



## **Become a lay partner and get involved with any of our below opportunities**

### **Green Plan - date/time TBC, 3 x 90 minute meetings a year**

We are committed to reducing our impact on the environment and providing sustainable healthcare. Our green plan sets out our strategy and work programme in this area, led by our strategy, research and innovation team. The team are looking for lay partners to join their steering group.

### **Food, nutrition and menus - 16:00-17:00, last Wednesday of every month**

Good nutrition is crucial to health and recovery and we have a dedicated group overseeing the menus, nutrition requirements, patient feeding and support and management of our food, drink and nutrition service.

### **Connecting Care for Children - Two hours every three months (Friday meeting 12.30)**

Connecting Care for Children is a key part of our children's health services, bringing together clinicians to provide joined up care focused on the needs of individual children and their families. They work especially closely with local GPs, patients, parents and Imperial College London's children's public health team. The service offers specialist care and support closer to home, helping to address the high use of children's A&E and outpatient services across west and North West London. The service has been a long-standing advocate of involving lay partners in all key aspects of its development.

### **Help us develop a community pelvic floor service - date TBC**

We are developing a service to support women with the health and strength of their pelvic floor. This will be a community service meaning that appointments and care will be set out around community locations, such as GP surgeries, rather than our hospital sites. We are looking for women who have experience of or are thinking about this area of healthcare so they can give us their views and help make sure the service is as effective as possible.

### **North London Neurosurgery Network Improvement Projects - 11:00-11:30, once a month**

We are looking for lay partners to join the North London Neurosurgery Network Improvement project. This network committee reports to NHSI. We expect this 2023 to run until April 2023.

The project aims to improve patient pathways for neurosurgical patients and does this by meeting every fortnight. Other members of the project include neurosurgical consultants, NHSI representatives, network managers, service managers, patient groups from North London Trusts.

The content of the project will cover propose, plan and implement improvement projects. The role of the lay partners is to bring the patient voice to the discussions and we particularly want input into any changes made directly to the patient pathways and how frontline care is delivered.

## **User Insight and Patient Experience Forum - two to three hours each month**

We are looking for two lay partners to join Surgery, Cancer and Cardiovascular Division User Insights and Patient Experience Forum. This is a forum to developing our User Insights and Patient Experience strategy within the division.

This will enable us to support implementation of the Trust objectives, support teams to develop ideas and implement continuous improvement and engagement, share learning and celebrate success.

Terms of reference, format of forum and frequency will be discussed and agreed in collaboration with the members at the first meeting.

The role of the lay partners is to bring the patient voice to the discussions and we particularly want input into developing our ideas, supporting wider collaboration and co-production.

## **North west London acute care collaborative and programme: Diagnostics and Imaging board – every two months, Monday afternoons**

Diagnostic capacity and waiting times are a fundamental part of delivering NHS Constitution operational standards including waiting times for Referral to Treatment (RTT), Cancer and Accident and Emergency services. Delays in diagnostic imaging affect the patient pathway, which can lead to poorer outcomes. Diagnostic imaging is used in 95 per cent of patient pathways so is critical to care. It is both costly and high volume, with increasing demand year on year.

The Diagnostics and Imaging workstream combines two previously separate programmes:

- Strategic Imaging Asset Management (SIAM) programme - developing a long-term strategy for imaging assets required across the North West London Integrated Care System
- Community Diagnostic Hubs (CDH) programme - in response to the recommendations made in the October 2020 Richards' report on the national review of diagnostic services

## **Outpatient Trust Care Coordination Solution Project - one to two hours each week**

We are looking for two lay partners to join the Outpatient Trust Care Coordination Solution. This is a working group that reports to Trust Board. We expect this project to run for approximately 6-9 months.

The project aims to improve waiting list times via the direct booking system. Other members of the project group include the BI team, Performance team, Clinical members, Operations team and Palantir.

The content of the project will cover data source discussions, operational requirements, technical implementation, training for the system and maintenance.

The role of the lay partners is to bring the patient voice to the discussions and we particularly want input into patient expectations and the current patient experience.

## Join a weekly 'big room' workshop

Big rooms are open workshop-style meetings. They are weekly, an hour long and include a range of staff and patients who come together to test and embed improvements in patient care. Each big room is led by a pair of coaches who have been trained in team coaching and improvement science techniques.

We are looking for patients or carers who have recently had experience of the services below to join a big room. These big rooms are also keen to involve lay partners - where you don't need to have experience of the service but you are able and interested in ensuring the whole programme maintains a patient-focused approach.

## Big room opportunities:

- Adolescent care for young people aged 11-25 - every Wednesday 10.00-11:00
- Mental health support for patients - every Tuesday 13.00-14:00
- End of life care - fortnightly on a Thursday 12:00-13:00
- Asthma in children - every Monday 14:30-15:30
- Medical Retina - every Thursday 12:30-13:15
- Faster moves - every Tuesday 14:30-15:30

To contact our involvement team please email:

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