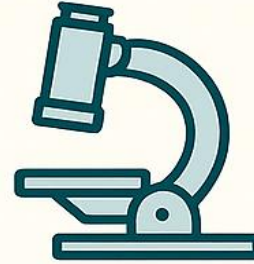
- Interpretation & Translation services
- Trust-wide strategic development

Examples of Engagement Partner Involvement



Service Development

- Development of of Communication Resource Boxes
- Participation in the RLH ED Away day
- Accessibility of St Paul's Eye Unit



Research & Governance

- Implementation of Martha's Rule
- Patient Representation in Research
- Study on Delayed Blood Samples



Peer Support & Focus Groups

- IBD Patient Focus Group
- Importance of Peer Support

Putting Patients at the Heart of What We Do



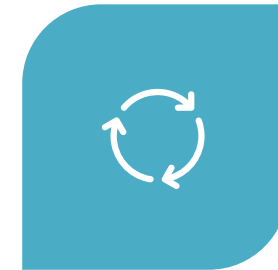
ALIGNED WITH
NHSE POLICY, NICE
GUIDELINES, AND
THE NHS
CONSTITUTION



PATIENT VOICE
CENTRAL TO
QUALITY
IMPROVEMENTS
AND SERVICE
DEVELOPMENT



ENGAGEMENT
ACTIVITIES:
PATIENT INFO,
STEERING GROUPS,
INTERVIEW PANELS,
RESEARCH, AUDITS,
FOCUS GROUPS



COPRODUCTION
MODEL: PATIENTS,
CARERS,
COMMUNITIES
INVOLVED FROM
EARLIEST STAGES





A SUSTAINABLE MODEL FOR PATIENT REPRESENTATION

Traditional Patient Groups

**Limited membership
Narrow representation
Static feedback model**

Engagement Partner Programme

**Growing database of representatives
Diverse lived experiences
Inclusive and ongoing participation**

Scalability

Diversity

Lived Experience

Improving Health Outcomes Through Partnership

The **Engagement Partner Programme** works with patients and the public to:

- Improve **patient care, experience, and health outcomes**
- Support healthier lives, aligned with **Trust values**

By prioritising those with the **poorest health outcomes**, we can:

- Improve **access to services**
- Reduce **health inequalities**
- Use resources more effectively

Focused recruitment from:

- Communities with **high social deprivation**
- Patients with **hearing and visual impairments**
- Groups experiencing **specific health inequalities**





A Simple, Replicable Model

The Engagement Partner Programme offers a straightforward, scalable framework for patient representation.

Its simplicity supports replication across other Trusts and organisations.

Moves beyond traditional models by:

- **Offering diverse, lived experience**
- **Maintaining a growing, inclusive database**
- **Enabling meaningful participation in service design and improvement**



For additional information or enquiries about the Engagement Partner Programme please contact patientexperience@liverpoolft.nhs.uk



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