

City and Hackney Clinical Commissioning Group (CCG) is always looking for ways for our patients to shape the development of local health care services. We would like you to be involved!

What is it about?

We want to make sure that information we publish is clear and can be understood by our patients and the public. We would like people to volunteer to read new patient information leaflets and other documents, and give us their comments.

What does the role involve in practice?

Receiving patient information leaflets or other documents by e-mail or if you don't have an email address then through the post. You will be asked to comment on them. We will provide you with a form to complete each time and you can return this to us with your comments. If you are sent things in the post we will give you a freepost envelope to reply so it doesn't cost you anything.

If the need arises, we will also be seeking to have working groups around particular projects. These will be structured around the new work streams (Unplanned Care, Planned Care, Mental Health, Children and Maternity, Primary Care) that are being developed by Local Borough Hackney, the CCG and City of London Corporation in their new collaborative working model and will be organised on an ad-hoc basis as and when they are needed.

How will my comments be used?

These changes will be discussed by the CCG staff and clinicians responsible for developing the information. Your views can be taken into account and added to the leaflet, or, if not, feedback will be offered about we may disagree with you.

We are keen on transparent, collaborative and meaningful patient involvement in the development of our patient information materials.

How much time do I have to get back to you?

Ten working days. If we need your views much quicker, we will make this clear and will ask you if you are happy to do so. However, we will always try to avoid a tight turnaround as much as possible.

How often would I be involved?

This depends on how many leaflets/documents are being produced and it may not be very often. It will likely be once a month. It's not likely to be a big time commitment.

Do I need to have done this before?

No, we just want people who can comment on information from a patient or a member of the public's point of view.

When does it start?

There's no particular date – as soon as people are interested, we can make a start.

Contact Details

If you would like to be involved in this new and exciting project, please contact :

Patient Information Facilitator Ryan Matthews at ryan.matthews@nhs.net or 020-3816 3251

Patient Engagement Manager Silvia Scalabrini at silvia.scalabrini1@nhs.net or 020-3816 3281