

Public/Patient Representative Role Description & Information Pack

Cardiology Transformation Programme



Role Title: Public Representative
Cardiology Transformation Delivery Group
NHS Shropshire, Telford and Wrekin

Accountable To: Programme Lead, Cardiology Transformation Programme

Main contact: Marie-Claire Wrigley, Transformation Programme Lead

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

About the Transformation Programme

Cardiology is the part of healthcare that deals with diagnosis and treatment of diseases and disorders of the heart.

In Shropshire Telford and Wrekin there are around 66,000 people living with heart and circulatory diseases. These heart and circulatory diseases cause 110 deaths each month in Shropshire Telford and Wrekin. Around 81,000 people in Shropshire Telford and Wrekin have been diagnosed with high blood pressure and 13,000 with Atrial Fibrillation.

This transformation programme plans to redesign cardiology services to improve the referral processes and patient experience, reduce unnecessary journeys and visits to the hospital for appointments, and provide support or advice in different ways.

Role of the Public/Patient Representative

The Public/Patient Representative will sit on the NHS Shropshire, Telford and Wrekin Cardiology Transformation Delivery Group

The role will play an active role in the group to ensure that the feedback received from robust 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 steering group

This group, which is made up of representatives of the different service providers and NHS STW staff, will oversee the review and evaluation of the current Cardiology services and pathways in Shropshire and Telford & Wrekin, with several specific objectives:

- Streamline the referral process for cardiology
- Explore the potential for replacing traditional outpatient appointments with consultations of equal or better quality using virtual clinics, technological solutions, and care closer to home Ensure equity of service provision across the county
- Support the recovery of the post COVID backlog, and in time to full recovery and sustainable delivery

- Develop services that are clinically, financially and environmentally sustainable with reduced duplication and improved resource efficiency.
- Achieve optimum and consistent patient safety
- Improved experience and outcomes in cardiology pathways for the people of Shropshire Telford and Wrekin

Expectations of the Public/Patient Representative

- To remain objective and to respect the views of other members of the steering 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 Marie-Claire Wrigley via email marie-claire.wigley@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 Cardiology Transformation Delivery Group meeting which takes place once a month, and lasts 1 hour, and is held virtually on Microsoft Teams.
- The successful applicant will also be required to support on a number of engagement workshops and sessions being planned for 2023/24, as well as sense checking and contributing to the communications surrounding the programme and its work.

Tenure of Appointment

- The Cardiology Transformation Programme is a large-scale programme of review and redesign of Cardiology services across Shropshire, Telford and Wrekin and is currently set to run from late 2022 to 2024.

Accountability

- Accountable to the Programme Lead Marie-Claire Wrigley, Transformation Programme Lead, NHS Shropshire, Telford and Wrekin.

Conflict of Interest

- A Public/Patient Representative should declare any private interests in Cardiology services which may, or may perceive to, conflict with the role and responsibilities of

being a Public/Patient Representative on the Cardiology Transformation Programme.

Diversity, Equality and Inclusion

- NHS Shropshire, Telford and Wrekin 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 our Constitution and supporting policies and procedures

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

Martin Rogers, Involvement Manager, NHS Shropshire, Telford and Wrekin

Email: stw.communications@nhs.net Telephone: 01952 580300

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	<ul style="list-style-type: none"> • Will have some knowledge of the terms “primary care”, “secondary care”, “urgent care”, “cardiology” and “commissioning” • An understanding, knowledge and/or experience of, or interest in Cardiology 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	<ul style="list-style-type: none"> • 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