

Role and person specification for a patient/patient representative for Enfield CCG Patient Reference Group

1.0 Background

Enfield CCG is committed to planning and commissioning high quality services for local people. We are committed to involving people in improving local services.

This role description is for a patient/service patient representative for Enfield CCG Patient Reference Group.

The role of the patient representative is as a dedicated expert speaking on behalf of other patients and carers of the service and feeding back issues to other patients.

2.0 Role specification

The patient representative will attend the quarterly Enfield CCG Patient Reference Group meetings.

The main role of this group is to:

- Review and provide comments on service developments being undertaken
- Ensure that patients views are part of all stages of commissioning

The patient representative will inform the group about views and experiences of patients and make sure that decisions about service planning and the delivery of care are influenced by patients and carers

3.0 Terms of appointment and accountability

The patient representative has been nominated/invited to this meeting following an open recruitment process where candidates were selected

The patient representative term within this group will be 3 years, after which there must be a period of 12 months before the patient representative could be made a member again.

Accountability will be to Public and Patient Engagement Committee; the management lead will be the Head of Communications and Engagement.

4.0 Person specification

The patient representative needs to be:

- an Enfield resident and or/registered with a member practice.
- a current or past (*within the last 2 years*) patient or carer of the service
- objective and have a balanced approach drawing on and using their own and others experience to contribute to group debates and decisions
- committed to working collaboratively and seeking solutions
- prepared to voice the opinions of service patients as well as their own and contribute to debates
- 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

The patient representative must also:

- Commit to attend meetings, including doing any necessary reading or preparation
- Actively seek opportunities for developing skills and knowledge
- Actively work with the patients they represent to ensure the views put forward are representative
- Help to ensure the interests of patients and the community remain at the heart of discussions and decisions

The patient representative must make clear that the views expressed are objective and also representative of other patients and carers. This Group is not for pursuing personal agendas.

5.0 Financial support

Patient involvement representatives can claim for legitimate expenses incurred in the role e.g. travel costs. Incurring any expenses must be discussed when a patient representative is appointed to ensure that the CCG will be able to make the reimbursements. Expenses will be claimed through and paid by NHS Shared Business Service.

6.0 Standards in public life

You will be expected to demonstrate high standards of corporate and personal conduct. All successful candidates will be asked to subscribe to the Nolan Principles of Public Life (*Appendix 2*) and the Good Governance Standard for Public Life (*Appendix 3*).

You should note particularly the requirement to declare any conflict of interest that arises in the course of Governing Body business and the need to declare any relevant business interests, positions of authority or other connections with commercial, public or voluntary bodies.

Appendix One General advice for patient representatives on making an effective contribution

1.0 Summary

Initially when you become a member of the Enfield CCG Patient Reference Group, you may feel the need to take a low profile until you build your confidence and understanding of the tasks involved.

Enfield CCG wants to support you in developing your role and to build your confidence to be an active participant. Remember, you are here because you have lots of important things to say, and we want to hear them! You have a very valuable role in helping us to understand what patients want from services and how we can improve them.

The following tips set out ways to make it easier to become actively involved in meetings. You can always ask the Head of Communications and Engagement or the Senior Engagement Manager for help and support in participating. This can include asking questions outside of meetings or having a pre-meeting or briefing before the project group.

2.0 Tips for making an effective contribution

- Arrange to meet with any other patient representatives before the first meeting
- Ask the chair or Head of Communications and Engagement or the Senior Engagement Manager to spend a short time with you before the meeting to explain anything you don't understand in the papers and to seek any explanations or contributions, or information you need during the meeting to help you to contribute
- Obtain copies of any guidelines, protocols or key documents if these haven't already been provided and familiarise yourself with them.
- Read agendas and papers in advance of the meetings so you can seek the views of other patients and plan your questions and feedback in advance
- Recognise that as a patient, you are as much an expert as the clinicians, commissioners and NHS staff in the room. You are there to give the CCG important insight into patient experience
- Remember that there is no such thing as a silly question. Sometimes asking basic questions can remind NHS staff that they need to stop and re-focus on the basics. You might also be brave enough to be asking the question everyone else is wondering about!
- Liaise and work closely with any other patient representatives for peer support. The CCG can put you in touch with patient representatives
- Make sure that you keep other patients and any patient groups (if you are asked to liaise with other people as part of this group work) you represent updated.

Appendix Two: Nolan Principles: The Seven Principles of Public Life

All applicants for public appointments are expected to demonstrate a commitment to, and an understanding of, the value and importance of the principles of public service. The seven principles of public life are:

Selflessness

Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.

Integrity

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.

Objectivity

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Accountability

Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

Openness

Holders of public office should be open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands it.

Honesty

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership

Holders of public office should promote and support these principles by leadership and example.

Appendix Three: The Good Governance Standard for Public Services

Adapted from *The Good Governance Standard for Public Services*

Good governance means focusing on the organisation's purpose and on outcomes for citizens and service patients

- Being clear about purpose and intended outcomes for citizens and service patients
- Making sure that patients receive a high quality service
- Making sure that taxpayers receive value for money

Good governance means performing effectively in clearly defined functions and roles

- Being clear about the functions of the governing body
- Being clear about the responsibilities of individual roles and making sure that those responsibilities are carried out
- Being clear about relationships between the organisation and the public

Good governance means promoting values for the whole organisation and demonstrating the values of good governance through behaviour.

- Putting organisational values into practice
- Individuals in leadership roles behaving in ways that uphold and exemplify effective governance

Good governance means taking informed, transparent decisions and managing risk

- Being rigorous and transparent about how decisions are taken
- Having and using good quality information, advice and support
- Making sure that an effective risk management system is in operation

Good governance means developing the capacity and capability of the governing body to be effective

- Making sure that members of the governing body have the skills, knowledge and experience they need to perform well
- Developing the capability of people with governance responsibilities and evaluating their performance, as individuals and as a group

- Striking a balance, in the membership of the governing body, between continuity and renewal

Good governance means engaging stakeholders and making accountability real

- Understanding formal and informal accountability relationships
- Taking an active and planned approach to dialogue with, and accountability to, the public
- Taking an active and planned approach to responsibility to staff
- Engaging effectively with stakeholders