

## **FAQ for new Panel members**

**Q. Who can join the Patient Panel?**

A. The Panel is open to anyone that has an interest in community services that the NHS provides in Wandsworth. If you or someone you know has used these services, we are interested in hearing about your experiences!

**Q. How often does the Panel meet?**

A. The Panel will meet at least four times a year.

**Q. How long do the meetings last?**

A. The meetings will last between two and three hours; it will depend on the complexity of the issues we discuss, and how important you feel the issues are!

**Q. Where will the meetings be held?**

A. The meetings will be held throughout Wandsworth, but will always be in safe and easily accessible locations, with good public transport links, parking facilities and disabled facilities.

**Q. Will my expenses be paid?**

A. All travel expenses will be paid, and refreshments will be provided at every meeting.

**Q. What will the meetings be like?**

- A. The meetings will give you the chance to influence decisions made by Provider Services – from the planning and designing of new services to improvements to our existing ones. You will be encouraged to help set the agenda for our meetings and, as we get to know each other better, you will be encouraged to set it yourselves!

**Q. What are “Provider Services?”**

- A. Provider Services deliver community NHS services such as community nursing, health visitors and community hospitals.

**Q. What will my duties be?**

- A. Panel members will need to have an interest in local health matters, and be able to work together towards achievable, positive and constructive goals. The Panel will get involved in important strategic decisions, as well as local changes to services. Support will be available at all times to help members contribute their own opinions and experiences. It is important that members respond promptly to all communications, as things such as room bookings and catering will need to be ordered in advance.

**Q. What is in it for me?**

- A. As a member of the Panel, you will be given the opportunity to become directly involved in the shaping of services in Wandsworth. Through this experience, you will learn new skills, meet new people and most importantly make a real difference to the community! Members will gain a complete understanding of how the NHS works at a local level, and improve their team working skills.

**Q. Sounds good! How do I sign up?**

A. Please get in touch with Tom Magill, Patient Panel Manager using any of the following details:

Phone: 0208 812 7644

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