



Our Patient and Public Panel Charter

Co-produced with our panel members



What is the purpose of the panel?

Having the patient voice in the service to allow us to receive feedback from our patients and the communities we serve to improve the services we provide.

The charter outlines how our PPP works and expectations from both NWAS and our panel members.

How, when and where will we work?

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

Depending on the project, we will get involved in meetings and sharing views via online surveys, engagement events, face-to-face and virtual meetings.

Who are we?

The panel is made up of representatives from local communities and interest groups.

Members are consulted on, and co-produce, improvements of our ambulance, patient transport and 111 services respectively.

Expectations of panel members

- Treat all panel members, staff and stakeholders we work with at all times with dignity and respect
- Actively participate for a minimum of one year
- Be respectful of any information shared and maintain confidentiality
- Be respectful of other members' views and personal experiences, fostering a culture of inclusivity

Outputs of our work

We listen and use personal knowledge and experiences together to create solutions that benefit the community and influence change.

Our mission statement

Our mission is to effectively engage with people who represent the vast array of ethnicities, nationalities, and other protected characteristics that form the population that NWAS serves. We will work in collaboration to bring these diverse experiences and voices together to help create the best services for our patients and communities.

Expectations from NWAS

- **Safe space** - A comfortable environment for all members to share their views with no judgement
- **Regular communication** - Updates on recently completed PPP involvement projects, as well as on-going and any upcoming PPP involvement opportunities.
We will also share broader information on what is happening across the trust
- **Development** - Sharing of various training and development opportunities to grow as a panel member

This PPP charter will be reviewed yearly by panel members, ensuring it remains relevant and effective.