

NHS

North West
Ambulance Service
NHS Trust



PATIENT AND PUBLIC PANEL.

Looking back at our
achievements so far.

#NWASVOICES



INTRODUCTION.

This celebration booklet is to mark the achievements of our Patient and Public Panel and recognise the great work of our members during 2021/22.

Throughout 2022/23, we have continued to provide opportunities for our patients and public to help shape our services, ensuring the patient voice is embedded throughout the trust.

100%

of PPP members said their knowledge and understanding of NWAS services had improved since joining the panel.

FOREWORD BY OUR CHAIRMAN.

Our Patient and Public Panel (PPP) has grown in terms of membership and involvement since it was established back in September 2019 despite many challenges faced with COVID-19 pandemic.

Our PPP has continued to support the trust on a wide range of topics to challenge our projects and improve the ways we work. I am delighted to note we have successfully continued to develop the membership and now have over 250 members.

On behalf of the trust, I would like to thank all our PPP members for their invaluable support. I look forward to seeing what they achieve for the remainder of 2022/23.

Peter White
CHAIRMAN



WHERE WE ARE NOW.

Members are involved in numerous projects relating to our three core services to ensure we are getting the basics of patient care right and that patients are at the forefront of everything we do. Throughout 2021/22, we hosted 7 virtual taster sessions to recruit new 72 members. We also invited our PPP members to get involved in 113 opportunities with 70 requests for panel involvement from staff across the trust. Our members were involved in regular high-level meetings along with the opportunity to provide feedback.

We believe one of the reasons for the Panel's success is that members can choose how they get involved with us. In addition, we have learned to offer involvement sessions at different times of the day or week as we understand that everyone has different commitments and time to give. In the last year we have further developed our PPP forum for members to watch recordings from sessions they may not have been able to attend, so they can see what was discussed and hear some of the questions asked, at a time to suit them.

We are particularly proud of the growth in our youth members and would like to commend our youth PPP members who have helped us develop our Ambulance Academy which is a dedicated site for children and young people to find out useful information about the ambulance service, careers and volunteer roles.

Our future focus is to further increase diversity in our membership so we can reflect the needs of all our North West communities.

Salman Desai
DIRECTOR OF STRATEGY, PARTNERSHIPS AND TRANSFORMATION



WHO WE ARE & WHAT WE DO.

85.7%

of PPP members agreed or strongly agreed that we are a patient-focused organisation.

In September 2019, we established our PPP to give the public a voice and a chance to influence the development of their local ambulance service.

Our PPP 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.

Offering different levels of participation has enabled people to get involved in a way that suits them best, depending on the amount of time and level of interest they have.



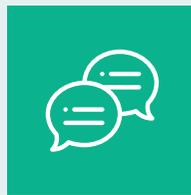
CONSULT.

WHAT DOES IT INVOLVE?

Responding to surveys, giving feedback on strategies, initiatives and publications, and providing thoughts on events and campaigns on an occasional basis, often virtually.

WHO IS IT FOR?

Those able to participate at a time to suit them and for short periods of time and those who are not able or keen to travel. May also suit people who can represent different patient perspectives when providing feedback, as well as those who have the ability to look beyond their own personal experience and have open and enquiring minds to understand and accept different viewpoints.



CO-PRODUCE.

WHAT DOES IT INVOLVE?

Contributing to meetings or discussion groups by providing opinions, experience and expectations to help inform improvements and review how services are planned and provided.

WHO IS IT FOR?

Those able to participate for designated periods of time on a task and finish basis. May also suit people who have service user experience and a desire to help improve services with the ability to keep the patient perspective at the forefront.



INFLUENCE.

WHAT DOES IT INVOLVE?

Taking an ongoing, active role in high-level meetings and committees to enhance decision making and discussions.

WHO IS IT FOR?

Those able to participate in specific meetings on a regular basis to provide their ideas, suggestions and insights as a patient or member of the public on the business discussed by that meeting. Best suited to people who are able to commit time and have some experience in attending meetings or speaking in front of large groups of people and are willing to undertake relevant reading beforehand.



Applications are welcome from people of all backgrounds, beliefs, cultures and circumstances to ensure the panel is representative of the communities served by Nwas.

To find out about how you can get involved please visit www.nwas.nhs.uk/panel

OUR ACHIEVEMENTS.

Despite the ongoing challenges with COVID-19, our membership continued to grow and we have doubled our youth representation on the panel.

85.7%

of PPP members said they would recommend panel membership to friends, family and colleagues.

A SELECTION OF OUR 2021/22 ACHIEVEMENTS INCLUDE:

Developed our community calendar

Our PPP members supported the redesign and format of our community calendar. The calendar celebrates diversity and inclusivity, marking the dates of many religious celebrations as well as a number of special inclusion dates.

Contributed to winter messages booklet

A winter booklet, containing important information for patients on how to access our services, how we manage 999 calls and advice on when to contact us, along with some health and wellbeing advice, was produced with the help of the PPP. They were instrumental in ensuring we got the language and tone correct, highlighted any missing information and they reviewed the design to ensure it was suitable for all audiences.

Involvement in Celox Rapid study

A clinical study on the effectiveness of the Celox Rapid dressing, a dressing used in the treatment of life threatening bleeding injuries, was undertaken by our Research and Development Team. Our members were involved in the creation of the patient participation form, which was issued to patients who had been treated with the dressing, to ensure the language was correct and participations had a clear understanding of what the trust was asking.

Every Minute Matters

The Every Minute Matters collaborative was established to create a community of hospital trust stakeholders to work together to achieve a 30 minute average patient handover time. This unique programme was created to address a long-standing problem but in an innovate way. Our members supported with the patient survey questions, which focused on the handover safety checklist, and supported the handover learning module survey.

Right Care (Quality) strategy refresh

The trust's Quality strategy describes how we will deliver our commitment to provide the right care; care that is safe, effective and patient centred. The existing strategy required a refresh, and PPP were involved in the planning of this to ensure patient priorities were represented throughout.

SMS Survey

When a patient uses our Paramedic Emergency Service, Patient Transport Service or 111 service, we send them a survey to request feedback on their experience with the trust. We asked our members to review the three surveys to give their thoughts on how we can improve them. As some of our members have used our services in the past, this helped to ensure we are not missing any important questions.

92.8%

of PPP members felt that in the first 12 months of their involvement, we have provided them with right number of opportunities for engagement.

Continued to support with new and on-going internal meetings

We have established attendance at new internal meetings and involved new members in key internal meetings such as the area learning forums, to ensure the voices of our members are heard to help improve our services.

111 Incident Learning Forum

"Two PPP members regularly attend the 111 Incident Learning Forum, and their support is invaluable. Both members have contacted 111 in the past and they support us with their experience of our service. They also provide a clear view and perspective of the public, and these views help us to form solutions to current issues and especially those that have been raised through a complaint or incident. The 111 Learning Forum benefits from having two PPP members as it gives our colleagues the opportunity to receive both positive and constructive feedback from the communities we serve."

Andrea Brown 111 Senior Clinical Service Manager

Greater Manchester Area Learning Forum

"Patient and Public Panel members have regularly brought a different viewpoint to our learning forums, a viewpoint that often is not seen by all the clinicians on the meetings. This has brought the team an extra perspective to any learning we take away and most importantly this is the viewpoint of the patients we attend helping improve the care we provide."

Leigh Cartwright Consultant Paramedic

Shortlisted nominations for our Super Star Awards event

Our influence members were tasked with shortlisting 30 award nominations from over 300 overall nominations in preparation for trust Board members to choose the winners. Nominations are submitted by staff for staff due to work-related or personal achievements over the previous 12 months. Previously always managed in-house, we wanted to get views from a public perspective so involved the panel.

Development of Ambulance Academy

We identified that there was a need for us to improve our engagement opportunities with younger people about careers and accessing our services. We involved our youth panel members at the planning stages of creating a dedicated area to our external website. This helped us to identify what the younger generation would like to see and what would encourage them to access the site.

A new PPP Facilitator and Administrator joined

PPP Facilitator, Elena joined in February to continue managing the PPP with new and on-going involvement opportunities and support PPP recruitment followed by Fiona joining in July to manage the administration of the PPP.

OUR VALUES.



WORKING TOGETHER.

We work together to understand and value every role in achieving our shared purpose. We live and breathe inclusivity, everyone matters.



BEING AT OUR BEST.

We challenge ourselves to be the best we can be. We are curious and push boundaries to improve everything we do.



MAKING A DIFFERENCE.

We make a difference through doing the right thing by our staff, patients, partners and communities. We act with compassion and kindness.

SPOTLIGHT ON...

REDUCING HOSPITAL ADMISSIONS BY DELIVERING THE RIGHT CARE AT HOME.

Our members were invited to get involved in a Right Care at Home (RCAH) scheme, which meant working with staff to ensure patients, who did not need to go to hospital for emergency treatment, received the right care closer to home. Our members joined an initial information session and expressed an interest to be involved further. The PPP worked with our Quality Improvement (QI) team to plan and inform future engagement, including sessions on hospital handover improvement initiatives. This helped our QI team ensure future sessions had focused discussions on topics that were important to the patient and public representatives. The involvement from members shaped how information was shared about patient journeys and influenced the design of information materials to inform and educate patients and the public in a relatable and understandable way.

First-hand patient experiences and written case studies from our members were included in a national NHS hospital handover training module, to highlight the difference care in the community had made for them and their family. Inclusion of their experiences enhanced staff learning and empowered us and other trusts to improve how they deliver effective QI programmes and improve ambulance care.

Anne Major, PPP member involved in the scheme, said "During the pandemic, my family used the RCAH service having rung 999 when my mum complained of shortness of breath. This service provided just the right level of physical and psychological support to ensure my mum could stay at home without an unnecessary admission to the local hospital. The service also provided the link between primary and secondary care by contacting my mum's GP before leaving the house.

As a service user, nurse, and Healthwatch Sefton Ambassador, I wanted staff at NWS to be aware of the valuable contribution that RCAH is providing out in the community to patients and families through the use of our journey. I do hope that this service continues and for this reason I decided to join the session."



Adele Markland, Senior Improvement Manager, said "The PPP are an amazing asset to the organisation. They have a wealth of lived experience, drive, and passion to make a difference to patient care in their communities and across NWS. The NWS QI team have worked with PPP members to design and deliver successful sessions to both clinicians and other PPP members. We have held various sessions with PPP members around RCAH and captured feedback from members through a survey and sharing patient experiences to identify what matters to patients and carers and to ensure patient care can be delivered at home. I would personally advocate the benefit of working with PPP members and having them as an integral part of your project delivery team."

WHAT OUR PPP MEMBERS HAVE TO SAY...

"I was thoroughly delighted to join the NWS PPP when I discovered a new PPP was being formed and that I could personally be involved in not only having my voice heard for the betterment of patients like my mother, but that I could also influence the way NWS provides its services to all patients and especially those from an ethnic diverse population. A couple of years later I have not been disappointed in the openness of NWS to not only improve its services to the patients and public but also to actively engage with the public and make a positive difference."

Nadeem Ahmed
INFLUENCE PPP MEMBER

"I joined the PPP as I am a PTS user and very reliant on this service. I hope to be involved and give feedback on how NWS can improve this service."

Rupak Rahman
INFLUENCE PPP MEMBER

"I joined PPP because I've had the misfortune to need an ambulance more than once and the good fortune that NWS were there to help. I thought joining the PPP would be a small way of giving something back as I know how hard the staff work in their various roles and the care and professionalism they bring."

Janet Pritchard
CONSULT PPP MEMBER

"I signed up to this amazing PPP because I think I can bring good communication skills towards the public regarding any newsletters, new information and information that they need to feel comfortable with the service. I joined the PPP one year ago, ever since I joined, I have gained the experience and the knowledge about the service that the ambulance service provides within the clinical field and in the dispatch area."

Abdunacer Houam
CONSULT PPP MEMBER

"I have been a member of the PPP panel for two years now and have found it to be a very inclusive welcoming body. There are many different areas of interest that panel members can get involved in and follow the progress being made as it is incorporated into the everyday life of the ambulance service. I look forward to continuing my involvement with the PPP."

Joe Loughran
INFLUENCE PPP MEMBER

"I joined the PPP because it seemed interesting and I also felt that being a person living with a disability and a full-time wheelchair user, I could possibly be an advocate in providing some valuable first-hand experience to the NWS regarding users who have long term disabilities. Since joining, I have learnt so much regarding NWS and how the PPP enable NWS to provide a better and unique service."

Carla Woods
CO-PRODUCE PPP MEMBER



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This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages upon request.

**WANT MORE INFORMATION?
CONTACT THE PATIENT AND PUBLIC PANEL:**

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Produced by the Communications and Patient Engagement Team

