

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 us to deliver high quality healthcare services.

Those with a lived experience of our 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 help 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
- Supports 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.

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. When attending meetings it is important to note that NHS managers and clinicians may also attend meetings.

We want our People's Council to be reflective of the population that we serve. We therefore welcome applications from across all communities including but not exclusive to Black and Asian Minority Ethnic groups, people from different religions, LGBTQ+, people with both physical and learning disabilities, children and young people and those from socially economically communities.

Why become a Patient/Carer Leader?

- To strategically influence and improve services provided by the Trust
- Ensure that the views of patients, their carers and families are represented at all levels of the Trust and the 'patient voice' is heard
- Work together to build a culture and environment where patient needs come first
- Enhance openness, transparency and accountability
- Benefit from the Patient Leader training programme within LPT

What can the Trust offer you?

- Personal development via the Patient Leader Training Programme
- Structured support to be successful in your role
- 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 coach / mentor
- Listen to you and respond
- Honesty and transparency when we are unable to meet deadlines
- Payment for reasonable travel and other out of pocket expenses, including reasonable childcare and carers costs and a contribution to your broadband rental
- Assurance that all Trust staff are supported and equipped staff to work effectively with you as an expert by lived experience
- Accredited training that is recognised by employers
- Provision of an NHS e-mail address giving access to NHS shopping discounts
- Invitations to celebrate volunteering events

What do you need to become a Carer/Patient 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. The term for membership is for 1 year in the first instance with the opportunity to extend for a further year.
- You will be required to undertake Patient/Carer Leader Training. This will include a mix of online, peer-to-peer, and knowledge based training. The training programme will cover the following areas:
 - Introduction to the NHS and wider health and social care landscape
 - Introduction to LPT
 - Leadership skills
 - Equality and diversity and equality impact assessments
 - Public and patient engagement in health and social care

- Training with staff on working with patient leaders

Overtime, there will be additional training events that we would like you to attend such as how to use Social Media, how to use our intranet and developing acceptable behaviour.

- You will be required to commit to a minimum of 4 hours every two months to attend the People's Council meeting and read any associated papers.
- Any additional hours you will be required to commit will be dependent on the number of improvement projects you want to be involved with and/or the stage the project is at. Being involved with one project requires on average between 1 and 4 hours per month.
- The Trust must be able to contact you by telephone, post or email.
- You may be required to attend meetings held within normal working hours.
- You will have review meetings with the Chair and Head of Patient Experience and Involvement 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.

How to apply:

If you would like to be a Patient/Carer Leader member of the People's Council, please complete the Expressions of Interest form included with this information pack.

Please send your completed form to: Freepost, LPT Patient Experience

Or you can email it to: LPTPatientExperience@leicspart.nhs.uk

The deadline for sending us your Expression of Interest is 20th August 2020.

If you would like to discuss the position then please contact Alison Kirk, Head of Patient Experience and Involvement via email in the first instance at Alison.Kirk@leicspart.nhs.uk

We will be in touch to inform you of the outcome of your expression of interest. We will review all expressions of interest and invite those that best fulfil our criteria along for an informal interview.