



Contribute to our Outpatient Transformation Programme

Are you interested in helping the CCG's Outpatient Transformation Programme to ensure that patient experience is at the centre of its projects?

We are looking for patient representatives to join our programme to help us make sure that the patient voice is represented in all the work we do.

Read on to learn more out this opportunity and how to get involved



Why should I get involved?

The Outpatient Programme team work specifically on projects related to Outpatient Services. This means services that you may attend for a treatment, diagnosis, or procedure and where you won't need to stay overnight. These services will be delivered by hospital departments or clinics, either in a community or hospital setting.

We work with doctors, other healthcare professionals, managers, and national healthcare teams to deliver projects that aim to improve the experience of patients in Bristol, North Somerset, and South Gloucestershire.

Patient representatives play a really important part in the work we do; they help us make sure that we always remain focused on what our projects will mean for patients using outpatient services and provide a really valuable patient perspective on the discussions and decisions that we make.

As a patient representative on the Programme Board or Clinical Reference Group, your key responsibilities would be to:

- Help to ensure that the patient is at the centre of service improvement, by providing a supportive and constructive challenge to the Outpatient Programme, working as an equal voice alongside clinicians, GPs, commissioners and programme managers.
- Advocate that patient views are sought and considered when making changes to services.
- Share stories of your personal experience and that of family and friends, either as a patient or carer of current care services. This might be acute hospital care services, community care services and/ or mental health care services together with your experience of primary care in a constructive way to bring a patient focus to discussions

What to expect?

As a patient representative you will attend and contribute to programme meetings, for about 2 hours each month. We have two programme meeting groups that we would like to recruit patient representatives for – you are welcome to express an interest in one or both of these. These groups meet remotely using Microsoft Teams (similar to Zoom or Skype). As a team we will make sure that we accommodate any help or support you might need to take part in meetings using this method.

The two groups are the Healthier Together Outpatient Programme Board and the Healthier Together Outpatient Clinical Reference Group.

- The Healthier Together Outpatient Transformation Programme Board is made up of healthcare colleagues across Bristol, North Somerset, and South

Gloucestershire. The Board meet to make decisions about projects to improve outpatient services for patients in the area.

- The Healthier Together Outpatient Clinical Reference Group is a group of clinicians who we work with to discuss the plans for the projects run by the programme.

Your role would be to contribute to the discussion in the meeting, advocating for the inclusion of patient views and, where appropriate, sharing your personal experiences as a patient in a constructive way to bring a patient focus to discussions. We will offer you support to do this.

There will be some preparatory work expected prior to panel meetings in terms of reading and digesting supporting papers.

There is also a patient representative group being set up right across the South West and there are opportunities to be involved in this also.

What support will I have?

The Healthier Together Outpatient Transformation Programme Team will offer you support in the following ways:

- Provide an appropriate induction and training
- Provide a named person to support and be available to discuss the Patient Representative role and any successes or problems
- Provide an overview document to help you understand relevant governance structures and the wider context of the Programme
- Pre-meeting catch ups to talk through agenda items and help clarify anything that isn't clear
- Post-meeting catch ups to talk through how you found the meeting for the first few months
- Encourage links with the other patient representatives
- We can print out and post meeting documents if you would prefer to have the documents in this way, or work with you to provide the documents in another format if you require specific accessible formatting.
- Support in accessing the meetings on Microsoft Teams

Skills you'll need are:

You'll need to be comfortable participating effectively in discussions as a member of a committee so it may be helpful to have prior experience, e.g., NHS Trust Boards, School Governors, private sector businesses, charitable, community, cultural or faith groups. Ideally, you will also be willing to develop an understanding of the work of the Outpatient Programme and the role it plays in local Healthcare services. You will be able to be objective and be able to separate your own experiences from the requirements of developing a strategy. You will also be able to empathise and have the capacity to consider the needs and feelings of others.

You'll also need:

- The ability to process and consider detailed information in the form of reports
- The ability to participate confidently in meetings, both in person and by video (e.g., MS teams)
- To be able to give the appropriate time commitment.
- Good communications skills including respect for the views of others and the ability to listen and take part in constructive debate.
- To agree to keep the agenda items and discussions at the meetings confidential and not share with family, friends, on social media etc.

Terms of involvement

We would like our patient representatives to commit to the role for 12 months.

The minimum commitment will be one of the below:

Programme Board:

- Monthly Board meetings – 2 hours per month, usually 9am – 11am on the first Tuesday of the month. We would like you to attend at least 10 meetings per year where possible.
- Reviewing board papers before meeting – 1 hour per month

Clinical Reference Group:

- Monthly Board meetings – 1.5 hours per month, usually 3pm – 4.30pm on the third Thursday of the month. We would like you to attend at least 10 meetings per year where possible.
- Reviewing board papers before meeting – 1 hour per month

You may also be invited to other project meetings on an ad-hoc basis. This may be around 2 hours a month.

The role is voluntary, but we will offer you a small hourly payment for participation, including reimbursing for any time spent reading or preparing for meetings. We also offer additional expenses for travel/subsistence if required.

Please contact Zoë Bradley at zoe.bradley2@nhs.net to obtain further information and/or to express interest in the role.

We will be recruiting 3 volunteers for these roles: recruitment will be in the form of an informal interview with the Programme Manager and Chair of the Clinical Reference Group. This will be held via Microsoft Teams: we can help you with using this if it is new to you.

Additionally, if you have any accessibility needs associated to arrangements for a meeting, please do let us know.

Closing date: 23:59 on Sunday 3rd April