

Patient Experience Participant Information Sheet

Background to the Patient Experience Participation programme

Patients' experiences of NHS services in Oxfordshire are important to Oxfordshire CCG. By sharing your experience of NHS care in Oxfordshire it will help us to shape the way we commission services. It will also help us to ensure that the care being provided in Oxfordshire is of a high quality. Your story will provide the CCG Board with valuable insight and will help us to put the patient at the centre of everything we do.

What do you want to speak to me about?

The purpose of this programme is to allow the Patient Experience Team to capture patient experience stories as they happen, through a range of methods.

A member of the Patient Experience Team (this member of staff will not be involved in any aspect of your care) will ask you to provide your experience or story as a patient or as a carer of a patient.

How will I provide my feedback?

There are a number of ways in which you can provide feedback on your experiences.

These are:

- Face to face
- Online survey
- In person at an Oxfordshire CCG Public Board meeting

Do I have to take part?

It is up to you to decide whether or not to take part. If you do agree to participate you can, at any time, change your mind and we will not expect you to give any reasons for doing so.

Deciding not to take part will not in any way affect any support, care or treatment received.

What will happen to me if I take part?

You will be asked how you would like to participate.

- Feedback in person
- Feedback via online survey
- Feedback via paper survey

However you choose to give your feedback, the process should only take between 10 and 45 minutes.

What will happen to the information I share?

Any information collected will be treated in the strictest confidence. We will only use your feedback in ways with which you agree.

Feedback in Person

You may be invited to attend an Oxfordshire CCG Public Board meeting and be asked to share your experiences with members of the Board. This will take between 10 and 15 minutes.

Feedback via Online Survey

The survey is available on line and can be accessed by following this link:

<https://consult.oxfordshireccg.nhs.uk/consult.ti/patientexperience/consultationHome>.

Once the survey has been submitted it will be received by the Patient Services team and may be presented at a future Oxfordshire CCG Public Board meeting.

Feedback via paper survey

The online survey (see above) is also available as a hard copy and can be requested by contacting the Patient Experience Team. Any completed surveys received will be used in the same way as the online survey.

Who may I contact for further information?

If you would like any further information about any aspect of Patient Experience Participation please contact the Patient Experience Team on : 0800 052 6088 or email us at: patient.services@oxfordshireccg.nhs.uk