

Involvement Bank Staff Guide



Patient and Carer
Involvement Team

What is the Involvement Bank?



Involvement comes under patient and public engagement which is different to mainstream volunteering. The Patient and Carer Involvement Team co-ordinate and facilitate service user and carer involvement in specific short-term activities and projects like service design, planning and evaluation. We have set up an involvement bank to help us do this.

Types of Involvement Activities

Meaningful involvement helps to ensure that service users and carers are at the heart of services within the Trust. Many teams, wards and services have already drawn on the knowledge and expertise of involvement bank members in areas such as:

- **Recruitment and selection**
- **Sharing of personal stories**
- **Training**
- **Consultation groups**
- **Working groups / task and finish groups**
- **Research and evaluation**
- **Inspections (PLACE)**
- **Trust promotion**
- **Medical education**
- **Governance groups and committees**

Using the Involvement Bank

Send an involvement request to the Patient and Carer Involvement Team

Requests should be made at least two weeks prior to the date of the involvement activity by emailing: involvement@cntw.nhs.uk

Bank members are informed of the involvement opportunity

The involvement team will contact bank members (also known as 'contributors') with details of the involvement opportunity.

Bank members introduced to the activity Lead (person or team who requested involvement)

Details of bank members who have indicated their interest and consent will be passed on to the person or team who made the request.

The involvement activity Lead will contact and manage the involvement

Involvement Lead(s) will contact members direct and be responsible for managing and supporting the contributor's involvement.

Patient and Carer Involvement Team Support

Involvement Facilitators can support the bank member to undertake the involvement activity at an appropriate and agreed level.

Patient and Carer Involvement Team evaluation and feedback

Following the involvement activity, the Involvement Team will seek feedback from those who participated and will share comments with activity lead.

Useful Information

When submitting an involvement request, it is helpful to include as much information as you can with regards to the details of the involvement opportunity. When making an involvement request, we recommend including:

- A summary of the involvement opportunity.
- Is this an opportunity specifically for service users, carers, or both?
- Is the request related to a Trustwide activity or exclusive to a particular locality, i.e. North Cumbria, Northumberland, Central or South?
- Any relevant dates, times or locations.

The Involvement Service will pay travel expenses for Involvement Bank members on submission of a completed **Service User and Carer Travel Expense Claim Form** by the involvement activity Lead.



Contact information

To make an involvement bank request, or for further information, please email:

involvement@cntw.nhs.uk



Patient and Carer Involvement Team

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