

## **We're looking for volunteers to join a patient reference group to improve local ophthalmology (eye) services**

Enfield CCG is committed to planning and commissioning high quality services for local people. We are committed to involving people in improving local services. As part of our local Transformation Programme, we are looking to improve local ophthalmology services so that they can provide faster, better care for patients.

We want to invite patients/service user representatives to help us to transform local ophthalmology (eye) services. The role of the patient/user representatives is to speak on behalf of other patients and carers of the service. The Patient Reference Group (PRG) will meet every two weeks and will support this Transformation Programme to develop new pathways of care.

If you are interested in working with other patients and the CCG to help improve access to NHS ophthalmology services, please email [enfccg.communications@nhs.net](mailto:enfccg.communications@nhs.net) or call 020 3688 2814

### **Role specification**

Patients/service user representatives who volunteer for this role are welcome to feedback as individual users of the NHS, or they can join this group as a link between the CCG and patient/voluntary sector groups.

Patients/ service user representatives who express an interest will be asked to attend the **Ophthalmology Patient Reference Group (PRG) meeting which will take place every other Friday at 11am starting from 14 December 2018 for a period of at least eight weeks.**

The aim of the PRG is to develop new high quality, safe and effective models of care for ophthalmology that meet the needs of local residents and which are provided in the right setting, delivered by the right professional, at the right time in a financially sustainable environment. The Ophthalmology Transformation Programme will be informed and influenced by the views and experiences of the PRG to ensure that decisions about service planning and the delivery of care are influenced by patients and carers.

## **Terms of appointment and accountability**

We would like the patients/user representatives to stay with this project for its life cycle which is estimated to be until February 2019. Phillipa Mardon, Interim Deputy Director of PMO and QIPP will Chair the Ophthalmology Patient Reference Group. The Terms of Reference will explain how the Patient Reference Group will work together to achieve the aims of the Ophthalmology Transformation Programme.

## **Financial support**

User involvement representatives can claim for legitimate expenses incurred in the role e.g. travel costs. If you think that you will incur expenses, please discuss this when you are appointed to ensure that the CCG will be able to reimburse you for them. Proof of expenses will need to be provided and claims will be processed and paid by the Transformation Programme.

## **Person specification**

We want to offer a supportive environment for patients/user representatives to work with the CCG and to help improve the NHS. You will play an important role in shaping and improving local health services and this is a role that will require commitment and attention to detail, so we ask that you:

- Be objective and have a balanced approach drawing on and using their own and others experience to contribute to group debates and decisions.
- Be committed to working collaboratively and seeking solutions
- Be prepared to voice the opinions of service users as well as their own and contribute to debates
- Commit to attend meetings, including doing any necessary reading or preparation
- Be aware of the content of any guidelines, protocols, policies and key documentation that is related to the project and be confident in commenting or questioning as appropriate
- Actively seek opportunities for developing skills and knowledge
- Actively work with the patients they represent to ensure the views put forward are representative

## **Applications**

If you would like to apply, or if you want to discuss this project further, please contact: [enfccg.communications@nhs.net](mailto:enfccg.communications@nhs.net) or call 020 3688 2814

## **Other volunteering opportunities**

We regularly advertise volunteering roles. Please contact [enfccg.communications@nhs.net](mailto:enfccg.communications@nhs.net) to add your details to our mailing list or follow us on Twitter @EnfieldCCG. Further information on volunteering can be found on Enfield CCG's website: <http://www.enfieldccg.nhs.uk/volunteering-opportunities.htm>