



Patient and Public Involvement Strategy 2021–2023



East of England Ambulance Service Trust



We are the NHS Ambulance Service for the East of England.



We cover 6 counties in the East of England: Bedfordshire, Hertfordshire, Essex, Norfolk, Suffolk and Cambridgeshire.



In this document we will refer to the East of England Ambulance Service NHS Trust as the Ambulance Trust.

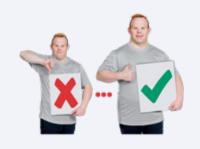
Why have we developed this strategy?



We are passionate about putting patients and the communities that we help at the heart of our services.



The Strategy gives guidance on what the Ambulance Trust will do to make sure that the voices of our patients and our communities are heard.



As well as give guidance on how this will improve services.



This Strategy has been co-produced with our patients to find out the best ways to involve everyone.

The five key areas of this Strategy



People have identified five key areas they wanted included in the Strategy.

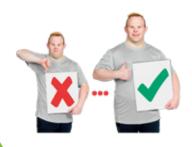
The five key areas are:



Ethos An important set of values to guide us.



 We will involve people in a caring way and give them honest information about the Ambulance Trust.



 We will listen to patients and use what they say to improve services.

The five key areas of this Strategy



Involvement & Engagement



 We will use both face to face and online opportunities for co-production, events, activities and projects.



Accessibility



 We will always try to make sure that involvement and engagement opportunities can be accessed by all.

The five key areas of this Strategy



Communication



 We will use a lot of different ways to communicate, promote and deliver involvement and engagement.



Networking



 We will work with others organisations, people and other services to help us know what they need. For full information on the strategic plan and how this will be measured please see Patient and Public Involvement Strategy 2021–2023 Metrics.

This document was made in co-production with the East of England Ambulance Service Trust and experts by experience:

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