

**NHS Citizen  
Programme Board  
Information Pack for  
Prospective Patient and  
Public Participation Expert  
Advisers**

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## **A guide on how to apply to become a Patient and Public Participation Expert Adviser or Board Chair on the NHS Citizen Programme Board**

### **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 either a Patient or Public Participation (PPP) Expert Adviser on the NHS Citizen Programme Board or to become the Chair of the Board.

NHS England is looking for applications from patients and their relatives, service users, carers, and the general public for three PPP roles on our NHS Citizen Programme Board - two as expert advisers and one as the independent Chair of the Board.

The **closing date** for applications is **midnight on the 10<sup>th</sup> November 2016**. **Interviews will take place on the 18<sup>th</sup> November 2016 in London**. This is in preparation for the first NHS Citizen Programme Board meeting **on 21<sup>st</sup> November 2016**.

NHS England will reimburse travel and other agreed expenses, and offer an involvement payment in line with NHS England's '[Covering out of pocket expenses for Patient and Public Voice Partners' policy](#)'.

Please note that correspondence will be primarily via email, unless otherwise requested.

### **2. How to apply**

Accompanying documents that you need to complete and return include:

- Application form
- Equality opportunity monitoring form

[You can complete these documents online](#) or, if completed in another format, return these documents by email to [ENGLAND.ppvi-participation@nhs.net](mailto:ENGLAND.ppvi-participation@nhs.net) or by post to Gurpreet Grewal, NHS Citizen Recruitment, NHS England, Room 7E46, Quarry House, Quarry Hill, Leeds, LS2 7UE.

To receive other formats of this Information Pack and application materials, or if you have difficulty accessing the online application form, please email [ENGLAND.ppvi-participation@nhs.net](mailto:ENGLAND.ppvi-participation@nhs.net) or call 0113 8250861.

We will rely on the information you provide in the application form to assess whether you have the skills and experience required for these positions.

### **3. Importance of Patient and Public Participation roles**

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

### **4. Background: NHS England and Public Participation**

Our ambition, in line with the [NHS Constitution](#), is for patients and the public to be at the heart of everything we do. We believe that by listening to people who use and care about our services, we can understand their diverse health needs better and focus on what matters to them. By working in partnership with patients and the public, we will improve patient safety, patient experience and health outcomes, supporting people to live healthier lives.

The Public Participation team sits within NHS England's Nursing Directorate, and the Patients and Public Participation Oversight Group has been set up to oversee and support patient and public participation within the work and structures of NHS England.

#### **4.1 NHS Citizen**

1. Following the publication of a learning report on the NHS Citizen programme in May 2016, a revised model of NHS Citizen has been developed to ensure that we maximise the impact of citizen voice within the work of NHS England.
2. It was recommended that the strong 'brand' of NHS Citizen is retained and that:
  - i. Activity concentrates on providing a much more comprehensive picture of citizen views, covering insight from a wider range of sources: including surveys, complaints, and social media, as well as from direct public involvement;
  - ii. There is a greater focus on understanding and acting upon customer insight within business priority areas;
  - iii. There is closer working with partners across the health and care system to coordinate and simplify the citizen's experience of involvement in health. This will become increasingly important as we enter into the delivery phase of local care redesign.
3. The new approach for NHS Citizen aims to:

- i. Strengthen public participation in NHS England in line with our [patient and public participation policy](#), and to meet the requirements of the legal duty to involve;
- ii. Support NHS England commissioners, policy and programme leads nationally and within the regions, to have the tools to engage patients and the public and learn from existing insight;
- iii. Enable citizen input through a single, simplified approach, which is easy to access, and meets the needs of different patient groups without generating significant labour intensive approaches for citizens or for teams;
- iv. Manage the public's expectation around their feedback and where this will lead;
- v. Explore further an initial partnership between NHS England and Healthwatch England to provide more of a one-stop shop for the public, (with the potential to increase the reach of the partnership further as the approach develops, and following discussion with other Arm's Length Bodies such as the Care Quality Commission).

## **5. Role of the Programme Board Chair**

The Programme Board Chair needs to have a good understanding of NHS England policies, including the progress of NHS Citizen to date. Responsibilities include:

- Ensure that there is a quorum before starting the meeting
- Begin the meeting on time
- Seek confirmation of the previous Minutes
- Be impartial and avoid leading the meeting (e.g. the Chair should not propose a resolution nor make it obvious how she or he wants a resolution to be framed)
- Include all members in the decision-making process
- Keep discussion short and to the point
- Ensure that citizen voice is brought into discussions
- Sum up any discussion and make sure members understand a resolution before going ahead with a vote
- Introduce guest speakers
- Close the meeting.

## **6. Role of the PPP Expert Advisers on the Programme Board**

The Public and Patient Participation Expert Advisers will be expected to bring important views, perspective and challenge into the development of Patient and Public Participation in the work of NHS Citizen. This role is essential in championing a service user, patient and/or carer/family viewpoint, ensuring that their needs are met through the outcomes of the programme.

PPP Expert Advisers use their skills and personal experience as patients, carers or members the public to:

- Commit to working to, and encouraging within the group, the highest standards of integrity and governance.
- To constructively challenge, influence and help the Board to develop strategies in respect of Patient and Public Participation.
- To be assured that the performance and conduct of the group is following agreed processes.
- Bring independent judgement and experience from a patient and citizen perspective, and apply this to the benefit of the NHS Citizen Programme Board and its stakeholders.
- Engage positively and collaboratively in the discussion of agenda items, and act as an ambassador for patient and public voice.
- 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.
- Prospective applicants should also be aware that many of the documents and programmes being reviewed may be complex and or confidential.

### **Responsibilities of all PPP Expert Advisers**

- Prepare thoroughly for each programme board meeting, reading and digesting papers in advance of the meeting.
- Participate in phone conferences and face-to-face meetings of the Programme Board and debate issues using email, as well as joining online conferences.
- Raise areas of unresolved concern with the Chair of the Board.
- Identify own support, training and development requirements, and seek appropriate support from the oversight group members and secretariat.
- Undertake training as required to support delivery of the role.

## **7. Person specifications**

### **Skills and experience required for all PPP Expert Advisers**

- Experience of working in a committee setting, and be prepared to contribute actively to the discussions and work of the Board.
- Able to work within a defined process, applying agreed criteria consistently and equitably.
- Able to commit the time required for the role as outlined below.
- Able to travel to meetings.

### **Additional skills and experience required if you are applying for Board Chair role**

- Experience of operating at a senior strategic leadership level within an organisation.
- Experience of Board governance and working with or as part of a Board or committee.

- Experience of external representation, delivering presentations and managing stakeholders.
- Significant experience of chairing meetings and events.

### **Public interest and accountability knowledge required for all PPP Expert Advisers**

- Strong commitment to maintaining a patient focus in the commissioning of health services.
- High level of understanding and interest in patient and public participation, NHS England and the wider environment in which it operates.
- Be a resident of England.
- Willing to network with other members of the public involved in NHS England's patient and public participation programmes and activities.
- Willing to maintain and uphold accountability.
- A commitment to the principles of public life.

### **Additional skills required if you are applying for the Board Chair role**

- Broad knowledge and understanding of the wider health sector and current issues affecting it.

### **Sound judgement, motivation and flexibility required for all PPP Expert Advisers**

- Able to analyse complex information and situations before reaching a decision.
- Able to display sound judgement and objectivity, and to understand the need for confidentiality.
- Open minded and willing to modify thinking in view of new information/discussions.
- Tests and probes constructively to achieve the best outcome for patients.
- Sees the bigger picture and can think and act strategically.
- Able to think clearly and objectively when dealing with emotive issues.

### **Additional skills required if you are applying for the Board Chair role**

- Financial management expertise and a broad understanding of programme finance issues.
- Good understanding of programme governance issues.

## Effective influencing and communication skills required by all PPP Expert Advisers

- Articulate and able to influence and persuade others at all levels.
- Capacity to give and take advice.
- Good interpersonal skills and open to change.

## Additional skills required if you are applying for the Board Chair role

- Strong leadership skills, ability to motivate staff and volunteers and bring people together.
- Ability to foster and promote a collaborative team environment.
- Ability to commit time to conduct the role well, including travel and attending events out of office hours.

## 8. Details of the positions

### Time commitment

- Meetings will take place approximately every six to eight weeks either face to face or via video conference (between Leeds and London).
- Meetings will normally last for two hours. Time will also be required for preparation and any actions required between meetings. This role is eligible for an involvement payment as outlined below.
- Meetings and training will generally be during working hours.

### Remuneration

- The PPP Expert Adviser and Chair roles will receive an involvement payment from NHS England. The rate will be £150 per day/meeting inclusive of any preparation work, or £75 per half day. PPV Expert Advisers can choose to decline payments, or request a smaller payment if they so wish.
- Remuneration is taxable, and subject to National Insurance contributions. Remuneration is not pensionable. These payments must be declared to HMRC (and the Job Centre if applicable). This may affect receipt of state benefits or any insurance policies you may hold. Advice on how this payment may affect you can be provided by Bedford Citizen Advice Bureau [involve@bedfordcab.org.uk](mailto:involve@bedfordcab.org.uk) / 01234 330604.
- You may claim travel and subsistence expenses, which are properly and necessarily incurred in carrying out your role and responsibilities as a member of the programme board, in line with [NHS England's PPV Expenses Policy](#). NHS England has a central travel booking facility for rail travel and accommodation, and will pay for train travel and accommodation in advance so that PPP Expert Advisers don't have to. The meeting organiser will explain how to request travel booking and will explore any accommodation needs.
- Any barriers to participation, for example, the costs of a carer that may need to accompany you, should be highlighted in advance. Please email



[england.ppvibsu@nhs.net](mailto:england.ppvibsu@nhs.net) to discuss any support requirements that you might have.

### **Tenure of office**

These roles will be for an initial period of 12 months with an expected 10 Programme Board meetings during this period.

### **Accountability**

Patient and Public Participation Expert Advisers are appointed by NHS England's Senior Responsible Officer (SRO) for the NHS Citizen programme, and will be accountable to the SRO for carrying out their duties and for their performance.

### **Conflict of interests**

You should particularly note the requirement for you to declare any private interests which may, or may be perceived to, conflict with the role and responsibilities as a member of the NHS Citizen Programme Board, including any business interests and positions of authority outside of the role of the panel.

If appointed, you will also be required to declare these interests on appointment and they will be entered into a register, which is available to the public.

### **Standards in public life**

You will be expected to demonstrate high standards of corporate and personal conduct. All successful candidates will be asked to subscribe to the [Code of Conduct for Board Members of Public Bodies](#).

## **9. Training and support**

All lay members of the NHS Citizen Programme Board must undergo mandatory induction training approved by NHS England in order to undertake the role. This will require up to 2-3 non-consecutive days per annum. This will cover NHS England's commissioning processes and structures. This training will be refreshed annually to ensure that all PPP Expert Advisers and the Board Chair maintain the appropriate skills and expertise to function effectively.

## **10. 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.

## 11. Once we receive your application

The steps will be as follows:

- We will acknowledge receipt of your application form via email, within five days (unless otherwise specified). If you do not receive an acknowledgement please get in touch.
- Applications will be shortlisted by a panel that will include member/s of the public participation team at NHS England, representatives from Healthwatch England and citizens.
- Applications will be assessed against the skills and experience required, outlined in section seven. Selection will be made on the basis of the content of your application form. Shortlisted applicants may be invited to a short interview, which will be either face to face or by telephone and will take place on the 18th November 2016.
- 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 indicate this.
- If you have any queries about the application process, or would like an informal discussion about the opportunity – please email [luke.hunka@nhs.net](mailto:luke.hunka@nhs.net) or call 0113 825086.

**12. Annex A - Terms of Reference – NHS Citizen Programme Board**



# Terms of reference

## NHS Citizen Programme Board



<b>Document filename: NHSCPb ToR</b>			
<b>Directorate / programme</b>	Patient, Public Participation and Insight	<b>Project</b>	NHS Citizen
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V0.2	13/10/16	Final version

### Reviewers

This document must be reviewed by the following people:

Reviewer name	Title/responsibility	Date	Version
Olivia Butterworth	Head of Public Participation		

### Approved by

This document must be approved by the following people:

Name	Signature	Title	Date	Version
Anu Singh		Director for Patient & Public Participation and Insight		

### Related documents

Title	Location

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## Document control

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# 1 Introduction

These terms of reference (TOR) are used to set out the parameters within which authority is delegated to the NHS Citizen Programme Board (NHSC-PB). They specify the responsibilities, membership, frequency of contact, remit and reporting for the board. These TOR should be refreshed on an annual basis, or more frequently, as appropriate.

## 2 Background

### 2.1 NHS Citizen

1. Following the publication of a learning report on the NHS Citizen programme in May 2016, a revised model of NHS Citizen has been developed to ensure that we maximise the impact of citizen voice within the work of NHS England.
2. It was recommended that the strong 'brand' of NHS Citizen is retained and that:
  - i. The activity concentrates on providing a much more comprehensive picture of citizen views, covering insight from a wider range of sources including surveys, complaints, and social media, as well as from direct public involvement;
  - ii. There is a greater focus on understanding and acting upon customer insight within business priority areas;
  - iii. there is closer working with partners across the health and care system to coordinate and simplify the citizen's experience of involvement in health. This will become increasingly important as we enter the delivery phase of local care redesign.
3. The new approach for NHS Citizen aims to:
  - i. Strengthen public participation in NHS England in line with our [patient and public participation policy](#), and to meet the requirements of the duty to involve;
  - ii. Support NHS England commissioners, policy and programme leads nationally and within the regions to have the tools to engage patients and the public and learn from existing insight;
  - iii. Enable citizen input through a single, simplified approach which is easy to access, and meets the needs of different patient groups without generating significant labour intensive approaches for citizens or for teams;
  - iv. Manage the public's expectation around where their feedback will lead; and

- v. Explore further an initial partnership between NHS England and Healthwatch England to provide more of a one-stop shop for the public (with the potential to increase the reach of the partnership further as the approach develops and following discussion with other Arm's Length Bodies).

### 3 Purpose

The purpose of the NHS Citizen Programme Board is:

- i. To support the SRO (Senior Responsible Officer) within NHS England in managing all aspects of the programme's work, taking day to day decisions on the running of the programme. It is responsible for ensuring that the programme delivers its objectives, manages risk and for ensuring that there is a comprehensive and effective approach to stakeholder participation and involvement.
- ii. To support cross-directorate and cross-organisational delivery of the programme by providing support and advice.
- iii. To support the development of partnerships with other organisations where appropriate.

Note: formal accountability for delivery will be exercised through the normal reporting mechanisms within each National and Regional Directorate.

### 4 Roles and responsibilities

The NHSC-PB takes overall responsibility for the effective running of the programme;

- Approves the:
  - Programme initiation document;
  - Programme plan and milestones;
  - Communications and engagement plan; and
  - Plan for evaluation.
- Agrees significant variations to the programme plan.
- Monitors and manages programme progress.
- Provides visible leadership, direction and commitment to the programme.
- Promotes effective communication of the programme's goals and progress.
- Ensures availability of essential programme resources.
- Reports to the Empowering People and Communities Taskforce.
- Oversees project delivery incorporating representatives from across NHS England, Healthwatch England and citizens.
- Identifies and oversees linkages to other relevant business plan priorities.

- Provides strategic endorsement of all NHS England funded business cases relating to the programme.
- Provides, where necessary, an escalation point for risks and issues that impact delivery of benefits and/or objectives, and/or provides support, where necessary, in actions to mitigate risk.

Ensure that the programme delivers its objectives

- **NHS Citizen Online:** A repository for feedback from a variety of data and engagement sources, including surveys and insight from the local Healthwatch network. This will be structured around national NHS England business priorities.
- **NHS Citizen Outreach:** Dedicated engagement and co-production with specific communities of interest, linking into national priorities to ensure that we are reaching out to and hearing from all populations e.g. through the youth forum, voluntary sector strategic partners and health inequalities networks.
- **Citizen representatives:** Bringing together around 800 Patient and Public Voice partners (on relevant governance groups across NHS England), building on the existing participation infrastructure of having lay representation in governance (eg on Clinical Reference Groups etc) to bring all representatives within a single repository supported by a Customer Relationship Management (CRM) system called People Bank.
- **Involvement Hub:** A web-based [involvement hub](#) providing on-line resources and signposting people to training opportunities. This will support patients and the public to develop the skills and confidence to influence NHS England's work, and support NHS England's staff to develop the skills and confidence to work effectively with patients and the public.
- **An NHS Citizen Campaign:** An underpinning communications plan. This allows a means of maximising the successful brand to simplify the many engagement routes and approaches across the Arm's Length Bodies.

## 5 Accountability

The NHSC-PB has no direct line of accountability to the Board, but will provide reports to the Patient and Public Oversight Group and Executive Group Meeting as and when required.

Board-level oversight will be provided through the Empowering People and Communities Taskforce, chaired by Lord Victor Adebawale. This provides oversight of NHS England's delivery of the commitments in Chapter two of the Five Year Forward View.

## 6 Membership



The NHSC-PB will be jointly chaired by the National Director for Patient, Public Participation and Insight and a member of the public who will be recruited in an open and transparent fashion for an initial period of 12 months.

Membership will be drawn mainly from across NHS England, Healthwatch England and citizen members. Members may be supported on a regular basis by specified and agreed members of their teams. Final membership will be agreed at the first meeting of the NHSC-PB and appended to these TOR. Membership will be reviewed on an annual basis.

Others shall be requested or invited by the Chair to attend individual meetings as business dictates. Such attendees may typically include Senior Responsible Officers for NHS England programmes and/or Corporate Priority Leads within NHSC-PB scope.

For NHSC-PB meetings to be quorate they must be attended, as a minimum, by the Chair or nominated Deputy Chair and three other members (at least one of whom is a member of the public).

## **7 Frequency and duration of meetings**

The NHSC-PB shall meet every six to eight weeks via video conference or face to face. A forward schedule of meeting dates and venues shall be provided to members.

NHSC-PB meetings shall normally be of two hours in duration. Meeting duration may be altered by the Chair as business dictates. Any such alteration, and the reason for it, shall be notified to members in advance of the meeting.

## **8 Standing agenda**

The standing agenda for the NHSC-PB will include a review of the minutes and actions from the previous meeting.

## **9 Secretariat**

Notes shall be taken of items discussed and decisions made at each meeting, specifically recording actions arising along with their agreed owners and target completion dates. Meeting notes shall be distributed to members within five working days of each meeting. Agreed actions shall be logged, with progress reviewed at each subsequent meeting until the action is agreed as either complete or closed.

Where necessary and for the efficient conduct of business, items may be dealt with via correspondence, at the discretion of the Chair. Any decisions reached must be formally ratified and recorded at the next meeting.

The Public Participation Team will provide the secretariat service to support the NHSC-PB.

## **10 Review of Terms of Reference**

The NHSC-PB will review the relevance and value of its work and these terms of reference on an annual basis.