On the Integrated Care Programme for Older Persons (ICPOP) we are taking an approach to service improvement where older people are active participants in and joint owners of the service improvement process. “Co-production is not just a word, it’s not just a concept, it is a meeting of minds coming together to find a shared solution. In practice, it involves people who use services being consulted, included and working together from the start to the end of any project that affects them.” (Think Local Act Personal (2011) Making it real: Making progress towards personalised, community based support, London: TLAP) To make this happen the ICPOP are looking for older people to have their say, and to work with us in improving integrated care for older people.

**HOW CAN I GET INVOLVED?**

You can get in contact by email by contacting Des Mulligan, Service Improvement Manager, Integrated Care Programme for Older Persons’ at des.mulligan@hse.ie
WHAT IS INTEGRATED CARE?

Integrated Care can be described simply as ‘Person Centred, Planned and Co-ordinated Care’. Whilst there are many definitions of integrated care focused on process and structures, the values underpinning the development of a model of integrated care for older persons in Ireland are captured in the following description:

“I can plan my care with people who work together to understand me and my carer(s), allowing me control, and bringing together services to achieve the outcomes important to me.” National Collaboration for Integrated Care and Support, (2013)

WHAT IS A PATIENT CHAMPION?

A Patient Champion is someone who puts themselves forward to ensure that the voice of patients, carers and the public is taken into consideration when decisions are made that affect patient care. Within the HSE we have a number of ways in which we ask patients to have their say on their experience of using our services. These include:

- Listening to Older Persons’ Workshops.
- Your Service Your Say.
- Your Voice Matters - The Patient Narrative Project.
- The National Patient Experience Survey.

A key challenge is how this feedback is then used to deliver service improvement, enhanced patient experience, and better quality services. As a Patient Champion you will be asked to consider the feedback we receive from our patients. You will then be asked to get involved in local service improvement projects to ensure that what patients have said is reflected in the aims of these projects.

DO I NEED ANY QUALIFICATIONS?

No. Just a willingness to be part of a service improvement process, an ability to stand back and be impartial so that your participation reflects the feedback received from the wider community, and a willingness to give of your time.

WILL I BE PAID FOR MY INVOLVEMENT?

The Patient Champion role is a voluntary role, but any out of pocket expenses for attendance at meetings and events will be re-imbursed to you in accordance with current HSE policy.

WHAT KIND OF PERSON ARE WE LOOKING FOR?

We are looking for people who are open minded, objective and good listeners. People who are committed to their local communities, who are passionate about the needs of older people and who want to make a difference in how our health services meet the needs of local older people.