

Do's & Don'ts of patient engagement from the NBTC



Points from Graham Donald for NBTC to think about on recruiting and retaining patient/lay representatives:

1. Be friendly and welcoming at all stages.
2. Make clear that patient/lay representatives are full and equal members of the committee whose contributions are valued. Encourage them and actively seek their views.
3. Deal firmly with members who put lay/patient representatives down.
4. Provide a written and oral briefing on what the role involves and assess any training needs, including not only understanding clinical issues but also how to get the best out of participating in a formal committee.
5. Provide regular reviews of performance and encourage feedback from the lay/patient members.
6. Avoid jargon, acronyms and unnecessarily complicated clinical terms.
7. Provide material for consideration in advance of any formal meetings so it can be read in advance.
8. Avoid presentations which have not been circulated beforehand.
9. Thank people for their contributions; show appreciation.
10. Make clear from the outset what expenses may be claimed and pay any expenses claims promptly.

Graham Donald made the following comments:

"I think that NBTC scores highly on points 1, 2 and 9. Point 3 has never arisen, but I am confident it wouldn't be tolerated; I included it because it is a risk - I have experienced it elsewhere. Middling marks for points 6, 7 and 10. Points 4, 5 and 8 are not so good; point 8 is a bête noire for me!"