

## Could you be a new member?

Why not come and join our friendly 'Have your Say' group.

You can really make a difference and give valuable input into so many aspects of the services that are provided by St Joseph's Hospice.

The Have Your Say Group meets monthly in person at St Joseph's Hospice, usually on the third Thursday of every month.

If you are interested in joining the group, please contact Sarah Burnard on [S.Burnard@stjh.org.uk](mailto:S.Burnard@stjh.org.uk) or call 07944 178591.



# Service User Group Have Your Say



# St Joseph's Hospice User Group

St Joseph's Hospice is committed to improving all of its services. One of the key influences on decisions made about service changes is our highly valued service user group.

The 'Have Your Say' group is a friendly group of volunteers who 'have a say' in the activities and materials created for and run by the Hospice.

The group enables everyone to 'have a say' in order to help build best practices for the Hospice.

The idea is to give everyone a voice to help build the best practices for the good of the staff and organisation.

It's not a forum where everything is 'fine'. All materials are examined with a critical eye.

The group is supported by the Joint Chief Executives and the Senior Management Team, it wouldn't be meaningful otherwise.

They meet with the group on a regular basis and when they have an idea/initiative/process to be reviewed.

The group meets in person at the Hospice monthly.

# Some of our recent projects

- Carer support - End of life out of hours services
- Cultural sensitivity in services; Health inequalities
- The giving of bad news and subsequent support for patients and families
- Literature reviews for fundraising such as 'Putting Your Affairs in Order'
- User input into the new website
- Undertaking reviews of outside initiatives such as corneal donation and planning for death, including will writing and other legal issues
- Experience of being cared for at home and experience of providing care at home
- Monitoring quality of service provision for patients who are visited at home
- Discussion regarding the new visiting times that were essential due the Covid Regulations, both within Lockdown and out of Lockdown - allowing for a difference between palliative and End Of Life provision
- The Hospice Cafe re-vamp and re-launch
- Testing out new fundraising ideas, both for them and with them!
- Giving advice to other Hospices who are thinking of starting up their own Have Your Say Group.