

A guide to patient and public partners

Patient and public involvement is an essential part of the work of Joined Up Care Derbyshire (JUCCD). We want to build strong and supportive relationships with patients, members of the public, and our communities. As part of this, we have developed a new role called Patient and Public Partners.

What are Patient and Public Partners?

The term 'Patient and Public Partner' includes patients, service users, carers and their families, and members of the public.

Patient and Public Partners are lay members who want to be involved in improving health and care services. They hold extensive experience and can get involved in various aspects of the work of the Integrated Care System (ICS).

What can Patient and Public Partners provide?

They can provide:

- Important feedback and insight around existing services and contribute to ideas and approaches for quality improvement efforts
- Improve communication between patients and health care providers, leading to improved patient and provider satisfaction
- Help health care providers embrace potential changes, as they can see them from the patient's perspectives
- Help to ensure that patients are full participants in the decisions that affect them
- Contribute to meaningful changes to health care services.

How to get involvement from Patient and Public Partners:

Patient and Public Partners can be recruited for a Board, Committee or Workstream, if you are interested in recruiting, please contact Hannah Morton: Hannah.morton10@nhs.net

How do we recruit Patient and Public Partners?

We would always recommend that you recruit a minimum of two Patient and Public Partners to enable peer support.

1. Complete a role description. We have a template for you to complete (please see appendix 1)
2. We would then promote the opportunity and ask for expressions of interest. The engagement team can help to promote the opportunity in addition to any avenues you may hold
3. All expressions of interest would be returned to a named contact within the recruiting Board, Committee, or Workstream.

Other expectations:

1. **Interviews:** You would be asked to undertake the interviews which we would ask to be 'informal'
2. **Training (if needed):** If any bespoke training is required for successful applicants to fulfill their role, it would be the responsibility of the Board, Committee, or Workstream to organise this
3. **Support:** It is important to establish how Patient and Public Partners will be supported before you start to recruit. Once recruited Patient and Public Partners must be provided with an induction and have a lead contact to assist with any questions or queries and be provided with support before, during, and after meetings
4. **Expenses:** We will pay for out-of-pocket expenses (we have an expenses policy and a claim form to share)
5. **Confidentiality:** If this applies to your business meeting and you would require successful applicants to sign a confidentiality agreement due to the sensitivity of meeting papers (we have a form to share)
6. **Meeting papers:** Consider and think about access to meeting papers, not everyone will be able to read a wealth of information on a screen, and printing at home is expensive
7. **Reason for involvement:** Ensure you are clear about why you are involving Patient and Public Partners in your meeting. This should be included in the terms of reference if possible.

Peer Support Network:

In addition to the support offered by the Board, Committee, or Workstream we are developing a peer support network. All Patient and Public Partners will be invited to join the network, this will not be mandatory but for those who would like to be involved it will be an opportunity to:

- Share experiences of being a Patient and Public Partner
- Discuss what is working well, and what may not be working so well
- Offer generic training and learning according to need (for example, an introduction to the ICS).

To make sure we can invite everyone to join the network, please ensure you ask if it is ok to share their details with Hannah Morton (Hannah.morton10@nhs.net) when you make the appointment to your Patient and Public Partner vacancies.

One of the first tasks for the peer support network was to pull together a list of top tips based on their experience so far. This can be found below.

Top tips from the current patient and public partners:

1. Provide an induction to the role so people know what is expected
2. Ensure specific training for the role is offered
3. Nominate a lead contact
4. Offer 1:1 feedback/review sessions (i.e., 6 monthly or yearly)
5. Establish any needs prior to the first meeting (i.e., how people would prefer to receive the papers, any access or communication needs)
6. Ensure the aims and the purpose of the group are understood
7. If meetings are virtual (MS Teams), ensure an overview of the main functions are provided within the induction

8. If meetings are face-to-face make sure the venue is accessible and provide relevant information (i.e., directions, parking, etc)
9. Offer a pre-meet session to discuss the agenda and address any comments prior to the meeting so people feel well prepared
10. Avoid using jargon, abbreviations, and acronyms (or provide a list that explains what they mean)
11. Ensure Patient and Public Partners are given the opportunity and time to effectively contribute to the business of the Board, Committee, or Workstream, this might mean allowing specific time on the agenda for them to contribute, or ensuring they feel comfortable to raise questions, or make comments, and actively encouraging this
12. Always ensure that Patient and Public Partners feel welcomed into the group and their contributions are valued.

Appendix 1: Job Description Template

Opportunities for Patient and Public Partners – Role Description	
Name of Board, Committee or Workstream	
How many opportunities are available?	<i>[Minimum of two is always advised, as it can help to make people feel less isolated and feel more able to contribute to the group]</i>
Who can apply for this role?	<p>Patient and Public Partners can be patients, service users, carers, or members of the public.</p> <p><i>[Please check that you are happy with this statement].</i></p>
Description of Board, Committee or Workstream	
<p><i>[Please describe the following and add anything else you feel would be useful for people to understand what will be discussed or influenced as a result of the work of the Board, Committee or Workstream so applicants can decide if the opportunity will suit them. Please provide as much detail as possible in a language that can be easily understood]:</i></p> <ol style="list-style-type: none"> 1. Remit/aims/objectives 2. Current membership 3. Priorities 	
Key requirements of the role: <i>[Please check that you are happy with the below which are standard statements we use for the Patient and Public Partner role].</i>	
<ul style="list-style-type: none"> • You should have lived; related experience or knowledge of the issues being discussed around <i>[name]</i> care pathways • To be passionate about helping to develop and shape <i>[named services]</i> across Derby and Derbyshire • To articulate patient and public views from a broad range of perspectives, sometimes beyond your personal experience • To be committed to addressing health inequalities • To have an understanding of, and commitment to maintaining confidentiality • To feel confident communicating effectively with a wide range of people, to voice opinions, and contribute to the debate • To be open to, and respectful of other people's points of view • To be willing to undertake personal development and training where appropriate to support understanding of the meeting content and your contribution to discussions. 	
Time commitment	<i>[How many meetings will they be expected to attend? How often are they? What is the duration? Will they have papers to read? Will they be expected to contribute in any other way?]</i>
Where do meetings take place?	<i>[Are the meetings face to face, or over teams?]</i>
Additional information: <i>Add anything additional if needed</i>	
<ul style="list-style-type: none"> • You will be reimbursed for out-of-pocket expenses 	

- You will be provided with a lead contact to assist with any questions and provide support before, during, and after meetings *[Please ensure you can provide this support]*
- You will receive an induction and support sessions will be available *[Please ensure you can offer this]*
- You will be required to sign a confidentiality agreement due to the sensitive content of the meeting papers. *[Add this in if it applies to the business of your meeting].*

How do I apply?

You can add or delete from this list of questions, to make them appropriate for your opportunity.

If you are interested, please send in a brief expression of interest covering the following:

- Tell us a bit about yourself?
- What interests you about this role?
- What would you bring to the role? i.e., your experience, background, skills, and knowledge

Please send your expression of interest to *[name]*, *[job role]*, *[email address]*

Equal opportunities

We aim to offer equal opportunities and we are determined to ensure that no one receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Closing date: *[date]*