



# Patient Experience and Public Involvement

## Public and Patient Partners – Public and Patient Voice Partnership

### Role Description

#### Department Profile

The Patient Experience team helps North West Anglia NHS Foundation Trust (NWAnglia) listen to people - patients, carers, families – to find out what works well and where we can do better. We believe that listening to and involving patients and carers is vital to enhancing the services and the care we provide in our hospitals.

#### Purpose of the Patient and Public Voice Partnership:

Oversee actions required for NWAnglia to meet the requirements of the Patient Rights under the NHS Constitution and other legislative and policy drivers. Most importantly to hear the patient and carer voice and ensure this is used to support and inform improvements in care and experience within our services by working with the multidisciplinary teams of doctors, nurses, allied health professionals and facilities staff.

<b>Role title:</b>	Patient and Public Partner
<b>Where:</b>	Trust wide
<b>When:</b>	Meetings are held during the day/early evening.
<b>Location:</b>	Meeting venues to be arranged or via MS Teams
<b>Commitment:</b>	Attend a minimum 6 daytime/ early evening meetings per year. Meetings will last approximately 2 hours, but will require up to 2 hours preparation reading papers and reviewing materials. In addition, participation on the group may lead to additional opportunities to be involved in small patient and carer experience projects and short life working groups that could require visiting wards or other locations and speaking to patients and carers.  The Public Partners may be offered further opportunities to participate in other trust initiatives.
<b>Why we want you:</b>	To work with us to ensure NWAnglia hear the Patient, Public and Carer voice and that this informs everything that we do by; supporting improvements in care and experience within our acute hospitals; contributing to governance and assurance; and to inform service development.  For this we want people with a broad and keen interest in health services who want to make a difference to their NHS, especially those who have recent and relevant experience (in the last two years) of being a patient, or carer of someone using NWAnglia services. People who can share their lived experience and having moved beyond it can now impart the knowledge and insights they learned from it whilst being able to relate it to how our work can enhance quality of care and experience for all our patients and carers.

<b>Skills and experience</b>	<p>Good interpersonal and communication skills are essential and the ability to work as part of a team. We are looking for people that:</p> <ul style="list-style-type: none"> <li>• Have recent knowledge and experience of our services as a patient or carer, ideally within the last two years.</li> <li>• Feel confident enough to contribute to discussions and can critically challenge our thinking in a constructive positive way.</li> <li>• Respect and listen to other points of view and can tackle issues sensitively.</li> <li>• Are non-judgmental, trustworthy and treat sensitive information in confidence where required.</li> <li>• Can act as ‘critical friend’ to the Trust on delivery of Patient and Carer Experience Strategy.</li> <li>• Feel confident to take part in assurance activities like quality rounds in hospitals, speaking to patients, and working with staff, on improving patient experience</li> <li>• Are available to take part in co-production and co-design projects alongside other patients to improve patient and carer experience</li> <li>• Can attend daytime/early evening meetings and have ideally access to telephone, email and or mobile communication platforms.</li> <li>• Are able to read a significant amount of paperwork and can take in and understand written and verbal information quickly and effectively.</li> </ul>
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#### How to get involved

If you would like to become a member of our PPVP please contact our Head of Patient Experience, Maria Finch, via the following contact details:

Hinchingbrooke Hospital part of the  
North West Anglia NHS Foundation Trust  
Hinchingbrooke Park  
Huntingdon  
Cambs  
PE29 6NT  
Tel: 01480 416416 (Ext 8047)  
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**We hope you will enjoy volunteering with NWAnglia**