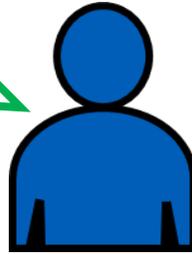
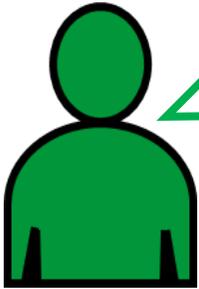


## Testimonials

I feel more hopeful for the future and less isolated with my health issues. The Working Together Group is very supportive and understanding and has given me purpose again. **A.J, Service User**



People Participation has given me the chance to learn new skills and feel like I am making a difference. I have a greater sense of self-worth and purpose. I have been able to feel that there is more to me than my caring role. **M.M, Carer**



## Confidentiality, Compliments, Comments and Complaints

We will not share any information that you give us without discussing this with you first and getting your consent. The only exception to this is if we consider that your life or the wellbeing of someone else could be at risk.

We welcome feedback about our services so please contact the Patient Advice and Liaison Service on

**Freephone 0800 783 4839 or email: [elft.pals@nhs.net](mailto:elft.pals@nhs.net)**

If you are not happy with the service and your treatment, please ask to speak to the service manager to try and resolve this.

If you wish to make a complaint, you can call Freephone 0800 085 8354 or email: [elft.complaints@nhs.net](mailto:elft.complaints@nhs.net) or write to: FREEPOST RTXT-HJLG-XEBE, PALS & Complaints Department, East London NHS Foundation Trust, 1st Floor, health E1, 9-11 Brick Lane, London E1 6PU

# People Participation

## Introductory leaflet to People Participation for Bedfordshire Community Health Services (BCHS)

**Become part of  
the conversation**



## What is People Participation?

People Participation is an opportunity for service users and carers to become involved in many aspects of East London Foundation Trust's work (ELFT). It can be something as broad as influencing the direction of the Trust as a whole or as specific as supporting your local health services.

The experience of People Participation is different for each person. It is your personal experience of services that makes your voice so vital to improving services.

## Who is it for?

- Any service user who is accessing ELFT services, or has recently accessed ELFT services.
- Any carer who is supporting someone accessing ELFT services, or has recently accessed ELFT services.

## What is BCHS?

ELFT are responsible for providing many of the community health services within Bedfordshire. If you are not sure whether you are accessing an ELFT Bedfordshire Community Health Service, please do get in touch and we will let you know.

## Next Steps / Contact Details

If you would like to find out more about People Participation and how you can get involved, or simply have a few questions, please either email or telephone. A friendly People Participation Lead will get back to you.

**Email:** [elft.peopleparticipation@nhs.net](mailto:elft.peopleparticipation@nhs.net)

**Telephone:** 07768 854 991

## People Participation opportunities available in your community and across East London Foundation Trust (ELFT).

### Working Together Groups

Meet up with others and share experiences and ideas on how to improve health services.

### Research projects

Support the Trust to design and implement research projects to improve services.



### Staff training and interview panels

Help design and deliver training and assist with recruiting new staff members to work for the Trust.

### Quality Improvement

Join different projects aimed at improving services and making positive changes.



### Auditing services

To evaluate, monitor and improve a range of health services.