

# **Public/Patient Representative Role Description & Information Pack**

Outpatients Transformation Programme



**Role Title:** Public Representative – *Outpatients Transformation Programme*  
NHS Shropshire, Telford and Wrekin

**Accountable To:** Programme Lead, Outpatients Transformation Programme

**Main contact:** Barrie Reis-Seymour, Head of Elective Care Transformation

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

### **About the Transformation Programme**

Outpatients are when someone gets medical care, or a consultation from a hospital, but does not stay in the hospital overnight. Outpatients do not include patients who come for day case surgery.

This transformation programme plans to redesign outpatient 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 Outpatients Transformation Steering 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 Outpatient services and pathways in Shropshire and Telford & Wrekin, with several specific objectives:

- Inform the design of new or improved and integrated ways of delivering Outpatient services
- Consider the best of the current services, address and resolve any identified gaps, issues or risk, and develop improved pathways through a combination of stakeholder, clinical and public feedback and national best practice and recommendations
- Ensure equity of service provision across the county
- Help perform a gap analysis between current services and future state to determine the required service changes
- Procure and commission any new or changed services/pathways.

### **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 Barrie Reis-Seymour via email [b.reis-seymour@nhs.net](mailto:b.reis-seymour@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 10 hours per month.
- There is a requirement to join the Outpatients Transformation Steering Group meeting which takes place twice a month, and lasts 1 hour 15 minutes, 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 2022, as well as sense checking and contribution to the communications surrounding the programme and its work.

### **Tenure of Appointment**

- The Outpatients Transformation Programme is a large-scale programme of review and redesign of Outpatient services across Shropshire, Telford and Wrekin and is currently set to run from 2021 to 2026. This will be followed by a short period of post implementation review, before the programme is finally stood down and closed in 2027.

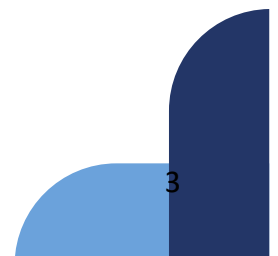
### **Accountability**

- Accountable to the Programme Lead, Barrie Reis-Seymour, Head of Elective Care Transformation, NHS Shropshire, Telford and Wrekin.

### **Conflict of Interest**

- A Public/Patient Representative should declare any private interests in Outpatient services which may, or may perceive to, conflict with the role and responsibilities of being a Public/Patient Representative on the Outpatients Transformation Programme.

### **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	<ul style="list-style-type: none"> <li>• Will have some knowledge of the terms “primary care”, “secondary care”, “urgent care”, “community care” and “commissioning”</li> <li>• An understanding, knowledge and/or experience of, or interest in Outpatient services</li> <li>• Representatives will have some knowledge of how to conduct themselves in meetings of this type</li> <li>• Will be able to work through complex information, working through and assigning priorities.</li> <li>• Will be confident and able to articulate their views, ask questions and constructively challenge other members of the group</li> </ul>

	<ul style="list-style-type: none"><li>• Have access to a IT and be confident and/or willing to learn to communicate online using virtual platforms such as Teams or Zoom and email</li></ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"><li>• Applicant must reside in Shropshire, Telford and Wrekin or be registered with one of the 51 GP practices</li><li>• Applicant must be aged 16 or over</li><li>• Applicant must have integrity and be honest</li><li>• Applicant must have a strong commitment to patients being involved in helping to design their local health services</li></ul>