

Patient Charter

A CCG patient representative will be trustworthy, timely, honest, adhere to confidentiality, conduct themselves in a professional manner and will undertake the role to the best of their ability.

Patient representatives will:

- 1. Take responsibility for their actions*
- 2. Be accessible and communicate effectively with each other, the wider Health Forum and/or PPG Network and the CCG*
- 3. Take no personal agenda into any meetings/committees*
- 4. Commit to the role and be honest with the level of commitment that can be offered*
- 5. Be there to listen as well as to be heard*

The CCG will value and support the contribution of the patient representatives. The CCG will provide timely and effectively information and communication to the patient representatives.

NHS Warrington Clinical Commissioning Group will:

- 1. Continuously update the patient representatives on local, regional and national issues*
- 2. Review the patient representative activities to ensure best quality outcomes*
- 3. Be flexible and adaptable in supporting the patient representatives*