

Information Pack - Lived Experience Panel

Introduction

NHS Cheshire and Merseyside is looking to recruit new members to its 'Lived Experience Panel' to help support work to improve hospital maternity and gynaecology services in Liverpool, as part of the Women's Hospital Services in Liverpool programme.

This Lived Experience Panel was first formed in July 2024 and successfully supported phase 1 of this programme, but we are now looking to further expand this group to support further work.

The information in this pack provides more information about what this opportunity involves.

Background

The NHS is looking at how to improve hospital maternity and gynaecology services in Liverpool. Most of these services happen at Liverpool Women's Hospital, which means they are on a separate site to most adult hospital services, such as critical care and specialist medical and surgical teams.

This situation can sometimes create clinical risks, cause delays to care and lead to a poorer patient experience. It also means that some patients require an urgent ambulance transfer to another hospital site during their treatment.

The NHS is committed to finding a long-term solution that will improve the quality and safety of these services, giving all patients and families the care they need and deserve, wherever they are being treated – and this Patient Lived Experience Panel will directly support this work.

You can learn more about this programme of work on our website at:

www.gynaeandmaternityliverpool.nhs.uk

Requirements for participation

Being part of the Lived Experience Panel is a commitment to volunteer some time to support the development of this programme by sharing your views.

To be considered as a Lived Experience Panel member, you should:

- Have some lived experience of hospital gynaecology and/or maternity services in Liverpool. Most of this care takes place at Liverpool Women's Hospital, but you might also have been treated at The Clatterbridge Cancer Centre, Aintree University Hospital, or the Royal Liverpool University Hospital.
- This experience could be as a patient, or someone who has attended these services as a partner, family member, or carer - either recently or in the past.
- Be able to volunteer some time to support the programme – up to half a day per month (although sometimes this will be less).
- Be willing to attend and participate in an initial online briefing and training session (lasting approximately two hours)
- Be willing to actively engage and participate in Panel activities on an ongoing basis – eg. reviewing patient information, sharing your views on proposed plans, and sharing your experiences in discussions

About the role

Being part of the Lived Experience Panel is not a paid role. Members on the panel will be recruited as NHS Cheshire and Merseyside volunteers.

This means members will be able to claim back any expenses incurred – for example, parking or travel under [NHS Cheshire and Merseyside's public involvement policy](#).

As part of this volunteer role, you will be expected to follow a code of conduct encompassing professionalism, confidentiality, respect, and upholding the same ethical standards required of all NHS employees, in order to ensure a safe, positive, and inclusive working environment for all. You will also be asked to sign a confidentiality agreement.

What is the commitment level?

There is no regular meeting for the panel members. Instead, we'll be organising sessions as and when required, according to the needs of the programme. We've estimated that this will be up to half a day each month (but sometimes this will be much less).

Sessions may be held online, or in person, and offered either during the day or evenings (depending on group availability and preferences expressed). We will work with panel members to agree what works best for the majority, and will be as flexible as possible. We do understand that there might be times that people can't attend a meeting/session, but there should be a commitment to prioritising these sessions as much as you can.

What kind of things will I be asked to do?

Panel participants will be invited to attend a number of facilitated sessions to share their experiences, ideas, opinions and views as part of the panel. Key focuses for this work are likely to include (but not limited to):

- Taking part in discussions about how services might be designed for the future.
- Providing feedback about our plans for involving the public in the next phase of this work.
- Reading draft public information materials (such as posters, leaflets, booklets), and providing feedback on how easy to understand they are.

What are the benefits of taking part?

We hope that being part of the Lived Experience Panel will be a rich and fulfilling experience, providing chance for you to:

- Help shape the future of maternity and gynaecology services in Liverpool, and improve the quality of patient care
- Help ensure that any public information about future proposed changes to services is easy to understand for local communities
- Gain volunteer experience in NHS service design/co-creation, marketing and communications, public engagement and consultation.

Who will run the Lived Experience Panel?

The panel will be run and managed by [NHS Cheshire and Merseyside](#).

NHS Cheshire and Merseyside is responsible for this programme, working closely with Liverpool Women's NHS Foundation Trust, Liverpool University Hospitals NHS Foundation Trust, Alder Hey Children's Hospital NHS Foundation Trust and The Clatterbridge Cancer Centre NHS Foundation Trust.

Application process

To apply to be a member of the Lived Experience Panel, please fill out this short online [Application Form](#).

If you have any questions or would like to learn a bit more about this opportunity before applying, we are happy to arrange a short informal chat over the phone with one of our team, or online (via MS Teams).

You can get in touch by calling: 07775 411 651 or by emailing: engagement@cheshireandmerseyside.nhs.uk You can also use these contacts if you'd

like information in another format, or you want to submit an application to us in another way.

Hospital maternity and gynaecology services are used by a wide range of different people, so we're keen to hear from people from across the communities we serve – let us know if there's something we can do to make it easier for you to take part.

Next steps

We will be in touch with you directly to confirm your involvement in the panel. Any applications that cannot be taken forwards for any reason, will also receive written confirmation of this via email.

We don't have a set number of places on the Lived Experience Panel, but if we receive a very large number of expressions of interest, we might need to limit members so that panel discussions will allow all members to take part.

Training

Once you have been accepted onto the Lived Experience Panel, we will:

- Provide you with details of the person who will act as your key contact point at NHS Cheshire and Merseyside.
- Invite you to attend a welcome session which will cover:
 - A review of the role and requirements
 - Details of how the panel will run in practice
 - An overview about the Women's Services in Liverpool programme and the draft case for change
 - An opportunity to ask questions

How else can I be involved?

We also have a Virtual Reference Group for this programme. This doesn't involve attending meetings or volunteering any time, but it will mean you are sent regular email updates about the programme and opportunities to share your views and opinions about it with us.

You can sign up for it here: [Virtual Reference Group](#)