

What to do next if you want to tell us your experience

Please contact our Patient Advice and Liaison Service on



0800 195 4462



cwp.pals@nhs.net



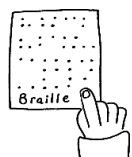
Cheshire and Wirral
Partnership
NHS Foundation Trust

Tell us about your experience

They will be able to put you in touch with the Participation and Engagement Lead for your service who will arrange for you to tell your experience.



This leaflet is available in other languages or formats



Information for patients and carers

For more information see www.cwp.nhs.uk.

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Involvement



What are patient and carer experiences?

Patient and carer experiences are a way of gaining valuable feedback from service users and carers about CWP and the quality of care we provide. Other terms can sometimes be used to describe patient and carer experiences such as 'patient and carer stories' or 'voices' or 'journeys'.

Benefits of telling us about your experience

Telling us your experience will provide you with an opportunity to talk about your experiences of using CWP services; this helps us to learn about what we do well at CWP and what we need to improve.



Who will help you tell your experience?

The trust has a team of service users, carers and staff who are here to help you tell your experience about using CWP services. They will arrange a mutually convenient time to meet with you and support you at every step.

What will happen if you agree to be involved?

A participation worker or volunteer will meet with you and ask you about how you feel your care has been. They will listen while you tell your experience, in your own words, and perhaps ask questions occasionally to help them understand how your experience has been.



We will talk to you about how you want us to capture your experience. This may be by written notes, voice recorder, video. Your experience will then be written up and shared with you to check you are happy with it. You may also wish to write up your own experience.

Any recordings on dictaphone or video will then be deleted. We will talk to you further about this. Your experience will then be shared with the people/services you have asked us to share it with.

Who will have access to your experience?

Only staff and volunteers involved in the project will have access to information which identifies you. Your experience will be shared anonymously (it will not contain information that could identify you).

Consent Form

We will ask you to sign a consent form. This is to say you are happy to share your experience and that you understand how the information will be used. The consent form will be stored by your local Participation and Engagement team.

Will my personal information be stored securely?

Consent forms will be stored in a locked cabinet. If your details are held on a computer, this will be saved onto a secure NHS System. All data stored will comply with the Data Protection Act.