



**Oxford Health**  
NHS Foundation Trust



**Bucks Memory Assessment Service**

# **Patient and Carer Involvement Invitation Leaflet**

# Introduction

Oxford Health NHS Foundation Trust (OHFT) is committed to involving service users, families and carers in continually improving the quality of the services we provide.

Involvement is for everyone; you can be a service user (past or present), a friend, family member or carer of someone who uses our services. You can get involved at any age and at any point in your journey if you feel able.

## Why get involved?

- Use personal experiences of healthcare to improve quality
- Give opinions in a measured way
- Use lived experiences to empower others and educate staff
- Have a keen interest in bringing about service improvement and being eager to make a difference

## The benefits of getting involved

The benefits of getting involved include Making a difference, Improving other's experiences, Gaining new skills and confidence, Empowerment, Reimbursement for your time, Social benefits, Having your voice heard and Advancing services.

# What can I get involved with?

The Memory Assessment Service has a range of involvement opportunities. These will vary over time and may include:

- Reviewing and developing information such as leaflets, posters and websites to ensure service users are receiving this in a helpful and accessible way
- Being part of project meetings to ensure service user's voices are part of decision making
- Participating in focus groups to give views on a topic
- Interviewing potential new staff members
- Presenting a personal healthcare story to help the trust learn from your experiences

These activities could be through surveys or focus groups and take place in person or remotely.

# How do you get involved?

Contact the Bucks Memory Assessment Service on

Email        BucksMemoryService@oxfordhealth.nhs.uk

Phone        01865 901 296

**Saffron House**, Easton Street, High Wycombe, HP11 1NH

**The Whiteleaf Centre**, Bierton Road, Aylesbury, HP20 1EG

We will add you to our register and may contact you about relevant opportunities. You may be contacted for up to one year and you can change your mind at any time. Participation is always voluntary.

# Accessibility

Patient information leaflets are available on our website:  
[www.oxfordhealth.nhs.uk/leaflets](http://www.oxfordhealth.nhs.uk/leaflets)

# Get in touch

Address            Oxford Health NHS Foundation Trust  
                         Trust Headquarters  
                         Littlemore Mental Health Centre  
                         Sandford Road, Oxford OX4 4XN

Phone             01865 901 000  
Email              [enquiries@oxfordhealth.nhs.uk](mailto:enquiries@oxfordhealth.nhs.uk)  
Website           [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

# Feedback

Our Patient Advice and Liaison Service (PALS) provides advice and support to patients, families, and carers, helping to resolve any problems, concerns, or complaints you may have.

Phone             0800 328 7971  
Email              [PALS@oxfordhealth.nhs.uk](mailto:PALS@oxfordhealth.nhs.uk)

Become a member of our foundation trust: [\*\*www.ohftnhs.uk/membership\*\*](http://www.ohftnhs.uk/membership)

Support Oxford Health Charity, making a difference to patients, their families and staff who care for them: [\*\*www.oxfordhealth.charity\*\*](http://www.oxfordhealth.charity)