

Patient & Public Voice (PPV)

Partner:

Seven Day GP Access Programme Board

Application Information Pack



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A guide on how to apply to become a PPV partner of National Seven Day Access Programme Board

Role	PPV Partner on National Seven Day GP Access Programme Board
Duration	1 year in the first instance, renewable to a maximum of 3 years
Working relationships	Members of the Seven Day GP Access Programme; PPV members of other NHS England governance bodies, staff from NHS England Commissioning Operations Directorate, and the NHS England Public Participation team
Expenses	Travel expenses and other appropriate out-of-pocket expenses are reimbursed. An honorarium of £150 per day will be paid (for those people not representing or supported by an organisation) for an estimated time commitment of 6 days per year.

1. Introduction

Please read this application information pack before completing the application form, to ensure you fully understand the application process, and to determine whether you have the skills and time to become a PPV partner.

NHS England will reimburse travel and other agreed expenses in line with NHS England's '**Covering out of pocket expenses for PPV Partners**' policy

Please note that correspondence will be primarily via email, unless otherwise requested. If you do not have access to email and would like to be contacted via phone call or post, please state this on your application form.

The **closing date** for applications is **12 noon on 21 December 2015**

2. Background, context and aims of the programme

The aims of the programme are to:

- deliver the Government's manifesto commitments in relation to GP access which are that by 2020 every patient:
 - ❖ Should have access to a specific, named GP who is responsible for their care.
 - ❖ Should be able to see a GP seven days per week between 8am and 8pm.
 - ❖ Who is over 75 will be guaranteed a same day appointment with their GP if they need it.
- improve public satisfaction with access to GP services

- form an integral part of wider work to deliver seven day services across the NHS.

3. Role of the Board

We are looking for patient and carer members who want to be involved in developing and shaping service development for the Seven Day GP Access Programme Board.

Purpose of the Board

The Seven Day GP Access Programme Board has been established as a sub group of the Primary Care Oversight Group (PCOG) in order to:

- provide leadership and direction to the programme to ensure delivery of the access commitments;
- oversee the work of the GP Access programme including the Prime Minister's Challenge Fund;
- ensure that each workstream is aligned to achieve the objectives of the programme and to receive assurance that delivery is on track;
- monitor and challenge progress of the programme as a whole, reporting progress and key risks and issues to PCOG;
- ensure an appropriate level of internal and external challenge and system-wide collaboration with relevant partner organisations in order to maintain credibility of outcomes and
- develop and agree collective solutions.

Interdependencies

- Urgent Care Review and System Resilience Groups
- NHS111 and Out of Hours Service Integration Delivery Group
- Seven day services Team (Hospital)
- Out of Hospital Community Services Programme
- Digital Primary Care Programme (including Patient online, GP data extraction tool, interoperability)
- New Care Models Programme (including contracting)
- Primary Care Infrastructure Fund (including Primary Care Workforce)
- Primary Care Commissioning (including GP scorecard)
- Co-commissioning Programme Oversight Group

The Terms of Reference for the Seven Day GP Access Programme are included at Appendix 1.

4. Importance of PPV partners

NHS England is committed to ensuring that public and patient voices are at the centre of shaping our healthcare services. Every level of our commissioning system

needs to be informed by insightful methods of listening to those who use and care about our services. Their views should inform service development.

5. Role, responsibilities and required skills of PPV partners

PPV representation will bring important views, perspective and challenge into the NHS England Seven Day GP Access Programme Board. This role is essential in championing a public, service user, patient and/or carer/family viewpoint, ensuring that their needs are met through the outcomes of the programme. The PPV partner would be expected to operate at a Non-Executive Director skill level (see below for skills).

5.1. The role of the PPV partner is to:

- Assist the Seven Day GP Access Programme Board in understanding the diverse perspectives of patients, carers and the public relevant to the work of the group and provide a consumer viewpoint in all group activities.
- Provide 'critical friend' challenge into the group rather than represent a particular condition or interest.
- Provide strategic assurance that the views of patients and the public have been sought and considered in the work of the Seven Day GP Access Programme Board and its constituent work streams.
- Champion and advocate for increasing patient and public awareness of the programme's outcomes and achievements.

5.2. Responsibilities of the PPV partner are to:

- To regularly participate in phone/internet conferences and face-to-face meetings of the Programme Board and debate issues using email.
- To prepare for the meetings by reading and reviewing programme plans, papers, proposals and other associated documentation.
- To take part in workshops or events where participation is helpful for the work of the Seven Day GP Access Programme as agreed e.g. wider network meetings
- Where appropriate, communicate with, and seek feedback from, wider patient networks on plans and proposals. However, communicating with wider patient networks is not the sole responsibility of the post holder and they will be supported in this.
- To raise areas of unresolved concern with the Chair of the Seven Day GP Access Programme and subsequently following the complaints process if concerns remain unresolved
- To identify their support, training and development requirements and seeking appropriate support from Seven Day GP Access Programme members.
- Comply with the Standards of Conduct, respecting the confidential nature of discussions when it is made clear by the Chair that this is a requirement.

5.3. Skills and experience required for this role:

- Knowledge and understanding of primary care in the NHS, particularly general practice services and how these are commissioned and organised.
- An understanding and proven ability to link to patient and public networks relevant to health, and in particular primary care services

- Experience of working in a Committee setting, and ability to contribute actively to the discussions and work of the group, including undertaking specific tasks or projects as appropriate, under the guidance of the Chair.
- Experience of advocating for patient engagement and involvement at a strategic level.
- A demonstrated commitment to improving the quality of patient outcomes and the quality of primary care services.
- A demonstrated ability to interact with multiple stakeholders at senior management level.
- Ability to understand and evaluate a range of information and evidence.
- Ability to identify themes for improvement drawn from information from a wide variety of sources, with differing issues and viewpoints.
- Ability to present a non-clinical perspective and offer constructive challenge
- Ability to display sound judgement and objectivity.
- Ability to communicate verbally and in writing, via email and teleconference, with a variety of audiences including other patients, clinicians, commissioners and members of the voluntary sector.
- Have an awareness of, and commitment to, equality and diversity.
- Understand the need for confidentiality
- Ability to devote at least half a day per month to the role
- Ability to travel to meetings (generally held in Central London)

6. Time commitment

- Initially there will be trial period of four months.
- Membership of the group/committee is for 12 months initially, at which point membership will be reviewed.
- You will be required to attend meetings approximately every 8 weeks.
- Meetings will normally last for approximately 2 hours.
- Meetings will generally be during working hours.
- Any face-to-face meetings, including briefing and induction sessions, will be arranged on a national rather than a local basis and are most likely to be in London or Leeds. However, wherever possible there will be a dial-in teleconferencing facility available.
- Prospective applicants should also be aware that many of the documents and programmes being reviewed will be complex so will require reading time prior to the meeting.

7. Support for PPV partners

- An induction session will take place, at which point a named link will be provided to support PPV partners with information they may require. Other support includes:
- Meeting documents, and if necessary, pre-meeting briefings will be provided.
- Reimbursement of out of pocket expenses incurred in line with NHS England's PPV Expenses Policy. Expenses usually cover travel, accommodation and/or

any subsistence requirements that arise. PPV partners should highlight any barriers to participation, for example, the costs of a carer that may need to accompany a PPV representative. Please email england.nhs.participation@nhs.net to request a discussion about any support requirements that you might have.

- There will be an honorarium of £150 per day (for those people not representing or supported by an organisation) for an estimated time commitment of 6 days per year. This is in line with the [NHS England policy](#).
- If you have any queries or concerns about whether reimbursement of expenses and involvement payments for public involvement might affect any state benefits you are receiving, please contact **the free and confidential service** provided through Bedford Citizens Advice Bureau. Specially trained staff, with knowledge of how payment for involvement/expenses might affect state benefits will be able to give you personal advice e.g. supporting you should you need to make contact with the Department for Work and Pensions, or other benefits agencies about your involvement. You can contact the Benefits Advice Service by **emailing** involve@bedfordcab.org.uk with a brief summary of your query in the first instance, or, if you prefer, you can call 01234 330604.

8. How to apply

Accompanying documents that you need to complete and return include:

- Application Form
- Equality Opportunity Monitoring Form

You can either return these documents by email to england.nhs.participation@nhs.net or alternatively by post to GP Access PB Recruitment, Public Participation Team, NHS England, Room 7E46, Quarry House, Quarry Hill, Leeds, LS2 7UE.

To receive other formats of this Application Pack (e.g. easy read version) please contact england.nhs.participation@nhs.net or call 0113 825 0861.

We will rely on the information you provide in the Application Form to assess whether you have the skills and experience required for this position.

9. Diversity and equality of opportunity

NHS England values and promotes diversity and is committed to equality of opportunity for all. To help us understand if we are achieving this, we ask you to fill out an Equal Opportunity Monitoring Form as part of the application process.

We also ask you to let us know if you have special needs that we need to support to enable you to participate fully.

10. Once we receive your application

The steps will be as follows:

- We will acknowledge receipt of your Application Form via email (unless otherwise specified). If you do not receive an acknowledgement within 5 working days, please get in touch.
- Applications will be shortlisted by a panel which will include members drawn from the following groups: Seven Day GP Access Programme team, public participation team, the NHS England primary care participation working group, or the Voluntary Sector Strategic Partners group (ensuring no conflict of interest).
- Applications will be assessed against the skills and experience required, outlined above, with a view to ensuring that three PPV representatives are recruited to the Seven Day GP Access Programme Board. Selection will be made on the basis of the content of the application form. Shortlisted applicants may be invited to a short interview. This may be a face to face or telephone interview.
- Please note that two references will be taken up for successful applicants before involvement can commence.
- All applications will receive a successful or unsuccessful notification. The successful notifications will include information about next steps.

If you wish to be informed about future involvement opportunities with NHS England, there is an option on the Application Form to select.

If you have any queries about the application process, or would like an informal discussion about the opportunity, please email mitchellbriggs@nhs.net or call 0113 82 50877.