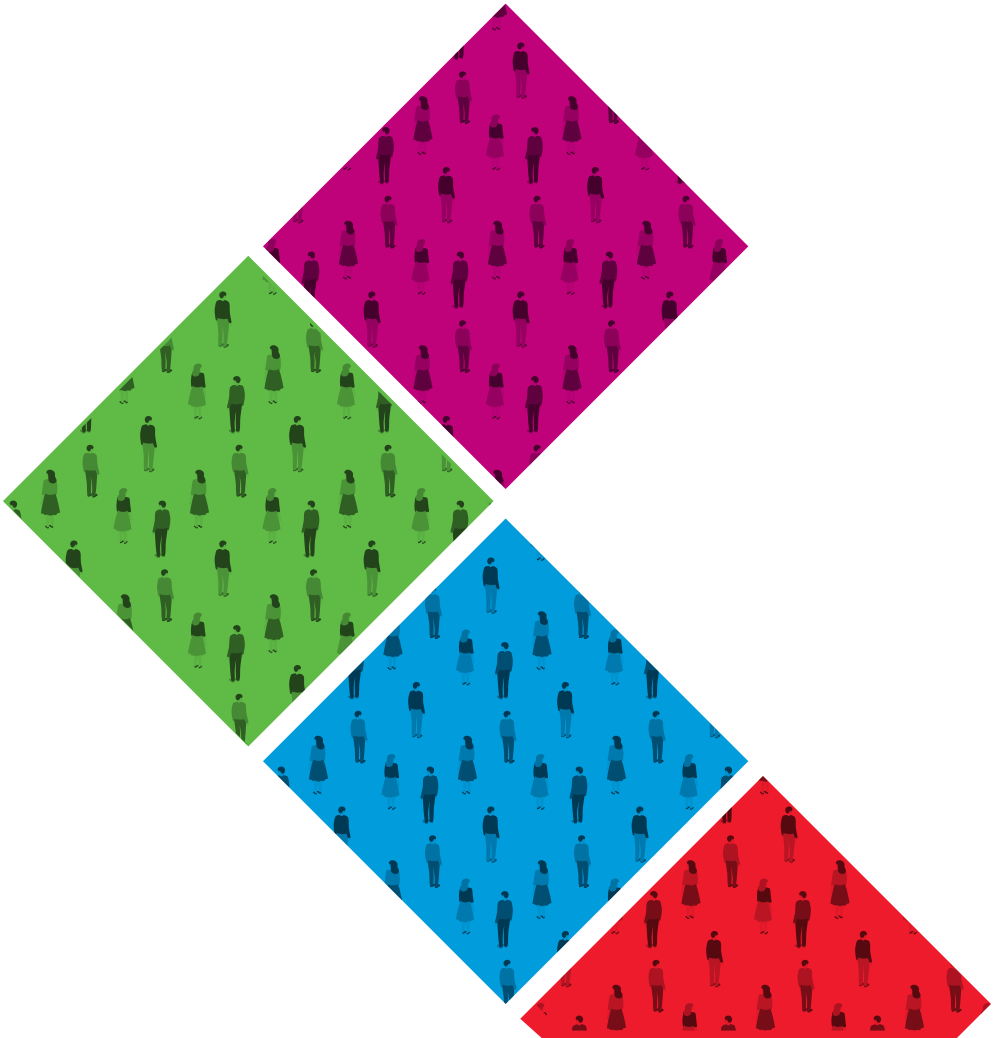




# PaCE Panel

Patient and Carer Experience Panel





## About

The Patient and Carer Experience Panel (PaCE Panel) consists of members of the public who volunteer their time to work collaboratively with staff members.

The staff representatives on the PaCE Panel consist of senior staff members from each of the Care Groups and senior representatives from Facilities, Estates, Engagement, PALS and Complaints, Dementia, and Clinical Audit teams. The Director of Nursing, Midwifery and Quality and Deputy Director of Nursing will be joint chair to the Panel.

They will ensure a collaborative approach to quality improvement is adopted and bring together hospital staff and patient representatives at an equal level to raise the patient, carer and public voice within the Trust. In order to ensure that there is patient representation from Maternity, the Maternity Voices Chair will attend PaCE Panel meetings as a member.

The joining of Trust staff and patient representatives facilitates a collaborative model to deliver sustainable and patient centred improvement in care and experience.

The PACE Panel will inform and give recommendations to the Quality and



Safety committee that the Trust is fulfilling its clinical governance responsibilities through having systems and processes in place to support individual, team and corporate accountability for the delivery of patient-centred, safe, kind, high quality care within a reporting and learning culture, with specific regard to the patient experience within the Trust.

Quality improvement work streams which impact on the patients experience will be expected to have a PACE Panel representative on the planning and delivery team. This will facilitate co design and co-production of projects from the outset.

The joining of Trust staff and patient representatives, utilising the breadth of knowledge and skills of the Panel such as strategic leadership, equality and diversity, research and involvement in local Patient Participation Groups facilitates a collaborative model to deliver sustainable and patient centred improvement in care and experience.

# Jacqueline Jones

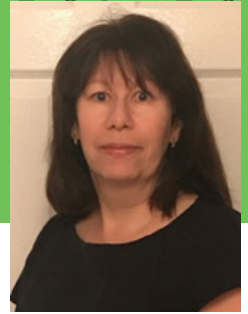


My name is Jackie Jones and I applied to become a member of the PaCE Panel because I have a genuine concern for the wellbeing of others across the health sector and within my own community.

My professional career was within the financial services sector and I was employed in a strategic leadership role. I have worked with different sectors of the NHS on a voluntary basis for the past 5 years. I have a particular interest in elderly adults and dementia. I have worked with clinicians, campaigned, presented and written articles to support people with the dementia. I have been a member of various steering groups and a patient representative of the North Staffs and Stoke-on-Trent CCG Governing Board until quite recently. I am also a chairperson of the Patient Participation Group at my own GP Surgery in Shropshire.

I have worked with another trust to help redesign and bring change to pathways and services for people with dementia, and I was nominated by that same trust for the Carer Contributor of the Year in 2015, where I was runner up. I have also worked closely with the University of Keele, Professor of Gerontology to produce a book for Primary Care Practitioners regarding Dementia. I enjoy my work and my passion is driven by a strong desire to want to continually improve the quality of care and services that the NHS provides to patients and others. I am representing patients as a 'critical friend' and also putting patients at the heart of decisions that are made by the Trust.

# Ann Lewis



As a resident of Shawburch, for the past 19 years, I have a passion for people and getting involved.

I'm a member of the Shawburch Medical Practice PPG, committee member as deputy secretary & a key member of the action groups – self-care help directory & DNA (did not attend) appointments. A role which I enjoy and is a valuable part of the community. My passion for people extends into my work and the activities I undertake. I'm a civil servant and enjoy working at 11 Signal Brigade Donnington as Deputy Brigade Secretariat for resourcing; having recently moved from Tern Hill medical centre as Medical Administrator for 1 Royal Irish Battalion, light infantry soldiers. I worked at RAF Shawbury before that as a key member of the Personnel Management Squadron.

I continue to strive for the best in my role in the Civil Service and my involvement with The Armed Forces Charity SSAFA committee. I help to organise fund raising events and love to bake/help run their fundraising cake sales. I was called a serial volunteer on one of my annual appraisal reports!

My passion is to help people, getting involved, forwarding constructive ideas, suggestions, comments & feedback, give compliments where due, believe 'only the best will do', strive to offer the best service possible & make a difference. I believe the skills I have developed, in work and outside of work, demonstrate my commitment to make a difference and a positive contribution in every challenge I face.

## Janet O'Loughlin



I decided to apply to be a member of the PaCE Panel because I'm passionate about Health and Social Care provision.

The skills I've learnt from being a volunteer in other Health and Wellbeing organisations should hopefully equip me to become a useful member of the team.

I believe that patients should have a real voice in the delivery of services, as we all use the services at pertinent intervals in our everyday lives. I'm a Carer for both my father and a friend, and my husband is a Carer for me. As a patient, I regularly use the services SaTH provides.

I'm looking forward to working with other patients and staff to improve the patient experience, because small changes can make a big difference. We are living in difficult times but by working together we can directly influence positive changes for the benefit of all concerned.

## Natalie Parkinson



I am really enthused to be part of the PaCE Panel, and looking forward to using both my personal and professional experience to make tangible improvements to all aspects of patient experience and other areas as identified by the Trust.

I have a strong background in equality, diversity and inclusion and have worked in this field for over 10 years in a public sector organisation, prior to this I worked in human resources. I hope this range of experience and skills will ensure that all people are given full consideration when undertaking this role. I am confident to challenge and question where required listen to feedback and put forward ideas to make positive outcomes. I have recently completed the international mental health first aid course to support employees at work, however I feel this is an important area for all ages, and is an under resourced area that has a huge impact on the NHS.

I have personal experience of using a wide range of SaTH's services and in recent years have had extensive stays in some parts of the hospital as a carer. As with many people, my family and friends have used the services of the Trust and it is useful to listen to their range of experiences to help to inform me in this role. I am looking forward to learning more about how the trust operates and areas which I have not experienced personally.

## Lynn Pickavance



My name is Lynn Pickavance and I have volunteered to join the PaCE Panel. Why have I volunteered? Well I want to support the Trust in ensuring that all patients experience of a stay in hospital is the best care that can be given.

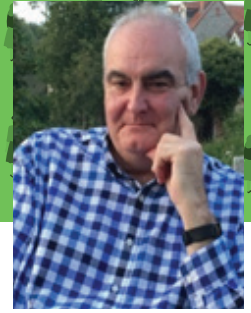
I joined the Civil service at the age of 17 years as a Clerical Assistant. I enjoyed a variety of jobs from basic admin duties to visiting clients to assess their benefit needs, to managing staff, to setting up and being responsible for managing a call centre to deal with Child Support enquiries/ complaints, to eventually moving to HMRC where my last promotion into Senior Management was obtained. I was involved in Recruitment exercises, I trained staff in Equal Opportunities and Diversity and worked on a number of new initiatives to improve services within and outside of the service

When I retired from my civil service job to become a carer for my parents I saw the best of the NHS with regards my father's history of illness. The care he received at the hospital and the many stays in hospital allowed him to live to a grand old age. However, with regards my mothers care I know that the NHS could have done better, and her hospital stays could have supported her needs much more. Now, is the right time for me to offer help and support to SATH by acting as a critical friend. It is essential that we all feel confident in our healthcare and our safety is a priority. If something is not working, then let us work together, find solutions and solve the problems.





## Bob Ruane



I am now retired having worked in the pharmaceutical industry as a Research Manager for over 30 years.

Before I moved to Shropshire I sat on my local Patient Participation Group and was a lay person on the CCG in Cheshire East. I am a member of my local patient participation group in Ellesmere and also sit on my local patient team.

In 2013 I received a heart transplant, at Wythenshawe hospital, as a result of a genetic malfunction in my previous heart.

I have a voluntary role(s) representing the patient community with the British Heart Foundation and Diabetes UK.

I enjoy a spot of fishing photography and I walk regularly in the Shropshire countryside.

## Greg Smith



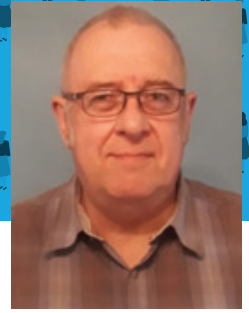
Hospitals feature quite a bit in the lives of my wife and I. Jointly, we have needed to use a large number over the years.

The services they provide are expensive, but are obviously critically important to many people. I am retired now, but was in a senior management position as a Director of Development for a public sector organisation for many years. I am currently the chair of a Patient Participation Group for a local GP Practice. The ways in which an organisation can deliver more and better services simply through improved management is fascinating.

At its simplest, it's about ensuring that individual staff and teams are motivated and work within a clear framework of accountability - in other words, are happy in their jobs. There are clearly difficulties at present, but my impression is that the SaTH management have set out to achieve a big improvement.

It will not be easy, or quick. Amongst other aspects, success will require patient feedback, and I hope I can contribute a bit to make this happen.

## Colin Stockton



I have lived in Shropshire for over twenty years since leaving my job as an RAF engineer.

My experience of treatment from the SaTH Trust has been excellent and by joining the PaCE Panel I hope to help all patients achieve the same. I am a good listener and have a practical mind which would help me to look for solutions to any concerns.

To achieve this, I have a great deal of experience gained from both employed and volunteer positions. This includes extensive work with children and adults with physical and mental challenges through my work with a special needs swimming club, working with adults with mental health conditions in a rehabilitation role and I currently volunteer as a teaching assistant at a special needs secondary school, where I worked until my illness in 2014.

I am involved in the community as a Parish Councillor and have been the Vice Chair of my local Patient Participation Group since it was resurrected in 2017. In my spare time, I am a befriending visitor as part of a Severn Hospice and local GP Practice joint initiative. As a final string to my experience bow, I have a Masters Degree in Organisational Change Management with practical experience of change in a large public sector organisation. I hope that together, all my experience and knowledge will help me to be an effective member of the panel. I have a long history of helping people and hope to make a worthwhile contribution to the role.

# Julie Southcombe



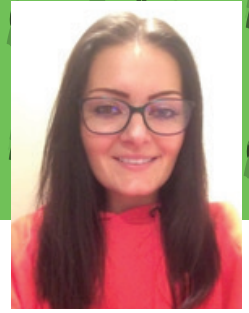
Hello, my name is Julie Southcombe and in my photograph you will see my guide dog Tammy.

I have previously run my own business and held positions within the healthcare sector, nursing and care home sectors. I was registered blind in 2012, and I had to do some serious rethinking of what I was going to do. Through a series of events, doors opened for me to get involved with SaTH as a volunteer.

I really enjoy this and I have been able to help improve care for patients at the Trust with my involvement with the Transforming Care Institute (TCI), and the Ophthalmology clinic. I also volunteer with the Community Trust, regionally with West Midlands Leadership Academy and nationally with NHSI, NHSE and NHS National Leadership Academy. In the process of becoming a qualified executive coach, I am a patient leader trained by Diabetes UK for working with CCG's and the board. I am an agent of change. My role is presentation skills and public speaker. My involvement with the TCI, has enabled me to undergo interview training with the National Academy for senior positions within the NHS. During 2016/2017 I was volunteer of the year with the Community Trust and during that same year nominated for regional and national campaigner/volunteer with Diabetes UK.

I am driven by the principles and values of the Trust to aid improvement by speaking up for patients. I am excited by my new appointment to the PaCE Panel and my goal is to continue to develop true collaboration and co-production with the citizens of Shropshire, Telford and Wrekin.

# Sarah Louise Thomas



I was born in Shrewsbury Hospital in 1994, and have been involved heavily with the Trust ever since as a user, visitor, student and a primary and secondary carer.

Along with a wide range of voluntary posts, I had a placement in the Audiology Department during my degree in Health Studies, and currently work for Signal hearing loss charity.

My mother has Multiple Sclerosis and has had other health problems leading to a number of outpatients and inpatient appointments which have been surgical, medical and diagnostic. My father has severe hearing loss and a number of other health conditions, including being a cancer survivor, and has also regularly accessed.

Personally I have also accessed a range of services over the last few years, and developed a passion for ensuring the stability and longevity of and our local National Health Service, and encouraging a positive experience for patients, visitors, carers and staff alike.

## Dawn Thorns



I recently read an article in the Chronicle regarding the opportunity to apply to the PaCE Panel which asked for people with recent experience as carers or as a patient accessing the services at the hospital.

I feel I have an excellent insight especially in the area of A&E where a member of my family is a frequent attendee due to a chronic illness, and A&E and other areas of the service which I have had to attend personally, attend with my parents and even attend due to the birth of my first grandchild last Christmas.

My background is business and management but I have also been involved in various other areas where I have worked in schools as a Governor, worked in the Citizens Advice Bureau and also in the Probation Service. I am now running a small B&B in Shrewsbury whilst assisting with the office duties of my husband's Planning Consultancy business.

I look to this opportunity as a way of 'giving back' to the Trust for all that I owe them.

If you would like to find more information out about the PaCE Panel,  
please contact Ruth Smith, Lead for Patient Experience:  
[ruth.smith42@nhs.net](mailto:ruth.smith42@nhs.net)



