



Partnership in the Community

Chris Healy – Patient Partner – Falls Prevention Project
Colm Harty – Patient & Service User Engagement Officer

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Introduction to Patient and Service User Engagement

- Attempting to formalise structures and practice that support and embed Patient Partnership (Positive Experiences)
- Multi-experienced group that operates as a support and learning platform (Huddles)
- Extremely supportive group whilst breaking new ground in the community
 - Embed best practice
 - Achieve longevity by embedding formal structures



- 8 people in post
- Initially established 1 year ago

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How it has been thus far?

- Steep Learning curve for myself (New systems, large organisation)
- Geographical challenges working in the CHO's
- Fantastic engagement at a front line level (Local projects)
- Challenging due to fear of the unknown

This challenge is lessening as local evidence mounts as to the benefits people with lived experience bring

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Falls Prevention Project

Benefit of Partnership

- Wicklow PC + OP Services co-funded a project across CHN7 + CHN8
- Patient Engagement paramount to the project
- Initial mapping Survey completed
- Focus group conducted with 4 Patient Partners alongside 4 Staff

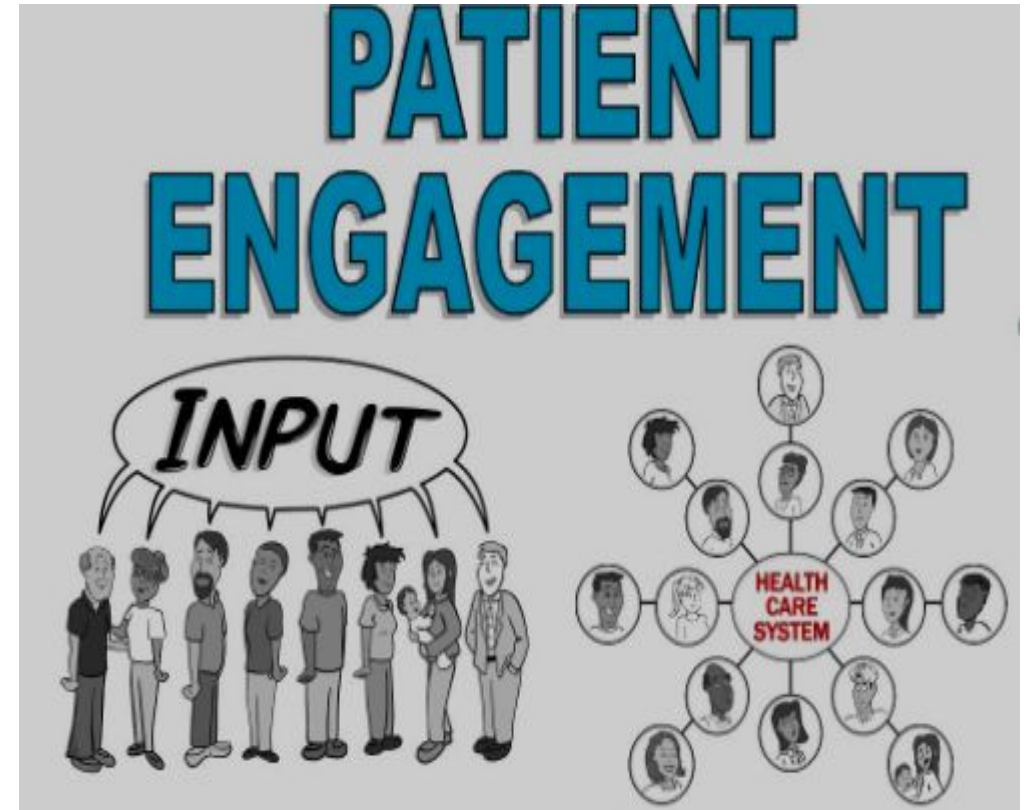




Formalised Patient Engagement

Impact of their activities

- Themes developed from the qualitative feedback
- Actioned where possible
- Changes made to the falls booklet – personal alarms
- Collaborative relationships built – Partnership
- Introduce Chris



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Mr Chris Healy

Journey to Partnership

- How I got involved in the falls project?



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Mr Chris Healy Falls Project

- How was the experience of the falls project for me?



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Mr Chris Healy Advice

- What advice would I have for the HSE going forward when partnering with patients?



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