



Role Profile

Public contributor on health systems panel

1. Background

This involvement opportunity is with People in Health West of England (PHWE). We are a public involvement team which aims to increase the public voice in health research and evidence based service improvement. PHWE is a partnership between:

- University of the West of England (UWE)
- West of England Academic Health Science Network (WEAHSN)
- NIHR Collaboration for Applied Health Research and Care (CLAHRC) West
- NIHR Clinical Research Network: West of England (CRN)
- Bristol Health Partners (BHP)

This joined up approach to public involvement is unique. For more information about the team and what we do see www.phwe.org.uk.

This job is to advise CLAHRC West as a member of a public involvement panel that will work on several research projects that focus on issues related to the organisation and delivery of health and social care. CLAHRC West is currently working on a number of research projects which focus on patient safety, optimal care, and integration.

- Patient safety is about developing tools and practices that help health service practitioners identify patients who are at risk quickly.
- Integration means getting treatment, services and care in the NHS to work better across the system, for example, between care provided by GPs and hospital based care. It also means better co-ordination across health and social care systems.
- Optimal care means aiming to reduce unnecessary investigations or treatments in the NHS.

The role is to help CLAHRC West researchers take into account public and patient perspectives in projects related to service change, improvements in care, and system wide issues in health and social care. It requires some understanding of how the NHS works as an organisation and how it intersects with other sectors, alongside personal experiences of receiving treatment and care as a patient, service-user, family member or carer.

Promoting a strong public voice...



2. Main responsibilities

- 2.1. The role overall is to act as a 'critical friend' and offer advice, opinions and feedback to CLAHRC West staff on research projects and issues focused on system wide issues in health and social care.
- 2.2. To prepare for and actively participate in panel meetings and other agreed involvement activities. This is likely to include reading meeting papers in advance and preparing your responses. You will be asked to contribute at panel meetings, in addition some panel members might also be asked to attend other research project meetings. This panel is a new initiative and we may try out different ways of working. Panel meetings are likely to be held in the early evening on weekdays. However, some research project meetings may be held in working hours. We are not sure how often you will be asked to contribute but we anticipate this may be between 4-6 times a year.
- 2.3. To respond and comment on documents and materials sent to you as requested. This might be done at meetings or by email.
- 2.4. To undertake other activities as mutually agreed. This may include some or all of the following:
 - Attending events (for example, a seminar or workshop).
 - Helping to giving talks or to deliver workshops.
- 2.5. To abide by the People in Health West of England's involvement expectations and confidentiality document – see separate document.

3. Commitment

The role is anticipated to require a time commitment of not more than four hours/month for one year in the first instance. In addition, you will need to attend the initial induction and selection session. The time required is likely to vary and there might be gaps in involvement. Arrangements for this role can be reviewed at any time, but will be reviewed after six months of your role commencing. At the end of your time commitment the continuing need for the role and the skills required will be re-assessed.

4. Payment and expenses

PHWE offers payment to public contributors. Payment for time spent in the induction and briefing session (2 hours) will be at our meeting rate (currently £20.57 per hour). Work at panel and other research meetings will also be paid at the meeting rate. This rate covers the time spent preparing for meetings such as reading documents and preparing your response.

Payment for other work, for example, commenting on documents by email, will be at our hourly rate which is currently £14.59 per hour. Other out of pocket expenses such as travel (45p per mile by car) or carer's allowances will also be paid.

You will need to claim for work done in this role using the forms provided. The process to claim payment and expenses will be explained at the induction and selection session.

Members of the public who are receiving welfare benefits and are offered payment for involvement need to consider how the payment might affect their benefits. This is a complex topic on which INVOLVE has set up a Benefits Advice Service to offer their expert



knowledge. The advice is free, confidential, informed by the latest regulations and personalised (the advice is specific to the individual’s circumstances). Please let Rosie Davies know if you wish to access this service.

5. Induction and selection

An induction and selection session will be held on **Tuesday 28th February 2017 from 5.30-7.30 pm** in central Bristol. Refreshments will be provided. This will be an opportunity to find out more about what will be involved and help us identify suitable panel members with a range of perspectives.

Everybody interested will be expected to attend the induction and selection session and participate actively. It will include reading some papers in advance and contributing to a group discussion on an example project. Other briefing sessions may be planned as needed.

6. Support

Ongoing support will be available from Rosie Davies who will be the key contact for this role. You should contact Rosie if you have any concerns about this work – see contact details below.

7. Public contributor role requirements

Skill/Experience
Experience of any condition as patient, service user, family member or carer
Previous experience of working in public involvement or engagement roles in research, service improvement or commissioning in health and social care. This might include previous experience of working for service user led or voluntary organisations with a focus on health and social care issues.
Experience of working with others to address common issues of concern.
Some understanding and experience of the NHS, social care and/or public health services and systems.
Some understanding of current challenges in the organisation of health and social care and how they are being met.
The ability to listen and to express own views about relevant issues in a way that respects the contributions of others.
Ability to work with people from a range of different backgrounds.
Ability to focus on tasks and achieving outcomes.
A commitment to promoting diversity and equality of opportunity.
A commitment to prepare fully for meetings.
Access to the internet and basic IT skills.
To respect any requests for confidentiality, declare any conflicts of interest if these arise and work within PHWE’s expectations for public involvement.

8. Useful Contacts

For payment issues contact: Kim Thomas email: kim.thomas@nhr.ac.uk

For role related issues contact: Rosie Davies email: rosemary3.davies@uwe.ac.uk