



# Our Patient and Public Panel Charter

Co-produced with our Panel Members

## Who are we?

The panel is made up of representatives from local communities, interest groups, the voluntary sector and partner organisations, and offers meaningful opportunities to influence improvements in our emergency, patient transport and 111 services.

## Working with other panel members

- **Attitudes** – Integrity, Respect, Listen, Open minded, Encourage
- **Behaviours** – Business like, Creatively, Friendly, Objectively, Timely

## Purpose of the Panel

The purpose of the panel is to improve patient experience and shape the future of NWS services.

## Outputs of our work

To improve the quality of services and overall patient satisfaction.

## Working with the Trust

Collaboratively, Critical friend, Honesty, Open, Responsibility, Creativity and Efficiency.

## How, when and where will we be working?

We will be actively listening, advocating for others and offering solutions from a lay person's perspective.

Depending on the project we will be working across various locations and via a number of channels in both a formal and informal setting.



## Our mission statement

Our mission is to capture the voice of the patients and public who use NWS services by including them in the work of the trust so that we have a cross representation of views and experiences to contribute towards positive change when making decisions.



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