



Better care together
Leicester, Leicestershire & Rutland health and social care



Public and Patient Involvement Assurance Group (PPIAG)

Application Information Pack

Making an application

Thank you for your interest in the appointment to become a member of the Public and Patient Involvement Assurance Group (PPIAG) of Better care together (BCT).

This information pack provides details on the role including a person specification and details of how to apply.

BCT partners want the very best care for patients in Leicester, Leicestershire and Rutland. To ensure we have the best services for patients and service users locally we engage with local people in many ways, to understand their experiences of care and what matters most to them.

We want to bring together a group of people passionate about health and social care who will bring creative, fresh and independent thinking to public engagement and gain assurance that health and social care commissioners and providers have engaged and understood local people and their insights are influencing the way we design local health and social care.

The appointment is for ten to twelve group members with a specific interest in health and social care in Leicester, Leicestershire and Rutland.

These are exciting, challenging and ever changing times for health and social care. With the help of a vibrant PPIAG we can ensure that local care is designed around the needs of patients.

We look forward to receiving your application by the **6 October 2019**.

Yours sincerely

**Evan Rees,
Chair,
Public and Patient Involvement Assurance Group**

Role	Better care together (BCT) Public and Patient Involvement Assurance (PPIAG) (ten to twelve members as per the Terms of Reference).
Duration	2 years in the first instance, renewable to a maximum of 3 years.
Working relationships	Members of PPIAG; staff from Better Care Together partner organisations. The BCT partners include: East Leicestershire and Rutland Clinical Commissioning Group (CCG), Leicester City CCG, West Leicestershire CCG, University Hospitals of Leicester NHS Trust, Leicestershire Partnership NHS Trust, Derbyshire Health United and East Midlands Ambulance Services. They work alongside Leicester City Council, Leicestershire County Council, Rutland County Council, NHS England/Improvement and the Health and Wellbeing Boards (Leicester City, Leicestershire and Rutland).
Expenses	Travel expenses and other appropriate out-of-pocket expenses are reimbursed.

Recruitment information

This information pack provides information regarding the new Public and Patient Involvement Assurance Group and the role of members. Please read this information pack before completing the application form, to ensure you fully understand the application process, and to determine whether you have the interest, skills and time to undertake the role.

How to apply

The closing date for applications is **6 October 2019**.

An external organisation [Social Change UK] has been commissioned to manage this recruitment process. This is to ensure independence and impartiality of the recruitment process.

Applications are via an email submission. Please email your completed documents to Chloe Middleton: chloe@social-change.co.uk.

If you require a hard copy application, a different format or if you require support with your application please contact Social Change UK on **01522 775060** or email Chloe Middleton direct: chloe@social-change.co.uk.

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

Application scoring process

Applications will be assessed by a panel of two reviewers who are independent of the NHS. Candidates will be shortlisted based on the application form scoring against the skills and experience outlined. It is crucial therefore that you provide as much evidence as possible that is relevant to the role.

Shortlisted candidates will be invited to a recruitment event which will be held in Leicester on **Tuesday 15th October at 6pm**.

Social Change UK is managing this recruitment process. To make an application please send a CV, supporting letter and completed monitoring form to the following address:

Social Change UK

29-31 Mint Street

Lincoln

LN1 1UB

Or email: chloe@social-change.co.uk

The closing date for applications is **6 October 2019**

In making an application please note the following:

Supporting letter

The supporting letter is your opportunity to demonstrate how you meet each of the criteria set out in the person specification. How you choose to present the information is up to you. However, you should aim to provide specific and detailed examples that demonstrate how your knowledge and experience matches each of the criteria.

Please ensure your full name and the role is clearly noted at the top of the letter. Please limit your letter to two pages and type or write clearly.

CV

Please ensure your CV includes:

- Your full name, title, home address, personal contact telephone numbers (and line or mobile) and personal email address;
- Brief details of your current or most recent post and the dates you occupied these roles.

Declaration of interests and ensuring public confidence

Please provide details in your supporting letter of any business or personal interests that might be relevant to the work of PPIAG and which could lead to a real or perceived conflict of interest were you to be appointed.

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 PPIAG, including any business interests, positions of authority outside of the role of the panel or membership of a lobby or

pressure group with an interest in health or social care. **Such interests will not preclude you from joining the PPIAG but failure to disclose could result in the appointment being terminated.**

If appointed, you will also be required to declare these interests on appointment.

Remuneration

Whilst not a paid role, you may claim travel, car parking and subsistence expenses which are properly and necessarily incurred in carrying out the role as a member of the PPIAG. Payments are made after submission of receipts to the Better Care Together Partnership office.

Accountability

The PPIAG is accountable to the Better Care Together System Leadership Team and reports into the Partnership Group.

Monitoring form

We are committed to promoting equality of opportunity to ensure that everyone has the chance to participate and to ensure that we are open to all sections of the community. We would be grateful if you could complete the monitoring form to help us to fulfil our commitment.

Indicative timetable

Closing date:	6 October 2019
Shortlisting:	Week commencing 7 October 2019
Recruitment event:	Tuesday 15 October 2019, 6pm
Notification:	21 October 2019

Contacts

For further information regarding the role of the PPIAG and members.

Chloe Middleton

Social Change UK

01522 775060

Chloe@social-change.co.uk

Role of Better Care Together

Better care together is a partnership of all NHS commissioners and providers in Leicester, Leicestershire and Rutland (LLR), working along-side local authorities and voluntary sector bodies to look after the 1.1 million people living locally.

The aim of the BCT partnership, set up in 2014, is to improve health care provided to people in LLR. It is doing this by bringing NHS organisations and other partners, including local authorities, closer together to integrate services and improve the ways in which we deliver care across LLR in response to a growing and ageing population with more long term and complex conditions.

Vision

The BCT vision is to have a local health and social care system which supports you through every stage of life.

We want to:

- Support children and parents for the very best start in life;
- Help people stay well in mind and body throughout their life;
- Know your history and can plan your health needs;
- Care for the most vulnerable and the most frail;
- Be there when it matters and especially in a crisis;
- Help support patients and their loved ones when life comes to an end.

To achieve this there are ten work streams that have the role of improving care for patients and service users. There are other working groups that support these work streams of which Communications and Engagement is one.

The work streams are:

- Urgent and emergency care
- Integrated community care
- Primary care
- Planned care
- Mental health
- Prevention
- Children's and maternity
- Medicines management
- Cancer
- Learning disabilities

How will things change?

Keep more people well and out of hospital through better public health and prevention of illness, early detection and management of disease, support for patients at home and in their community. We will strengthen primary care (healthcare provided in the community for people making an initial approach to a medical practitioner, usually a GP practice or clinic for advice or treatment) to help people make the right lifestyle choices and improve access to GPs and practice teams. Integrated teams (GPs working with district nurses, social workers and other professionals) have been created at a local level, across different NHS organisations, to meet the needs of an ageing population and patients with complex conditions in order to better care for people and reduce reliance on acute hospital care. (An acute hospital provides health care to patient is treated for a brief but severe illness, for conditions that are the result of disease or trauma and during recovery from surgery).

More care closer to home from the management of long term conditions, for example diabetes, to planned procedures and follow-ups. We will provide more care for people at home or in community facilities, avoiding a long stay in a hospital, rehabilitating them after a stay in hospital helping them to regain their independence. Some planned care will be moved from acute hospitals to the community and unnecessary follow up and outpatient appointments will be avoided.

Care in a crisis from calling NHS 111 or 999 to the emergency department, including an urgent and emergency response for people experiencing a mental health problem. We will improve urgent and emergency care (an emergency is a life-threatening condition and urgent care is a minor illness or injury) by extending access to general practice in the evenings and at weekends and developing urgent treatment centres in the community. Pressure on emergency care will be eased through the NHS 111 service, offering GP support at A&E and improving the flow of patients through the hospital.

High quality, specialist care to support patients in their home, community facilities and hospitals to get the best possible outcomes. We will create specialist care services that people take through the care system, that include staff from different NHS and local authority organisations. This will join up services and improve quality care for children, pregnant mothers, those with mental health needs, learning disabilities, dementia, cancer, long term or multiple conditions.

Role of the PPIAG

| **The PPIAG will exist to gain assurance that:**

- All proposals to change and improve healthcare services are developed with appropriate and sufficient public and patient involvement;
- Insights and business intelligence from patients, staff, carers and public that tell us what matters to them are regarded and have influenced the decisions that are made.

| **The objectives of the PPIAG are:**

- To deliver a strategic 'critical friend' function to BCT partners in respect of the public and patient voice;
- To maintain strategic oversight of public and patient involvement work;
- To maintain strategic oversight of business intelligence and insights gathered from the involvement and assure that it has been used to design, organise and commission health services;
- To provide a transparent and evidenced based approach in respect of the assurance they provide on the public and patient involvement and the impact of business intelligence and insights gathered;
- To be accountable to the Better Care Together Partnership Group and the Better Care Together System Leadership Team.

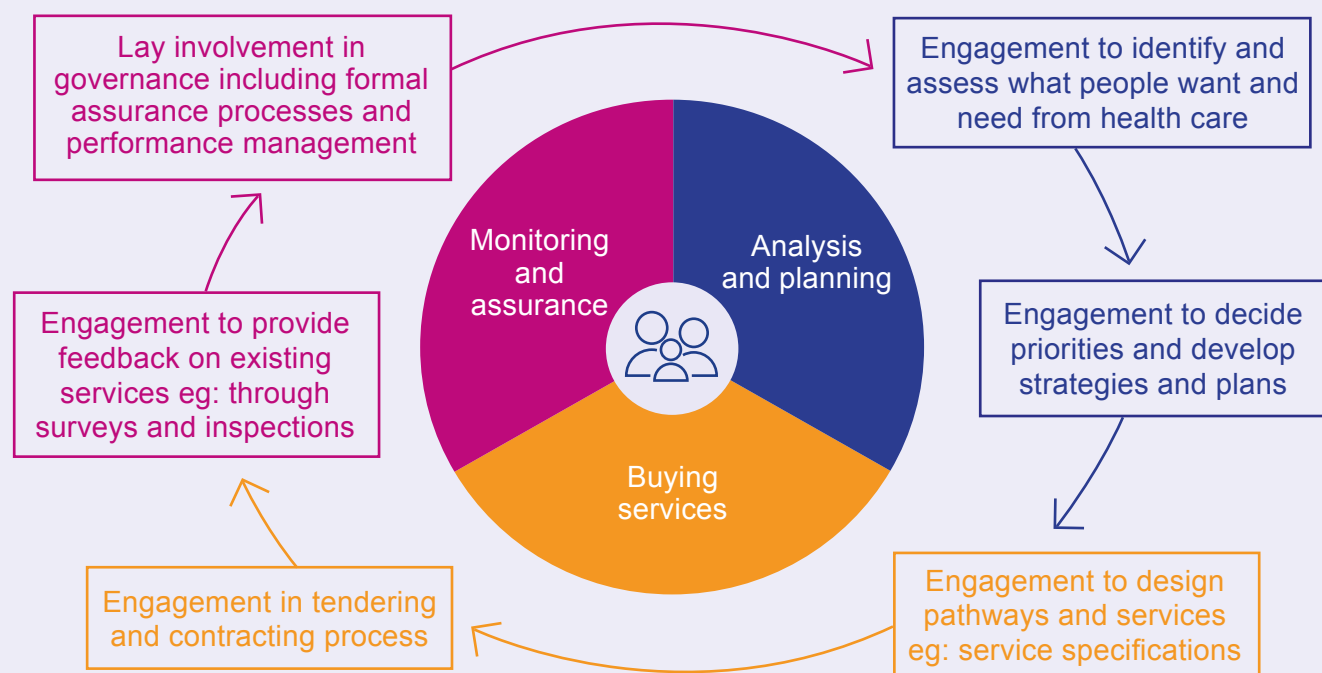
About the role of a PPIAG member

Role purpose

As a member of PPIAG it is important that you either live in and use health care services in Leicester, Leicestershire and Rutland.

We want people who:

- Will bring a creative, fresh, objective and independent perspective and be a critical friend of the BCT partners in relation to engagement and involvement;
- Are able to review business intelligence and insights and provide assurance based on the evidence presented that the views of public and patients have been sought and considered in the commissioning cycle (**see below**);
- Engage positively and collaboratively in discussion of agenda items and act as an ambassador for public and patient involvement;
- Commit to working to, and encouraging within the group, the highest standards of integrity.



In this role you will be expected to:

- Attend PPIAG on a monthly basis. Meetings will normally last no more than 2 hours and will be held at a place and time to suit its membership.
- Read all the preparatory papers prior to the meeting, which will be sent out 5 days prior to the meeting;
- Be prepared to discuss and participate in any item on the agenda.

PPIAG will deliver its responsibilities by:

- Observing the highest standards of impartiality, integrity and objectivity in relation to the assurance they provide;
- Standing by the recommendations of the Group and not seek to publicly undermine them;
- To uphold organisational policies and principles in the promotion of equality
- To uphold the Nolan principles of public service.

www.gov.uk/government/publications/the-7-principles-of-public-life

Skills and experience required for this role

Public interest, accountability and knowledge

- Strong commitment to maintaining a patient focus when planning health services;
- Good understanding of public service values and accountability.

Sound objectivity, motivation and flexibility

- Able to absorb complex information and situations before reaching a recommendation;
- Able to display sound objectivity and understand the need for confidentiality.

- Open minded and willing to modify thinking in view of new information/ discussion;
- 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.

Effective communication

- Able to communicate and debate with others at all levels;
- Ability to give and receive advice;
- Good interpersonal skills and open to change.

Personal qualities

- Ability to challenge constructively;
- Personal integrity and commitment to openness, inclusiveness and high standards;
- Independence of mind;
- Ability to work effectively, constructively with senior multi stakeholder colleagues;
- Experience of working in a Committee setting, and prepared to contribute actively to the discussions and work of PPIAG;
- Able to maintain confidentiality at all times;
- Ensure compliance with all confidentiality and governance requirements within BCT.