



# Manchester University NHS Foundation Trust

## Bee Involved Application Pack

### Why Patient and Public Involvement Matters

Effective research and innovation must have the needs and experiences of patients at the centre. When we include patients and the public in our work, it really helps change healthcare for the better. By talking with different people, we get a variety of ideas and knowledge.

Including the public means bringing in voices from our diverse communities to work together. This way, we learn what is important to people and can make our services better.

Not only does this help our Trust and the community, but the people who get involved also benefit. They can learn more about NHS services, build confidence, and gain useful skills.

Patient involvement challenges our thinking and improves what we do by:

1. Ensuring research and innovations are more responsive to people's needs.
2. Being aware of barriers and challenges in access to innovations.
3. Enabling better pathway planning to deliver better outcomes for patients.
4. Having a better understanding of health inequalities to deliver better health outcomes.
5. Developing strategies, based on community feedback, to increase involvement.
6. Advancing public dialogue about current and future health services.

### How Patient and Public Involvement Works

There are three main steps to how Patient and Public Involvement works at MFT. This known as the Logic Model for Patient and Public Involvement.

#### **Working in partnership with patients and the public:**

- People with direct lived experience.
- Different communities, including those who have been less well represented.
- People experiencing health inequalities.
- People who want to enhance health care innovations.
- Different involvement approaches that work well for different communities.

#### **Leading to better informed activity:**

- Addressing real world needs and gaps in care.
- Targeted research and innovation to what matters most to patients.
- Shaping design and delivery around patient insight and lived experience.
- Diverse involvement in design and development – improving accuracy at earlier stages.

Incorporating:

- Altrincham Hospital • Manchester Royal Eye Hospital • Manchester Royal Infirmary • North Manchester General Hospital
- Royal Manchester Children's Hospital • Saint Mary's Hospital • Trafford General Hospital • University Dental Hospital of Manchester
- Wythenshawe Hospital • Withington Community Hospital • Community Services





### **Resulting in better outcomes:**

- Research and innovation that has been designed to improve lives.
- Innovations are better able to meet real needs.
- Positive impact on addressing access and health inequalities.
- More effective health care.

## **Overview**

What is the purpose of Bee Involved?

Bee Involved helps make sure everyone gets great care whenever they need to use MFT services. We do this by encouraging the people who provide the services and the people who use them to work together. Bee Involved wants to find and work with patients and the community to make services better, fairer, and to make patients happier and healthier. We always try to put the patient at the heart of our services and improve our services throughout their entire journey.

## **Principles of Bee Involved**

- Improve care for patients and their families.
- Keep patients healthy and happy for as long as possible.
- All patients should receive the same high-quality care.
- Work with patients and the public to meet Trust goals.
- Embrace innovation, learn from best practice, and learn from errors.
- Encourage services to help each other and share good ideas.
- Compare our work with Trust standards to see how we can improve.
- We want everyone to know how important it is to listen to patients and the public.

## **Bee Involved Structure**

Members of Bee Involved will be structured as follows:

- Co-chair – Group Matron for Patient Experience / Group Patient Experience Programme Manager
- Patient/Public Co-chair – Elected Member of Bee Involved
- Patient Services Team staff members
- Patients and public who have volunteered to be Members

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## What Should You Expect as a Bee Involved Member?

We appreciate all the hard work our Bee Involved Members do and know that you help make MFT services better. We want you to feel supported and able to join in with the group's work.

Every Member will get this Welcome Pack. It will introduce you to the Patient Experience team and explain how Bee Involved works. You will also get more helpful information through meetings, either in person, online, or through email.

## Help to Understand the NHS

The NHS is a complex system that can be hard to understand. It has many different parts, each doing different things. These parts work together to help patients, their families, and carers by providing various services and support.

You can find out more about the NHS structure in England and who does what by visiting the [NHS website](#). The King's Fund has also produced a series of [structure diagrams](#) and a [short animation](#) about the NHS.

The NHS is also going through a period of change, and it might be helpful to watch this video called: [How does the NHS in England work and how is it changing?](#)

Some of the terminology used can also be new to you. You may find it helpful to refer to this acronym buster: <https://www.nhsconfed.org/acronym-buster>.

If you would like further information about the Bee Involved, Patient Experience, Patient Services more broadly, Patient and Public Involvement, or have any other questions, please contact the Patient Experience team who will be happy to help. They can be contacted at [beeinvolved@mft.nhs.uk](mailto:beeinvolved@mft.nhs.uk) or by phone on 0161 701 0149.

Our Bee Involved application form is available below.

Scan Me



Complete Online

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