

Patient and Client Council

Your voice in health and social care

Representation

The engagement platform will assure representation:

- Individual and collective representation;
- The community and voluntary sector;
- Lobbying and advocacy groups;
- Synergy between regional and local level representation aligning programmes of work;
- Inform, advise and challenge policy rhetoric in relation to the Bereavement Network;
- Centralise engagement and involvement into practice.

The Offer

The engagement platform will offer:

- A conduit between the Bereavement Network and public;
- True involvement representing those with lived experience;
- Improved communications to and with members of the public;
- Accountability for proportionate representation;
- Assure involvement of service users in the process.

Network of Networks

The platform will ensure that there is effective:

- Dissemination of key information;
- Policy and impact is reflective of emerging focus;
- Utilization of a network of networks approach for communication;
- Ability to inform, mobilise and engage with patients and clients.

Patient Client Council

The Patient Client Council will serve as a conduit within the process and will:

- Lead on recruitment of members to support the work of the network;
- Facilitate and oversee involvement and engagement;
- Support programmes of work pertaining to the Bereavement Network.

Communication

Members will have an opportunity to inform and be involved within the process;

- Engage in communications pertaining to the Bereavement Network;
- Inform and support communication flow;
- Interact at operational and strategic levels.

Patient Voice

The PCC will ensure that the voice of:

- Members are represented and engaged;
- Advocacy and lobbying groups are heard;
- Community and voluntary sector are represented;
- Those not directly connected within the process are represented / communicated with.

Involvement

The PCC will ensure that;

- Patients and clients and / or their respective communities are involved;
- There is continuous dialogue and representation pertaining to the programmes of work, areas of change and areas requiring intervention;
- Support and address identified gaps in engagement and amplify voice when needed.

Bereavement Engagement Platform