



Your experience matters

# Improving your experience by involving our patients and carers

### OHFT WANTS TO HEAR FROM YOU

People with experiences of receiving health & social care are best suited to advice on how to support received from services can make a positive difference to their lives.

- Your voice will help us improve the quality of services.
- Your feedback will be used to better plan our services.
- Your feedback help us design our services best suited to our service users.

### HOW CAN YOU SHARE YOUR EXPERIENCE?

- By filling in questionnaires and comments/post cards.
- Working with our team to document your journey 'Patient Story' and sharing with clinical teams. This will be an in-depth account of your experience which can be a video or written document.
- Joining our patient focus groups to explore the issues you may have come across while using our services, test solutions and generate ideas.

## WHAT WILL HAPPEN TO THE INFORMATION COLLECTED ABOUT ME?

### **Where will my details be stored?**

- Your details will be stored securely in a secure engagement and involvement database. This can only be accessed by designated individuals and is in line with all information governance laws.

### **How long will they be stored for?**

- Your details will be deleted automatically after one year of the date when your consent form is signed.

### **What happens if I decide to withdraw consent?**

- You can withdraw consent to store your contact details by us at any time by contacting us.

## DO I HAVE TO PARTICIPATE?

No, it is up to you to decide whether or not to take part.

If you do wish to take part, you will be asked to sign a consent form and a member of staff will contact you to arrange a time to talk and explore how you can share your experience.

At any step of the process, you can withdraw consent. Please do so by notifying us over the telephone or email (see details on next page).

As soon as we are made aware of your decision, your contact information will be deleted from our engagement and involvement database.

If you are interested in leaving feedback, please leave your name, best to contact you (email, phone or letter) details below:

Name: .....

Address (optional) : .....

.....

Mobile/Telephone: .....

Email: .....

Engagement and Involvement Facilitator  
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