Public/Patient Representative

Role Description & Information Pack

# Anticipatory Care Project

**Role Title:** Public Representative – *Anticipatory Care Project*

NHS Shropshire, Telford and Wrekin

**Accountable To:** Project Manager, Anticipatory Care Project

**Main contact:** Laura Casey, Anticipatory Care Project Manager

**Location:** None specified, able to work remotely via email and Microsoft Teams

**About the Project**

Anticipatory Care is a model of proactive care in the community for multimorbid or complex individuals who would benefit from integrated evidence-based care. NHS Shropshire, Telford & Wrekin are leading a project to co-design a model for delivery of Anticipatory Care across the system. Professions from across acute, mental health, community, primary care and social care will need to be involved to ensure Anticipatory Care models locally result in:

- Reductions in morbidity and premature mortality

- Reductions in unplanned use of the health system

- Addressing specific health inequalities

- Improved patient experience.

The Anticipatory Care Working Group will collaboratively design a model which can be implemented and delivered across Shropshire, Telford & Wrekin. It should be noted that the aims and objectives of Anticipatory Care were key elements of the previous Shropshire CCG Care Closer to Home Programme which was stood down in 2020 to allow for the emergency response at the start of the pandemic. There is the opportunity to use the planning and learning from this programme to shape a new plan and model of Anticipatory Care.

**Role of the Public/Patient Representative**

The Public/Patient Representative will sit on the NHS Shropshire, Telford and Wrekin Anticipatory Care Working Group.

The role will play an active role in the group to ensure that the feedback received from engagement activity has been properly considered in the design of the future service, ensuring that the benefits to people accessing the services are at the heart of the redesign and development work.

It will provide ongoing feedback and input from a patient and public perspective and may also include contributing to the development of public communications to make sure that they are right for the intended audiences.

**About the working group**

This group, which is made up of representatives of the different service providers and NHS STW staff, will oversee the design of a model for Anticipatory Care for delivery across Shropshire and Telford & Wrekin, with several specific objectives:

* Inform the design of new and integrated ways of delivering Anticipatory Care
* Consider the best of any current services, address and resolve any identified gaps, issues or risk, and develop a model for delivery through a combination of stakeholder, clinical and public feedback and national best practice and recommendations
* Ensure equity of service provision across the county

**Expectations of the Public/Patient Representative**

* To remain objective and to respect the views of other members of the working group.
* To prepare for the meetings by reading the meeting agenda and associated documents provided.
* Devote the necessary time to attend regular virtual meetings or in person where required and appropriate.
* Comply with the organisation’s Constitution, Standards of Conduct and supporting policies and procedures and respecting the confidential nature of discussions when it is made clear by the Chair that this is a requirement.
* Once appointed, if representative find themselves unable to commit to the frequency of meetings required as specified, to contact Laura Casey via email: [laura.casey@nhs.net](mailto:laura.casey@nhs.net) (see time commitment below).

**Remuneration**

* The role of a Public/Patient Representative is a voluntary one and those appointed will not receive any remuneration.

**Time Commitment**

* Combined time commitment probably totals around 5 hours per month.
* There is a requirement to join the Anticipatory Care Working Group meeting which takes place twice a month, and lasts 1 hour and is held virtually on Microsoft Teams.
* The successful applicant will also be required to support on several engagement sessions being planned, as well as sense checking and contribution to the communications surrounding the programme and its work.

**Tenure of Appointment**

It is anticipated that the Anticipatory Care Project will be completed by 31st March 2023 although this is subject to change as NHS England have not yet confirmed the operational framework that the model will need to align to.

**Accountability**

* Accountable to the Project Lead, Laura Casey, NHS Shropshire, Telford and Wrekin.

**Conflict of Interest**

* A Public/Patient Representative should declare any private interests in Anticipatory Care services which may, or may perceive to, conflict with the role and responsibilities of being a Public/Patient Representative on the Anticipatory Care Working Group.

**Diversity, Equality and Inclusion**

* The CCG values and promotes diversity and is committed to equality of opportunity for all.
* We will also ask you to let us know if you have special needs that we need to support, to enable you to participate fully.

**Training**

* Support will be provided to ensure any personal developmental needs are identified and are met. This may include support with attending virtual meetings.
* One/two developmental sessions will be held with the appointed representative to ensure there is:
* A consistent understanding of the local current service provision
* The reasons why the review is so important
* Current changes in the NHS

**Vicarious Liability**

* Whilst you are carrying out this volunteering role, you will have the full protection of NHS STW liability insurance, providing you are discharging your role in compliance with the our Constitution and supporting policies and procedures

**If you are interested, or just want some further information then please contact:**

**Jayne Morris, Engagement Specialist, NHS Shropshire, Telford and Wrekin**

**Email:** [**jayne.morris15@nhs.net**](mailto:jayne.morris15@nhs.net) **Telephone: 074848 80804.**

To register your interest you will need to complete a short Expression of Interest Form. This will help us to understand why you are interested in the role and what knowledge and experience you can bring.

**Person Specification**

To be considered, you must be able to demonstrate that you have the qualities, skills and experience to meet all the criteria for appointment. These are documented in the person specification below:

|  |  |
| --- | --- |
| **Criteria** | **Essential/Desirable** |
| **Skills and Experience** | * Will have some knowledge of the terms “primary care”, “secondary care”, “urgent care”, “community care” and “commissioning” * An understanding, knowledge and/or experience of, or interest in Anticipatory Care services * Representatives will have some knowledge of how to conduct themselves in meetings of this type * Will be able to work through complex information, working through and assigning priorities. * Will be confident and able to articulate their views, ask questions and constructively challenge other members of the group * Have access to IT and be confident and/or willing to learn to communicate online using virtual platforms such as Teams or Zoom and email |
| **Personal Qualities** | * Applicant must reside in Shropshire, Telford and Wrekin or be registered with one of the 51 GP practices * Applicant must be aged 16 or over * Applicant must have integrity and be honest * Applicant must have a strong commitment to patients being involved in helping to design their local health services |