



## Healthier Together Outpatients Programme – Patient representation

Healthier Together, the Sustainability and Transformation Partnership (STP) for Bristol, North Somerset and South Gloucestershire (BNSSG) welcomes your interest in working with us to co-design a new strategic approach to outpatients services.

Healthcare is changing rapidly, with new challenges from technology, demography and social attitudes influencing the way we design and commission services. Healthier Together is specifically focused on delivering improvements in care quality, population health and financial value through the development of new models of care.

The Healthier Together STP has established a programme to transform the way outpatient services are delivered in BNSSG. The aim is to simplify the way patients and clinicians can access specialist knowledge, making the interaction valuable for patients and clinicians. This may involve taking advantage of technology where appropriate, with the ultimate aim of improving population health outcomes.

As part of the programme we want to identify 3 or 4 services that are looking to transform the way they deliver outpatient services for patients, with the programme team providing the leadership & support to make this happen, and removing barriers that may previously have got in the way (IT, tariff / contracts, service pressures). The learning from these pilots will then be shared with the wider system to allow other services to evolve their provision.

### **Our Vision for Outpatients:**

Our vision is to provide timely and appropriate access to specialist expertise

- Patients and referring organisations will experience timely and clinically appropriate access to specialist knowledge
- Technology will be used to empower patients with the knowledge to manage their condition and to simplify how expertise is accessed (moving information, not people)
- Services will be delivered in a way that represents best value for the BNSSG pound, focused on improving individual and population health outcomes.

The quality of the care that our patients receive defines our success. We would like to ensure that commissioning and delivery of quality services is co-designed with the people we serve. As such, we would like to take the opportunity to involve people in co-designing the future provision of outpatients services for the population of Bristol, North Somerset and South Gloucestershire.

## **The Role**

We are looking for an individual who has recently experienced healthcare either as a patient, service user or a carer in the last 24 months and has previous experience in a Patient and Public Involvement (PPI) role.

The aim of the role is to work with us as an equal partner to co-design our strategic approach to outpatients services as part of the outpatient programme board.

This will entail participating in email correspondence, reading relevant materials, participating in regular monthly meetings and contributing to the discussions. Your work will help to shape the outpatient transformation programme, which forms the foundation of the way in which we approach and deliver quality services for our population.

## **Skills and responsibilities**

- Work alongside clinicians, GPs, commissioners and programme managers as an equal voice to provide your lay/service user perspective, advice and review in designing the future of the outpatients services.
- Use any personal experience of current care services such as acute hospital care services, community care services and mental health care services together with your experience of primary care in a constructive way to represent an objective and representative view.
- Be available for:
  - Support opportunities to take part in workshop activities
  - Preparation for meetings (reading agendas and meeting information sent to you)
  - Participation in regular monthly meetings, which will be held during the working week/hours.
  - Participation in two or three two hour workshops which will likely to be held during the working week/hours.

The experience, knowledge and skills we are looking for:

- The ability to be objective and to be able to separate your own experiences to the requirements of developing a strategy.
- Experience of working on and with multi-professional groups: e.g. NHS Trust Boards, School Governors, private sector businesses, charitable, community, cultural or faith groups.
- Ability to demonstrate listening, negotiating and influencing skills, with a personal style that is challenging, but not confrontational.

- Ability to be solution focused and to act as a critical friend to the commissioners and health planners
- Ability to work with others in a team and to demonstrate a commitment to non-discriminatory principles and values.

#### **In return, Healthier Together will provide:**

- Expenses for travel in accordance with the CCGs' policy for reimbursement of expenses for lay involvement. You will need to check / be responsible to check if this impacts on means tested benefits you receive.
- Support to carry out this role from a named member of the team
- And anything else you feel necessary to help you participate effectively.

#### **Timescale**

- The outpatient programme is underway so we are looking for somebody to start as soon as possible. We are expecting to have some transformation initiatives identified by July 2019, at which point we will review the ongoing need for the outpatient transformation programme and any associated patient representation.

#### **How do you get involved?**

Please use the survey link <http://www.smartsurvey.co.uk/s/P6WC5/> to tell us, using no more than 400 words, how you meet the role description detailed above by **25th January 2019** and we will let you know how we can involve you.

If you cannot access the survey, please tell us in no more than 400 words how you meet the criteria above by emailing: [bnssg.healthier.together@nhs.net](mailto:bnssg.healthier.together@nhs.net) with the heading Outpatient Programme Involvement or write to:

James Dunn  
Programme Manager  
Healthier Together Office  
Level 4C Whitefriars  
Lewins Mead  
Bristol  
BS1 2NT

However, in the meantime, if you have any questions, please don't hesitate to get in touch using the email detailed above.

## **Promoting and supporting diversity**

We value and promote diversity and are committed to equality of opportunity for all.