

If you are interested in joining a Patient and Carer Council or would like more information, please complete the following:

Name: Mr / Mrs / Ms

Address:

Telephone number:

Email address:

Please indicate which council you would be interested in joining:

- Outpatients
- Wards
- Young Person's Council (you must be aged 16-24)

Please return this form to:

**Lorraine Bateman, Corporate Nursing,
Room 43F, 4th Floor, Nuffield House,
Queen Elizabeth Medical Centre,
Birmingham, B15 2TH.**

Outpatients

This council concentrates on outpatient or single-visit services including the main Outpatients department, Ambulatory Care, Emergency Department (A&E) and Imaging. Members visit these areas and work with staff to review and improve the experience for all those who use or access the services within these areas.

Wards

This council looks at patient experiences on our wards. Council members can adopt-a-ward as a critical friend, and regularly visit to talk to patients and staff.

Young Persons' Council (YPC)

The YPC represents the interests of teenagers and young adults aged 16-24 years.

This council focuses on the care for patients transferring from paediatric to adult care, the environment for teenagers and young adults and the facilities available for them and their families/carers.



Patient and Carer Councils

Working in partnership to improve patient experience

Join us in making the difference

Delivering the **best** in care

UHB is a no smoking Trust
www.uhb.nhs.uk

Patient and Public Partnership

As an NHS Foundation Trust, University Hospitals Birmingham, highly values the view of patients, carers and the public and ensures representatives from all sections of the local community are involved in how care at its hospitals is delivered. Not only is this approach the right thing to do, there is also a statutory duty for all NHS trusts to involve them.

As an NHS Foundation Trust, University Hospitals Birmingham has embraced this and has strived to become part of the local community by engaging with and involving local stakeholders and representatives from all sections of the local population.

What are the councils?

There are three Patient and Carer Councils (Wards, Outpatients and Young Persons' Council).

Each council is made up of hospital staff, a governor, and patients and carers. A patient representative is elected to chair the council.

Members of all communities served by the hospitals are encouraged to join the councils.

What do the Patient and Carer councils do?

They help us to look at ways to improve the patient experience in our hospitals. They discuss the issues that patients and carers raise and help agree the actions that need to be taken to resolve them. Managers and senior staff members of the council then take responsibility to ensure that the actions are carried out.

The councils do not deal with complaints. These must be referred to our Patient Relations Team.

Council members can also be involved in visits to wards and departments to act as a critical friend and ask patients and staff for their views.

"The quality of their experience really matters to patients and carers. It's important that their voices are heard and that it leads to action."

Patient and Carer Council member.

How often do the councils meet?

Meetings are held at six weekly or bi-monthly intervals.

Members are also invited to attend other meetings to discuss specific service improvements or take part in consultations.

What would I be expected to do if I joined a council?

You would be expected to attend the meetings and join in the discussions and activities of the council. The meetings are friendly and relaxed and everyone is given an opportunity to contribute.

What do I do if I would like to join a council or find out more?

You are welcome to come along to a meeting to find out what happens and speak to council members before you make a decision to join a council.

There is a formal process that potential council members will need to undergo and this includes taking up references and a Disclosure and Barring Service (DBS) check.

If you would like to join or just find out more please contact Lorraine Bateman on 0121 371 4957 or via email at lorraine.bateman@uhb.nhs.uk

Alternatively, complete the form overleaf and return to the address provided.

