



# **Role information for the Patient and Service User Council**

## **HSE Dublin and North East**

Thank you for considering joining the HSE Dublin and North East Patient and Service User Council. We want to give you information about the Patient and Service User Council and the application process.

This document includes:

- an overview of HSE Dublin and North East
- an overview of the Patient and Service User Council
- information about the Patient and Service User role
- an overview of who can apply
- a summary of the application process



## **What is HSE Dublin and North East?**

There are six health regions in Ireland. They provide hospital and community care. HSE Dublin and North East is one of these regions and we cover:

- North Dublin
- Louth
- Meath
- Monaghan
- Cavan

We provide lots of different types of services like:

- going to hospital or GP appointments
- using community mental health services
- visiting a hospital's Accident & Emergency Department
- going to a physiotherapist
- using disability day services

## **What is the Patient and Service User Council?**

We want our patients and service users to have the best possible care and experience. The Patient and Service User Council will aim to improve the experiences, access and outcomes for everyone living in the region.

The Patient and Service User Council will represent the patient and service user perspective. It will give advice and guidance to leaders and teams in the region.

The Council will be made of people who have used our services.



## **What would being a member of the Patient and Service User Council involve?**

### **As a member, you will:**

- join meetings every 2-3 months (in-person or online) to discuss regional issues
- share your personal or community experience in a respectful and constructive way
- take part in other projects or opportunities you are interested in
- promote the importance of involving patients and service users to shape services

### **How often are meetings?**

The Council will meet every 2-3 months. Each meeting will last around two hours. We will help you join meetings. For example, setting up video calls or meeting at certain times.

### **How much time will it take?**

We expect that it will take about 30 hours of your time over one year. This is roughly 2-3 hours per month.

### **How long will my role last for?**

Your role on the Council will initially last one year but may continue after this.



## **What support would I receive?**

We will support and develop members of the Patient and Service User Council. We will give you initial training and support and offer further personal development opportunities.

This is a voluntary unpaid role, but agreed expenses will be reimbursed, such as travel to and from meetings.

We will provide any support you need to take part. For example, if you need information in certain formats or can only meet at certain times.

## **Who can apply?**

You can apply if:

- you live in North Dublin (city or county), Louth, Meath, Monaghan or Cavan
- you are over 18 years old
- you have experience of using health and social care services or supporting others who have

We want to hear from people who have experienced different types of health and social care services. You may be a patient, service user, carer or supported someone using these services.

It is important that the Patient and Service User Council is diverse. We want members with different experiences and perspectives.

We encourage people from under-represented communities to apply. For example:

- people with disabilities



- ethnic minorities
- LGBTQIA+ individuals
- older people
- people with mental health experience
- carers
- people from areas affected by social or economic disadvantage

### **What skills and experience do I need?**

- You have experience or interest in making things better for patients and service users.
- You are comfortable speaking at meetings and taking part in group discussion.
- You can talk about your experiences in a way that others can learn from them.
- You can work with and listen to people who may have a different view.
- You give constructive feedback.
- You support equality, diversity and inclusion.
- You might be connected with local groups e.g. carer or mental health support groups.
- You have a positive attitude.



## How do I apply?

- **Apply by email:** Complete the application form and return it by email to [ppp.DublinNorthEast@hse.ie](mailto:ppp.DublinNorthEast@hse.ie). If you don't have a copy of the form, contact us and we will send it to you.
- **Apply over the phone:** You can also call us on 087 0680325 if you want to apply over the phone.
- **Apply using in a different format:** Contact us at 087 0680325 or [ppp.DublinNorthEast@hse.ie](mailto:ppp.DublinNorthEast@hse.ie) and we can let you know about submitting your application in audio recording or video format.

The deadline to apply is 5pm on 31<sup>st</sup> October 2025.

You may be contacted to arrange a chat with the team in November.

## How can I find out more information?

You can contact a member of the team by:

- Phone – 087 0680325
- Email – [ppp.DublinNorthEast@hse.ie](mailto:ppp.DublinNorthEast@hse.ie)

**Thank you for your interest! We look forward to your application.**