

I am emailing because we are a regional service that provides support to patients in your health board. We are funded by WHSSC to do this.

I'm currently on maternity leave and am working some 'keeping in touch' days. While off on maternity, I'm continuing with my Masters and am starting my next module which is a project that will have benefit to the service. For the project, I'm scoping out the use of 'patient panels', with hopefully the aim that we will be able to use them in the cleft team to gain some feedback from patients on various aspects of the service. As part of the project, I'm aiming to look at the literature/ theory behind using panels, scoping out which health boards are using patient panels and also hoping to tap into someone who may have experience of panels to get some practical insight from them.

I would be very grateful if you could provide any information about whether any of your services implement patient panels (and if so, what services)? And, whether you have a contact I could liaise with about the use of patient panels?

Any help, signposting or guidance would be very much appreciated.

The Health Board does not have a formal overarching 'patients panel' although divisions will undertake consultation with patients as and when required e.g. when making changes to services. These discussions are generally speciality specific. The Health Board's engagement team undertake regular community engagement events with members of the public, details of which are available on the [Health Board's webpages](#).

In Gwent, there is a Citizens Voice Panel led by the Regional Partnership Board (RPB). The Health Board has access to this panel and sends public information to them for review and comment.

In relation to Dementia, the Health Board commenced recruitment for 'Experts by Experience', these are people who may be living with dementia or care for someone living with dementia. The Health Board also engages with partners (including citizens) through its Dementia Friendly Community workstream.

Please find below information of groups that are accessed by Divisions within the Health Board to link with patient and service users:

- Community Health Council
- Neighbourhood Community Networks/Integrated Wellbeing Networks
- Psychological Health Practitioners
- Advocacy providers, both commissioned and voluntary

- Divisional Forensic Team employs a Lived Experience Worker
- Co-production initiatives
- Employed Mental Health Peer Mentors provide a continuous engagement mechanism
- Commissioned third sector organisations
- Suicide/Self-Harm Expert Advisory Group
- Commissioned third sector peer mentoring service for the Health Boards Emergency Department and Mental Health 111, Press 2 service
- Mental Health Hospital Managers members/panels
- Babi Birth and Baby Information Group Patient (BABI)

If you require any further information please contact Tanya Strange, Head of Nursing Person Centred Care via email tanya.strange@wales.nhs.uk.