



Providing an independent voice to
make LPT services great for all

People's Council Patient/Carer Leader

Role Description

Introduction

Leicestershire Partnership NHS Trust (LPT) believes that patients and carers can be influential partners in driving, delivering and supporting change and providing us with helpful feedback. Actively listening to the expertise and lived experience of our patients, carers, families and friends will enable LPT to deliver high quality healthcare services.

Those with a lived experience of LPT services will work alongside Trust staff to strategically influence and shape the development, design and improvement of local healthcare services. Our patient and carer leaders will work with the Trust, as equal partners in the design, improvement and review of local services and policies.

What does a 'Patient/Carer Leader' do?

- Represents a particular condition or community (or both)
- Provides public membership on the Trust's People's Council
- Supports and helps lead improvement projects through co-design and coproduction in their capacity as an expert with lived experience
- Enables the Trust to listen and to provide opportunities for patients, carers and families in the development of local services
- Actively influences the strategic direction of the Trust
- Acts as an ambassador to encourage patient and carer involvement
- Provides their perspective to enable the Trust to place the voice of the patient and carer at the centre of everything it does to support the development and delivery of high quality public, patient and carer engagement
- Understands what the Trust does, working together with staff to identify problems and apply creative and innovative thinking in developing solutions

Please note that this is not an exhaustive list as there will be many other activities that our patient and carer leaders can get involved with.

Who can get involved?

Patient/Carer leaders should be willing to develop their understanding and be committed to improving the NHS and its services. As an expert by lived experience you will be able to think widely about health and wellbeing. You must be willing to share your perspective from your lived experience and where possible and appropriate represent the different views and

diversity of patients / users including those living with different conditions from different backgrounds, therefore having an understanding of the different challenges faced by local communities across Leicester, Leicestershire and Rutland would be an advantage.

Our patient/carer leaders will be supported to develop their skills and confidence to be able to contribute to discussions in a critical but positive way. This will be supported through a training and development programme which will be offered to you in your role and mentoring through the Council's Vice-Chairs. When attending meetings, it is important to note that NHS managers and clinicians may also attend meetings.

Why become a Patient/Carer Leader?

- To strategically influence and improve services provided by the Trust
- To help with the development of strategies and policies at LPT.
- To ensure that the views of patients, their carers and families are represented at all levels of the Trust and the 'patient voice' is heard
- To work together to build a culture and environment where patient needs come first
- To enhance openness, transparency and accountability

What can we offer you?

- Personal development via the Patient Leadership Programme
- Support to develop your leadership, influencing and decision-making skills specifically at strategic level to make meaningful contributions
- Provide individual support in the form of a mentor
- Payment for reasonable travel and other out of pocket expenses, including reasonable childcare and carers costs
- Assurance that all Trust staff are supported and equipped to work effectively with you as an expert by lived experience
- Provision of an NHS e-mail address and ID badge giving access to NHS shopping discounts
- Access to wellbeing events
- Invitations to celebrating involvement and volunteering events

What do you need to become a Patient/Carer Leader?

- You do not need any formal qualifications – just a lived experience, as either a patient or carer, of the services provided by LPT.
- The role is voluntary. However individuals are required to commit to the role for a minimum of 1 year and you will need registering to LPT's service user/carer involvement network.
- You will be required to undertake Patient/Carer Leader Training. This will include a mix of online, peer-to-peer, and knowledge based training.
- Overtime, there will be additional training events that we would like you to attend such as how to use Social Media, and working as part of a team.
- The Trust must be able to contact you by telephone, post or email.
- You may be required to attend meetings held at different times of the day, including monthly Council meetings. You will need to commit to 6-8 hours per month, this includes a commit to attending regular mentoring sessions with the Council's Vice-Chairs to talk about how things are going, any areas that require improvement and to discuss if there is anything you need to effectively carry out your role.