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Patient & Public Voice (PPV) Partner: Application Information Pack

# A guide on how to apply to become a PPV partner for NHS England

## 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 a PPV partner.

Please note the **closing date** for applications is **midnight, Monday 10th September 2018.**

NHS England will reimburse any expenses payments and involvement payments to successful candidates. Payments have to be declared to HMRC and the Job Centre and may affect your receipt of state benefits/insurance policy payments. Please seek advice before applying for the role.

Please note that correspondence will be primarily via email, unless otherwise requested. If you do not have access to email and would like to be contacted via phone call or post, please state this on your application form.

## How to apply

Accompanying documents that you need to complete and return include:

* [Application Form](https://www.england.nhs.uk/publication/recruitment-of-patient-and-public-voice-ppv-partners-for-digital-health-programmes/)
* [Equality Opportunity Monitoring Form](https://www.england.nhs.uk/publication/recruitment-of-patient-and-public-voice-ppv-partners-for-digital-health-programmes/)

You can either return these documents by email to [england.digitalhealth@nhs.net](mailto:england.digitalhealth@nhs.net) or alternatively by post to: **NHS England, Coral Pearce, 6th Floor, Zone D, Skipton House, 80 London Road, SE1 6LH.**

To receive other formats of this Application Pack (e.g. easy read version) please contact [england.digitalhealth@nhs.net](mailto:england.digitalhealth@nhs.net)

We will rely on the information you provide in the Application Form to assess whether you have the skills and experience required for this position.

## 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 Equality 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.

## Once we receive your application

The steps will be as follows:

1. We will acknowledge receipt of your Application Form via email (unless otherwise specified). If you do not receive an acknowledgement within **3** days, please get in touch.
2. Applications will be shortlisted by a panel.
3. Applications will be assessed against the role, skills and experience required, outlined in section 8 and 9 below. Selection will be made on the basis of the content of the application form.
4. **There will be an interview process. The interview date is week commencing 17th September 2018.**
5. Please note that two references will be taken up for successful applicants before involvement can commence.
6. 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 select.

If you have any queries about the application process, or would like an informal discussion about the opportunity please contact [england.digitalhealth@nhs.net](mailto:england.digitalhealth@nhs.net)

## Background and context to the PPV roles

[The Five Year Forward View](https://www.england.nhs.uk/five-year-forward-view/) sets out how through the power of information and technology, we can provide care and services that are convenient for patients and efficient for the NHS, and get people to the right care for them as quickly as possible. We’re empowering people to take control of and co-produce their health and care.

There is a range of digital health services already available to patients, and we are working with the wider NHS system to develop more.

[GP Online Services](https://www.nhs.uk/nhsengland/aboutnhsservices/doctors/pages/gp-online-services.aspx) and NHS Choices (nhs.uk) are well established. We’re making progress with rolling out NHS 111 Online and the digital redbook. We’re also rolling out free NHS WiFi, developing the [NHS Apps Library](https://apps.beta.nhs.uk/), and we recently published a [digital inclusion best practice guide](https://digital.nhs.uk/about-nhs-digital/our-work/digital-inclusion). We published our first [Empower the Person roadmap](http://www.nhs.uk/transformation) in February and updated it in May 2018.

The NHS App will be available by the end of 2018, giving citizens access to a number of nationally and locally available online services through one safe and easy entry-point.

Our priorities include supporting the system with digital change, educating and informing the workforce on the availability and use of digital tools, launching new services, and crucially driving awareness and uptake by patients, consumers and the public.

## Role of the groups

**6.1 Empower the Person (EtP) Uptake and Adoption Steering Group**

We know that the awareness of digital services among patients and public is relatively low, and that ‘digital maturity’ varies across the workforce and local areas.

As we develop existing and new digital health services, our aims include driving demand, take-up and use of products. We want to positively change patient behaviour, driving channel shift from face to face into digital services, and creating an attitudinal shift so that digital is seen as a channel of choice.

Reporting to the Empower the Person Board, the purpose of the Uptake and Adoption Steering Group is to drive the uptake and impact of digital services and apps to enable people to manage their health and care. The Steering Group comprises senior representatives from national health bodies including NHS England, NHS Digital and Public Health England, as well as regional NHS technology directors. There are two vacancies for PPV partners.

**Meeting arrangements**

The Uptake and Adoption Steering Group meets every 6 weeks for up to 2 hours. Papers and agenda are issued one week prior to meeting.

**6.2 Online Services in Primary Care Stakeholder Forum**

The Stakeholder Forum acts as the programme conscience, providing stakeholder review and consultation in support of the strategic implementation of the Empower the Person and Primary Care Digital Transformation programmes.

The Stakeholder Forum makes recommendations to the Programme Boards and provides stakeholder views to the Boards to consider and respond to. It acts as a resource in terms of responding to specific Board requests and can recommending items/subject to different groups for discussion, e.g. task and finish group, focus groups, etc. There are 6 vacancies for PPV partners.

**Meeting arrangements**

The Stakeholder Forum meets face to face for a full day three times a year in London. The meetings maximise use of breakout sessions and group working. Members will be requested to familiarise themselves with the agenda subjects in advance. The face to face meetings will be supplemented by three business focussed webinars. In addition special subject webinars may be organised.

**6.3 Primary Care Digital Transformation Clinical Advisory Group**

The purpose of the Primary Care Digital Transformation Clinical Advisory Group is to support the safe and effective implementation of new practice, clinical and business processes in primary care, enabled and supported by digital tools to maximise the benefit for patients, clinicians and the public.

The group includes representation from senior NHS England staff and various organisations including the BMA, CQC, GMC, MHRA, NHS Digital, Nuffield Trust, NICE, RCGP, RCN, GPhC, Public Health England and ICO.

**Meeting arrangements**

The Advisory group will meet every four months in person and/or by teleconference and webinars.

## Importance of PPV partners

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

## What is the role of PPV partners?

PPV representation will bring important views, perspective and challenge**.** This role is essential in championing a service user, patient and/or carer/family viewpoint, ensuring that the needs of them are met through the outcomes of the group.

The role of the PPV partner is to:

* Champion the diversity of PPV views, and not just to represent their own experience.
* Champion and advocate for increasing patient and public awareness of programme outcomes and achievements.
* Ensure that patients and citizens have the opportunity to influence the direction of programmes and the associated systems, processes and products.
* PPV candidates should have strong, established networks and should be committed to actively seeking and enabling the views of wider patient and public voices through different channels.
* Keep the programme true to its core purpose of improving health outcomes, patient experience, safety and efficiency.
* Represent views of patients and citizens, building on evidence and research.
* Maintain two way channels of communication with patient / citizen networks.
* Promote the programme through own networks nationally and locally.
* 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.

## Skills and experience required for these roles

* Experience of speaking in large groups
* Show an understanding of and strong interest in digital health services and how they can support citizens, patients and carers in managing their health and care now and in the future
* Be able to ensure the different patients / public / carers ‘voices’ are central to proposals being discussion  and strategic decisions being made – ideally being able to provide insights and views of groups/demographics they work with (either by characteristic or by geography etc)
* Have a good knowledge and understanding of the health and care system nationally, regionally and/or locally
* Experience of using digital services within care settings such as in primary care
* Be confident interacting with multiple stakeholders at senior management level
* Ability to understand and evaluate a range of information and evidence
* Previous experience of representing PPV in healthcare forums and networks
* Experience of working in partnership with healthcare organisations or NHS England programmes
* Ability to display sound judgement and objectivity
* Have an awareness of, and commitment to, equality and diversity
* Understand the need for confidentiality.

## Time commitment

* Membership is for **12** months initially, at which point membership will be reviewed.

## Support for PPV partners

An induction session will take place, at which point a named link will be provided to support PPV partners with information they may require. Other support includes:

* Meeting documents, and if necessary, pre-meeting briefings will be provided.
* Reimbursement of out of pocket expenses and involvement payment incurred in line with NHS England’s PPV Expenses Policy. Expenses usually cover travel, accommodation and/or any subsistence requirements that arise. PPV partners should highlight any barriers to participation, for example, the costs of a carer that may need to accompany a PPV representative. Please get in touch with [england.digitalhealth@nhs.net](mailto:england.digitalhealth@nhs.net) to discuss any support requirements that you might have.
* As we are offering involvement payments, these payments have to be declared to HMRC and the Job Centre, please contact the Citizen Advice Bureau to get expert advice. This may affect receipt of state benefits or any insurance policies you may have. There is always the option of no payment or part payment if necessary, dependent on your payment limits.