







Patient, Carer and Public Involvement in COVID Recovery	
	Waiting for Treatment and Care
	We brought together people who are on an NHS waiting list with NHS staff to talk about what people need whilst they wait for treatment and care. This is what they said.
	1. People are on a waiting list to get treatment by the NHS. We think some people should be a priority on the list based on their personal circumstances.
	At the moment priority is just based on the condition (illness) someone has.
	Being on the waiting list can be harder for poor people.
	For example, they may not get sick leave from work. This can cost them money.
	People wanted clear rules for why people might be seen more quickly.



2. We want to make sure that support for people on the waiting list is fair. Sometimes support is different depending on where you live.



People told us that they wanted waiting lists to be fair. That some people get better care and support because they live in a different area.



3. We want people to get regular updates telling them what comes next and when things will happen. They want to know what happens if they start to feel worse.



Not knowing what is going to happen makes waiting really hard.



People want regular contact. This will help to put their mind at ease.



They want a phone line they can call if they are worried and want information about their waiting time.



4. People want a waiting care plan which is shared with the person, their GP and the hospital.



The waiting care plan would help show what should happen have if the persons health got worse and where they could go for help.



5. We want to see Care Navigators. Care Navigators would help people with the waiting system



A Care Navigator would help a person on the waiting list who is finding it difficult to know what to do.



They would speak on behalf of the person or their family when they need it.









They would help them to understand how things work and help them with any forms or paperwork.



6. We want Health and Wellbeing Coaches to help people to help themselves.



People understood that they need to help themselves but need someone that can guide them.

	<p>7. Provide peer support.</p>
	<p>Peer support is where someone like you, who has experiences of what you are going through, gives you help and support.</p>
	<p>We want to see peer support groups set up locally. These groups will be for people who have experienced or are experiencing waiting lists. They can help and support each other.</p>
	<p>These peer support groups may need help to get started.</p>
	<p>8. Provide family counselling for people who are still suffering from their Covid experiences and finding it hard to cope on the waiting list.</p>
	<p>Counselling is where someone who is trained to guide others talks to you to help you cope.</p>



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