

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.

Different types of Involvement

This Guide identifies ways to involve service users and carers in shaping future healthcare services. There are three types of involvement:

Individual

In assessment, formulation, care planning and goals, in self-management, in individual issues. This happens when someone is in services.

Development of services

Groups, wards and community meetings, Points of You (experience feedback tool), recruitment and selection, training, research and evaluation.

Service change and improvement

More 'formal' consultation, involvement commissioning, change projects and initiatives.

Using the Involvement Bank

Send an involvement request to the Patient and Carer Involvement Team

Involvement bank requests can be made 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 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 the contributor's involvement.

Patient and Carer Involvement Team

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

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.
- Is there a time frame for bank members to respond to the involvement request? (one week is typical).

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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