

The People's Voice Welcome Pack



We use easy words and pictures in
this accessible information

Contents page

3



What is The People's Voice?

4



The People's Voice group

5



How the People's Voice works

6



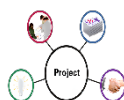
The Role of the Chair

6



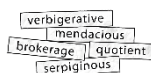
Support for Members:

7



Regular Topics at Meetings

8



Important Words

10



Contact Us

What is The People's Voice?



A group of people like you. We want to make **NHS community services** better.



We want to hear from everyone who uses our services.

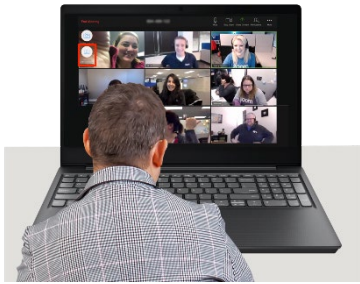


X6

We meet 6 times a year



Sometimes in a building (in-person).



Sometimes on your computer (online).

The People's Voice group



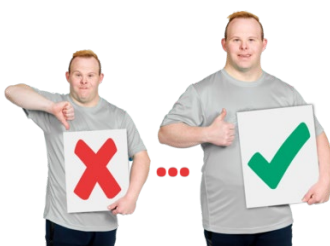
Gives honest feedback.



Shares real-life experiences.



Shares views from different people in the community.



We need your ideas for Sirona's plan to "Improve Outcomes for All". They also help with our yearly Business Plan.

How the People's Voice works

There are 3 roles you can do:



Role 1:

Inform & Involve: You might read things or watch short films and give your thoughts.



Role 2:

Collaborate & Contribute: join in and lead discussions.



Role 3:

Lead & Influence: People who help with big plans and speak for the group.



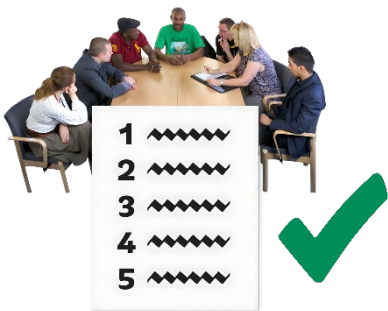
Most roles are for **3 years**.

The Role of the Chair

The Chair makes sure:



Everyone's voice is heard.



Meetings run well.



Agreed actions are done.

Support for Members:



We can pay for your travel if you come to an in-person meeting.

This could include be things like:

- Train tickets.



- Taxi journeys.



- Car parking.



You will get support when you start from other members: this is called **peer support**.

The Experience & Engagement team will also help you in your role.

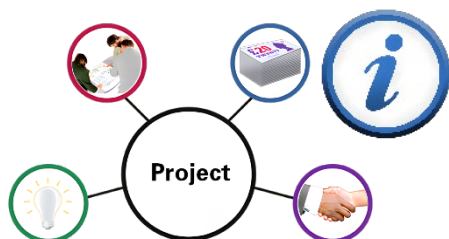
Regular Topics at Meetings



Information from the Chair.



Information from the Experience & Engagement Team about what they are doing.



Information on services and projects to make them better.



Requests from Sirona services for help from The People's Voice.



Things to tell the Sirona Board.

Important Words



Accessible Communication:

This means sharing information so that everyone can understand it.

Thinking about language, how it looks, and the different ways people communicate.



Co-production

When lots of people work together on a project as **equal partners**.



People with lived experience:

People who have a good knowledge and understanding of something because they have directly experienced it themselves.



Quality Improvement (QI)

It means listening to ideas, looking at what works, and making changes to improve care over time.



Quorum

The smallest number of people who must be at a meeting for it to officially happen.

Contact Us



sirona.askhr@nhs.net



0300 124 5446



[Home - Sirona care & health](#)



We hope to hear from you

**Experience & Engagement Team
Second Floor
Badminton Road Offices
Yate
BS37 5AF**