

Renal Psychology Service Patient Involvement Programme

safe • clean • personal

What is Patient and Public Involvement?

Patient and Public Involvement (PPI) refers to the process by which people who are using, or have used or are interested in a service, become involved in the planning, development, delivery and evaluation of that service. PPI provides the opportunity for patients to have a say in the way services are planned and delivered. As a result this can help bring about improvements in the way care and services are provided. Effective patient involvement can improve service ease of access and quality and delivery.

Renal Psychology Service PPI Programme

The Renal Psychology Service is currently developing a patient involvement programme for individuals attending Salford Renal Services, in order to further enhance and improve the service. The main aims of this programme are:

- To listen to patient ideas, views and experiences.
- Provide the opportunity for patients to have their say about the service.
- Improve ease of access to the service.
- Support patients in providing feedback and their views on different areas of the service.

What will I be asked to commit?

As part of the PPI programme, a database of individuals interested in participating will be created. This database will contain your contact details and you will be invited to take part in meetings/discussions in the PPI projects you are interested in. There are several areas and projects that we hope to gain patient involvement in. These include:

- *Communication:* Gaining feedback on service information, such as leaflets and letters used by the service.
- *Recruitment and selection:* Having patient involvement in the recruitment process of staff, e.g. sitting on interview panels or reviewing job applications.
- *Training:* Assisting in training of different staff groups by sharing your experiences and views, e.g. either by being part of a presentation or writing a personal story that can be shared with the service.
- *Research and audit:* Being involved in the development of ideas and monitoring the progress of service research or audit projects
- *Monitoring and evaluation:* Gaining feedback on evaluation tools the service uses, including questionnaires and feedback forms.

Travel expense claims

You can claim travel expenses for all meetings and discussions you attend as part of the patient involvement programme. This includes parking, mileage and public transport costs. Expense claims are limited to £10 for each patient involvement meeting you attend.

**If you would like more information about the Patient Involvement Programme, please contact the Renal Psychology Service on
0161 206 5588.**