Workforce programme

Patient and public representative role

Overview

Early in 2015 NHS England and London’s 32 Clinical Commissioning Groups (CCGs) launched a plan to make London the world’s healthiest global city. Healthy London Partnership has been established to improve health services and deliver changes to health in the capital. Currently, the work of Healthy London Partnership is focused on 13 transformation programmes. One of these, the London Workforce Programme, is a joint initiative of the Healthy London Partnership, Health Education England, NHS England and CCGs. Following the publication of the London Workforce Strategic Framework, the London Workforce Programme is focusing on delivering solutions to existing workforce challenges that are best solved once for London aligned to the eight key findings.

Healthy London Partnership (HLP) has made a commitment that “London’s citizens and organisations should be offered a direct, transparent route for their voices to be heard, through ways that make sense to them and that they use”¹.

Role outline

The main purpose of the role is to bring the voice of the service user/public to help shape the programme’s priorities and board discussions. Patient representatives will play an active and equal role on the Workforce Senate and Workforce Programme Board. Alongside other Board members they will make decisions about the direction of the programme, review its progress and decide on changes to workforce.

You must be a resident of one of the 33 Boroughs in London. You do not need to have experience of workforce planning but must have extensive experience of using London’s health services and be passionate about helping them improve. Representation may also be requested at ad-hoc workshops and meetings to input to the decision making in the context of a complex landscape and balancing a range of competing priorities and pressures.

¹ Healthy London Partnership Public engagement framework (September 2015).p5
In general, representatives will be asked to:

- Bring the patient and public perspective to the programme, articulating important views, perspectives and challenges whilst championing a service user, patient and carer/family viewpoint
- To work alongside other programme board members, sharing responsibility for ensuring the programme meets its ambitious targets
- To prepare for meetings and other events in order to be able to provide informed input
- To bring independent judgement and experience from a patient and citizen perspective
- To help ensure patient and public engagement is considered in each aspect of the wider HLP Workforce Programme and that findings from engagement are reflected in decisions of the Board

Person specification:
Patient and Public Representatives are expected to demonstrate the highest standards of integrity and commitment, and to use their skills and personal experience as patients, carers or members of the public to:

- Ensure that the patient and public voice is heard and informs the work of the programmes
- To bring important views, perspectives and challenges into the group, championing a service user, patient and carer/family viewpoint
- Provide independent judgement and experience from a patient and citizen perspective and apply this to the work of the programmes
- Constructively challenge, influence and help the programmes to achieve their deliverables
- Engage positively and collaboratively in discussion of agenda items and act as a champion for patient and public voice, and for the work of the programmes, working alongside other board members as equals
- Champion the Workforce programme amongst Patient and Public representatives/groups including; HLP, NHS England, Healthwatch and local patient advisory groups.

Skills and Competencies:

- Demonstrate a broad understanding of the local and national developments with regards to healthcare policy, constraints and transformation
- Have the ability to communicate effectively, listening to others and actively sharing information
- Experience of influencing change on behalf of patients and public
- Ability to work as an effective member of a programme board
- Be constructive in challenging and holding HLP Workforce programme to account
- Maintain confidentiality at all times
Experience Required:
Patient and public members of the HLP Workforce Programme may be:

- Current or past patients/service users of the NHS, or carers of users of those services;
- Members of the public with an interest and/or relevant experience; or
- Staff/volunteers of patient groups and charities supporting patients, service users and carers.

Time commitment required:
- Pre-meeting preparation – reading of meeting papers and preparing comments
- Attendance at ad-hoc Workforce workshops and events
- Regular attendance at Workforce meetings and forums:

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<tr>
<th>Name</th>
<th>Membership</th>
<th>Objective</th>
<th>Frequency</th>
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<tr>
<td>London Workforce Programme Board</td>
<td>CCG Chairs, HLP Programme Director, London Workforce programme SROs, NHS Improvement representative, ADASS representative</td>
<td>Workforce programme decision-making governance forum, with input and endorsement from London Workforce Senate prior to escalation to HLP Portfolio governance</td>
<td>monthly</td>
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<tr>
<td>London Workforce Senate</td>
<td>Chief Executives, Directors and Chief Nurses across NHS organisations and senior workforce leaders from across the system</td>
<td>Steering Group/Design Authority to provide SME guidance and expertise, ongoing challenge and endorsement of workforce delivery plans.</td>
<td>quarterly</td>
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Length of term:
All representatives will be expected to commit to 12 months. The role will be subject to an initial 3 month trial period during which time either the Workforce Programme Director or the Representative can request to discontinue involvement. Either party may discontinue involvement by written notice ideally 6 weeks’ in advance. Appointments will not normally be extended automatically but incumbents would be eligible to apply.

Accountability:
Patient and Public Representatives are appointed by a HLP Workforce Programme Senior Responsible Officer and Programme Director and accountable to the Workforce Programme Director on behalf of the Workforce Programme Board.

Conflict of Interests:
It is a compulsory requirement to declare any private interests which may, or may be perceived to, conflict with the role and responsibilities as the Patient and Public Representatives, including any business interests and positions of authority outside of the role.
Support for Patient and Public Representatives:

- An induction session will be provided
- A named link will be provided at the group. This person will be able to provide an overview of programme background and context material if required
- If necessary pre-meeting briefings will be provided by email or phone
- Meeting documents will be emailed at least 5 working days in advance of the meeting
- HLP Workforce programme will pay associated travel expenses for conducting the required duties of the role. In order to comply with audit requirements, receipts will need to be supplied for these expenses and approved before remuneration can take.

If you have a query about this role or wish to apply, please contact us via email at ENGLAND.LondonWorkforce@nhs.net

Closing date for applications is 16th September 2016.