

## Lived Experience Panel (LEP) Membership – FAQ

### What's it all about?

**Q. What is the Lived Experience Panel?**

**A.** Northern Care Alliance (NCA) continually look to improve the service it provides. The Lived Experience Panel are a group of volunteers whom alongside NCA, patients, volunteers and staff help shape and influence the quality agenda both strategically and locally in Rochdale.

**Q. What does the Lived Experience Panel do?**

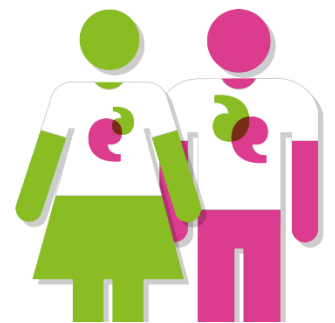
**A.** The LEP does three main things:

- Takes an active role alongside health and care staff in improving quality of services.
- Meaningfully contribute via a person-centred approach to make certain the quality improvement of local services by ensuring the patients voice and lived experiences are shared with providers, commissioners, and residents of the Rochdale Borough.
- Ensure that breadth of opinion is sought to represent the diversity of the Rochdale Borough.

**Q. What are the core principles of the Lived Experience Panel?**

**A.** We work with these principles in mind:

- Confidentiality
- Respect
- Feedback
- Transparency
- Influence



**Q. What do Lived Experience Panel members need to know?**

**A.** The LEP needs a mixture of knowledge and skills. Some LEP members will have expertise in running an organisation, some will have a good knowledge of health and care services and some will have on the ground experience of local communities. All members will have a lived experience of healthcare systems.

We expect every LEP member to have something to contribute to one or more of these areas, but we recognise that a range of backgrounds and experiences is valuable – it helps

the LEP to make balanced, well informed decisions and represent the diversity of the Rochdale Borough.

As a member of the LEP you will need to know how to use Microsoft Teams, this is not essential as we can offer you training on how to install and use easily but due to the current Covid-19 pandemic the LEP will be communicating digitally this way for the time being.

**Q. What is expected from Lived Experience Panel members?**

A. We expect LEP members to be committed to good quality health and care services for people in Rochdale North, Rochdale South, Heywood, Middleton and the Pennines.

In addition to this, there are some specific expectations:

- Commitment to the post – We ask that LEP members are committed to their role for a minimum of six months and a maximum of 3 years.
- Attendance and participation in LEP meetings – The LEP will meet every week initially and due to the current pandemic this will be via Microsoft Teams online, it will then be dependant on work streams. The LEP will also be supported on a monthly basis by their mentor/buddy.
- Task and action reporting on findings from workstreams as and when appropriate.
- Participation in LEP training and development activities.
- Encouraging feedback from local people on their experiences of health and social care services throughout the Rochdale Borough.
- Acting as an ambassador for Healthwatch, AQUA and Northern Care Alliance – including respecting and representing the LEP's agreed position on a range of topics.
- Always acting selflessly, in the best interests of Healthwatch, AQUA and Northern Care Alliance, in line with standards of accountability in public life.

**Q. How will Lived Experience Panel members be supported?**

A. All new LEP members will complete an induction programme and to agree to a code of conduct collectively, this will help them to understand what as a panel member they are expected to do and what their role is as a member of the LEP.

The knowledge and skills of the LEP is to be analysed and a training programme organised to make sure that LEP members have the information they need to be confident in their role and develop their own skills.

The Healthwatch Rochdale, Aqua and Northern Care Alliance LEP team are also available to support LEP members, especially those who are new to their role.

All staff will further support by providing detailed papers and information about topics for LEP members and Teach Sheets for work streams so that LEP members are clear on their role.

**Q. What do we offer our Lived Experience Panel?**

**A.** Alongside the initial induction programme we will continually work to up-skill our LEP members, with the appropriate training and developmental opportunities that they require throughout the year.

Travel expenses (when applicable) and a Data allowance can be reimbursed monthly. NB: Data allowance terms and conditions apply and must have an accompanying receipt.

Healthwatch Rochdale, AQUA and NCA are committed to ensuring the sustainability of LEP so their team members will work continually to support the LEP.

The opportunity to represent the people voice for the Rochdale Borough.

**Q. Who can join the Lived Experience Panel Group?**

**A.** Broadly speaking, LEP membership is open to individual people who meet one, or both of the following requirements:

1. They live within, or access health or care services, in Rochdale.
2. They have experience of secondary health care system, as a service user, family member or carer.

The role description and person specification for Lived Experience Panel provides more detailed information and can be found at [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk).

**For more information, or to ask further information on the voluntary role, please contact Healthwatch Rochdale on 01706 249 575 or email [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk)**