

Patient Review Panel

Getting a people and public perspective on improvement projects
through discussions and reflections in a panel format

What is it?

The Patient Review Panel offers project leads and teams a chance to obtain fresh perspectives and insights on enhancing patient and public involvement in their improvement initiatives. These initiatives may include research, audits, evaluations, or quality improvement projects.

Why organise a panel?

The patient voice can be a powerful driver of healthcare improvements. When panellists express their perspectives, ideas, and identify both strengths and areas for improvement within a project, it motivates project members and makes them feel appreciated for their contributions toward positive change. A panel can help establish a shared understanding between the public and project members regarding the challenges faced and the ongoing support needed for continuous improvement in healthcare.

How to create a panel

- Invite 3- 4 patients who have used your organisation's services and have experience of working alongside services to improve them.
- Support their involvement by offering training and resources.
- Designate a contact person for the panellists to coordinate their efforts and provide assistance.

For additional guidance, refer to [NHS England Working in Partnership with People](#).

How to host a panel discussion

Project teams are invited to participate in a panel when there is a significant outcome or learning to share. The panel is scheduled for one hour and can be conducted either in person or online. The panel format includes:

1. Prior to the panel, the patient panellist receive a project summary or report and meet to discuss the project objectives, results and any questions they might like to ask.
2. At the start of the panel project members start by presenting a brief overview of the project.
3. Panellists engage by asking questions, sharing insights from their experiences, and offering recommendations in a friendly, conversational manner.
4. Project members then reflect on the discussion and outline the next steps.

After the panel, project authors receive a summary of the feedback (see below resource) provided and are encouraged to implement suggested improvements and share their thoughts with the panel.

Top tips for hosting a Patient Review Panel

Start with more familiar project leads and more successful topics	Involve patients and people who have experience of service improvements	Focus on the positives of the project and where patients could help with project.	Gain feedback from Project members to guide improving the next panel.
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Summary of your Patient Review Panel

Thank you for opting to share your research audit, evaluation, or improvement to the patient review panel. Following the panel discussion, we have come up with these reflections for your consideration.

Project title:

Names:

Patient Representatives :

Date of review panel:

What went well?

What could have been done differently?

Recommendations

