

# We're looking for volunteers to join our National Patient Representative Panel.



The HSE National Patient Representative Panel needs more volunteers.

We want to make sure that the views and experiences of people who have used health services in the past are at the heart of our design, planning and delivery of health services.

## Who are we looking for?

We're looking for volunteers to share their patient experiences that will help us to improve our health services.

You will probably have had some interaction or experience of the health service in recent years. Perhaps you have recently been a patient in a hospital, visited your GP, seen the public health nurse, used a physiotherapist or an occupational therapist, had a medical procedure such as a scan or have accessed any health service. Or you may be the family member of a patient or caring for someone who is receiving home support from the HSE.

We want people with both good and bad experiences but this is not a complaint service. If you want to formally make a complaint about your experience please use [YourServiceYourSay](#).

## What's involved?

We are interested in your views and experiences. Your voice and opinion matters.

Sometimes we do specific pieces of work to shape services and we tailor our approach to the needs of each health service project. For example, you might be taking part in a focus group, getting involved in a health service working group on a programme or project, attending a conference or giving your feedback on a specific piece of work. Some of this will be done online and some of it will be face-to-face.

You would be working closely with HSE staff and other healthcare organisations including HIQA (Health Information and Quality Authority) and the Department of Health.

## How much of my time will it take?

The time you give depends on the time you have available.

## What kind of things will I be asked to get involved in and how?

Our HSE National Patient Representative Panel members get involved in a number of patient partnering opportunities. We share what we call 'Expressions of Interest' by email. The email and attached flyer will clearly outline exactly what the opportunity is. If you are interested in participating, you reply to the email and tell us you would like to get involved. We'll then get in touch with the next steps.

Here are some examples of the opportunities that come up:

**Focus Groups:** A focus group is a planned meeting where a group of people are asked to come together to talk freely and openly about a topic in a structured way. A focus group usually takes no more than 2 hours and is a one-off meeting. The focus group meetings take place virtually via Zoom or MS Teams. We will take notes in the meeting. Your name will not be in these notes.

**Committee Members, Working Group or Steering Group Members:** This would mean you would attend meetings (usually up to 6–8 meetings per year) and provide your experience and opinions. Some workshops with other committee members or patient focus groups might also arise. The time commitment will always be clearly communicated at expressions of interest stage.

## How much support would I get from the HSE?

We offer volunteers ongoing mentoring, support and guidance. Each new patient representative starts with an induction session that outlines in detail what your role is. You will get to know our HSE staff who work with the other members of the National Patient Representative Panel. There will be on-going contact with our staff by e-mail and telephone.

You will have one person who will be your point of contact for all concerns and queries. We will talk to you and identify your individual needs and preferences, including travel and dietary requirements.

## Do I get paid for my time?

You won't get paid but all of your pre-approved vouched expenses incurred by you as part of your involvement will be reimbursed in line with the HSE Policy for the Reimbursement of Service User Expenses and this policy is on [hse.ie](#)

## I'm interested – what are the next steps?

For more information please contact:

Nicola Williams at [nicolaj.williams@hse.ie](mailto:nicolaj.williams@hse.ie)  
or on her mobile at 087 7695710

Orla O'Reilly at [orlab.oreilly@hse.ie](mailto:orlab.oreilly@hse.ie)  
or on her mobile at 087 1196993.