

## Barnet Patient and Carer Advisory Group (BPCAG)

### 1) What is the Barnet Patient and Carer Advisory Group (BPCAG)?

The Barnet Patient and Carer Advisory Group (BPCAG) is run by the Barnet hospital patient experience team. The purpose of the group is to meet with patients and carers to help us understand the experiences of people who have used our services, and involve them in our work to improve services.

### 2) Why do we need you?

Your experience counts. We need current or former patients and carers who have a lived experience of Barnet hospital to have a voice in how our services work in the future. We would like you to:

- Help shape and improve our services through your experience
- Share ideas on future changes you would think would be beneficial
- Ensure that patient and carer voices influence the way we work.

### 3) What will we ask you to do?

Our patients and carer representatives might be asked to:

- Review patient and carer feedback and discuss themes or trends
- Work with us to develop our plans to improve services
- Work with us to produce patient and carer information
- Ensure we are hearing from diverse patient and carer voices
- Highlight concerns for local communities
- Help us develop patient and carer feedback opportunities.

### 4) What does joining the group require?

Being a member will require attending and contributing to our meetings. These will take place via an online platform (Microsoft Teams) for 1 hour and 30 minutes, every other month.

For patient and carers who would be interested in getting more involved in trust projects, there may also be potential to:

- Work in a smaller group on an improvement project
- Undertake tasks that require travel to Barnet hospital (for which you would need to register as a trust volunteer).

### 5) Who else is in the group?

Our priority is hearing from patients and carers directly. Whilst trust staff may be invited to speak to the group about their projects or services, our core membership will be the patient experience team and our patient and carer representatives.

### 6) What are the benefits of being a member?

- A chance to make a difference in your local hospital and have a more active role in helping us to improve our services
- Influence and inform the ways in which we communicate with patients and the general public about their healthcare
- Gain experience of how a large trust operates.

### 7) What support is available to members?

Members will be supported by the patient experience team and all members will have a welcome meeting with the team when they join.

### 8) How can I join?

Please complete our simple application form and a member of the patient experience team will contact you to discuss the next steps. If you need any help completing your application or would like to talk to the team before applying, please do not hesitate to contact us.

### 9) Patient experience team contact details

Email: [rf.bh-patientexperience@nhs.net](mailto:rf.bh-patientexperience@nhs.net)

Telephone: 020 3758 2000



#### Meet the patient experience team

**Beth Brown**, Head of patient experience and involvement [left]

**Olivia Coleman**, Patient experience officer [right]