

Would you like to join a small group to understand what matters to people who use NHS services?

We are seeking members to join a small project group within NHS England and NHS Improvement in relation to Same Day Emergency Care (SDEC). This is a service which helps people get treated in the right place, as quickly as possible without having to stay overnight in hospital.

The project

The purpose of this group is to deliver a project to find out what a good experience of care looks like for people who use our services.

The output from this work will be a list of practical ideas called Quality Markers. These will be based on what matters to people who use the services.

NHS England and NHS Improvement will then share these practical ideas with SDEC services to help them to improve patient and carer experience.

Same Day Emergency Care Project Group



This group will:

- Working together to produce a project plan
- Think about who we need to speak to
- Think about how we will get feedback from other people who use NHS services
- Read all the feedback we receive
- Decide what is important to people based on the feedback
- Use the feedback to make a list of ideas that can make a health service good

How we will do this

We want to co-produce the practical ideas with patients, family members, friends, carers and staff.

The project group will decide how we do this, who we engage with and review the feedback to develop clear practical ideas we can share with SDEC services.

We are looking for people who:

- Have experience of using the health service as a patient or friend /family /carer of a patient
- Have experience of being referred from GP/NHS 111/A&E/ambulance to another NHS service
- Have ideas about who we should get feedback from
- Can review survey feedback (most likely online and in workshops)
- Can decide on common themes based on what the feedback tells us
- Have links to networks and other groups (this is not essential)
- Have experience of using Same Day Emergency Care (this is not essential)

Requirements September 2021 – April 2022



- Experience of Care Manager SDEC, NHS England and NHS Improvement
- Senior Project Manager, NHS England and NHS Improvement
- 3x Patient and public voice partners (TBC)
- 3x SDEC staff (within SDEC services) (TBC)
- 1x Carers representative (TBC)

Group Members

- 7x Monthly meetings (90 mins)
- Attendance at coproduction virtual workshops (half days) Number of events to be determined based on survey responses. Not exceed 4 half days
- Feedback review findings offline – on your own. Time to be determined by number of responses and not exceed 4 half days
- Feedback review findings online meetings – with the group. Time to be determined by number of responses and not exceed 4 half days

Time commitment

- Joining the monthly meetings and coproduction workshops would fall under **Role 3** participation within the NHS England and NHS Improvement PPV Policy. You would therefore receive out of pocket expenses
- Reviewing the feedback would fall under **Role 4** participation within the NHS England and NHS Improvement PPV Policy. For this work you would therefore receive an involvement payment of £75 per half day
- For further details please refer to the PPV Policy which can be found here: [patient-and-public-voice-partners-policy-july-2017.pdf](https://www.england.nhs.uk/publication/patient-and-public-voice-partners-policy-july-2017/) ([england.nhs.uk](https://www.england.nhs.uk))

Expenses

If you are interested in joining this project group please complete the application form and send it to:
sarah.jones241@nhs.net