



## West Essex Clinical Commissioning Group

### Background document

West Essex  
Clinical Commissioning Group  
Building 4  
Spencer Close  
St Margaret's Hospital  
The Plain  
Epping  
CM16 6TN

Tel: 01992 566 140  
Web: [www.westessexccg.nhs.uk](http://www.westessexccg.nhs.uk)

Hello,

## This is for you, your family and your friends.

### Would you like to help shape your NHS in west Essex?

We will spend £335.5 million buying health services on your behalf this year, and we want to make sure that we focus our efforts in the right direction. In order to do this, we care passionately about listening to the experiences of patients, carers and local people. We are committed to delivering the best quality care by taking your views into account when making choices and ultimately spending taxpayer's money on health services to meet local needs.

**Have you experienced health and care services in West Essex? If not yourself, perhaps there's a loved one, someone you care for, or a community you can speak on behalf of?**

Read on to see how you can get involved in influencing our decisions right the way through to board level - from connecting with us by phone and email to attending meetings to taking part in special projects.

We're a new organisation; in fact we have just celebrated our first birthday. We spent a lot of the last year trying to make new connections in our communities in west Essex; Epping Forest, Harlow and Uttlesford. We have learnt that we can do more to reach out and get the input of a wider range of people in our community – especially those who might not always get their voices heard.

This is why we want more people to get involved in our many different programmes, to get *your* voice heard in *our* decision making. If you feel that you have the necessary drive to meet with us on a regular basis and represent some of our communities, then our new patient/citizen/people group might be for you. It will require some commitment from you, but in return, the communities you represent will have a voice that reaches has real influence.

If the group isn't for you, but you still want to get involved in something specific or ad hoc – even just registering your interest/insight/skills/experience with us - we'd love to hear from you.

## **For prospective 'patient group' members**

### **The commitment you can expect from us:**

- ✓ You will be valued, respected and listened to
- ✓ We will provide you with training on various subjects to enable you to support your community and us
- ✓ All reasonable out of pocket expenses will be met by us
- ✓ Your voice counts and will make a difference

### **The commitment we ask from you:**

- ✓ Be able to share first-hand experience or insight into using health and care services
- ✓ Be committed to proactively working together with us and others to understand how people use services and how we can make improvements
- ✓ Be willing and able to undertake necessary training
- ✓ Be able to feed back and report from the community(ies) you represent
- ✓ Attend approximately six meetings per year and some training events
- ✓ Be prepared to speak to your community on a range of health and social care issues and to feed back to us on any comments or recommendations
- ✓ Read CCG documents and plans, comment and feedback
- ✓ An eagerness to work together to make change happen and to represent the public

### **Training needs will be met:**

- ✓ We will support you to understand the NHS and commissioning and how best to engage with the communities you represent. A range of tools and skills will be given to you in our training programme.

### **Doesn't sound like your thing?**

**Remember, we have a range of ways for you to become involved in a way that suits you:**

We understand that attending formal meetings is not for everyone. You may be in full time employment, or have caring, personal or child care responsibilities that will prohibit you attending regular meetings during normal working hours, but if you

would still like to register to become a member of the group, please do so and we will flex to suit your needs – even if you want to communicate with us remotely.

### **If the group still isn't for you...**

You can become involved in a number of areas of our work on an ad hoc basis. Your voice and comments still matter and there are many ways that you can have a voice, so please get in touch. Typical topics could include:

- Urgent Care
- Medicines Management
- Children and Maternity
- Older People
- Stroke
- Frailty Programme
- Cancer Services
- Long Term Conditions
- Mental health
- Learning Disabilities
- Vulnerable Adults

If you want to find out more and feel that you have what we need to reach deep into our communities, then please contact us. If you need any assistance filling out this form or registering your interest, please get in touch and I will help.

Communications and engagement

West Essex Clinical Commissioning Group

Building 4, Spencer Close, St Margaret's Hospital, Epping, CM16 6TN

Tel; 01992 566140 Email: [weccg.comms@nhs.net](mailto:weccg.comms@nhs.net)

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