

BUSTING MYTHS

Getting involved in the Patient Experience Strategy



We care, we listen and we act



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“I don’t have enough time to come to the meetings” - Our promise group meetings are held once bimonthly (every two months), the meetings last around 1 hour.

“I’ve got no experience of being in a meeting” – The meetings are not formal and are easy to participate in. There is a Chair (this is someone who is in charge of the meeting) facilitator (this is someone who supports and encourages people to take part and makes sure the agenda happens) and other supportive staff that attend the meetings. An agenda (This is a list of things that will be discussed at the meeting) will be sent in advance, so you’ll know what we will be discussing. The meetings ensure everyone’s voice is heard.

“I don’t feel I have anything to contribute” – Everyone is a potential patient! If you haven’t been a patient before you can think about what you would expect for you and your loved ones when they need to attend hospital. You can always use the chat function if you’d prefer not to be on camera speaking, the facilitator will be checking the chat function throughout the meeting.

“I’m not tech savvy, I can’t log in to the online meetings” – We use Microsoft Teams for our online meetings. This is a free service, and we are happy to help you setting up and testing so you are confident to join a meeting. We have also started to introduce a blended approach for meetings, where we will meet in the community in person. If this is something you’d prefer, let us know.

“I don’t want to commit to anything” – We understand that you don’t want to let people down and would sometimes not be able to attend meetings. We appreciate people have poor health conditions, carer responsibilities and appointments. All contributions are welcomed, even if you can’t attend a meeting you can always pass on your comments.

“I require a reasonable adjustment” – This is something we can discuss by contacting us on 0151 604 7367 or lucy.hartman@nhs.net. We actively encourage all participants from all back grounds, please contact so we can discuss your personal requirements.

“I am too young/I am too old” – Everyone has a voice and everyone is a potential patient, we want to hear from all ages who access our services.

“I don’t think the Patient Experience Strategy is relevant to me” – Everyone is a potential patient. You, a family member, a friend, a colleague or a neighbour may need our services at some point. By joining, you are helping to ensure they have the best service from your Trust. You can be part of the changes that really make a difference.

“I don’t want my comments shared” - We take confidentiality very seriously at our meetings. If you find you are not comfortable to speak up in a meeting, your comments can be passed on to the Chair, Facilitator or Administrator in confidence.

“All of your meetings are in office hours” – There are so many more ways you can get involved that doesn’t include attending a meeting. You can complete surveys, attend a workshop, be involved in a task and finish group, get involved on our socials, read our newsletters or simply by spreading the word.