

# Service User Voice Representative (PPV Partner) for the Mental Health Safety Improvement Programme

## The Mental Health Safety Improvement Programme

The Mental Health Safety Improvement Programme (MHSIP) is one of five National Patient Safety Improvement Programmes with an aim to **improve the safety and outcomes of mental health care by reducing unwarranted variation and providing a high-quality healthcare experience for all people across the system by March 2024.**

The programme will initially focus on improving patient safety for those who use inpatient mental health and learning disability services, including staff who work in health care settings. The NCCMH and Patient Safety Networks will have a key role in programme design and delivery respectively. Each network will be expected to prioritise all of the topics outlined in the driver diagram below, alongside the key enablers to support system improvement, paying particular attention to reducing inequalities and co-production.

The MHSIP has three key ambitions:

* Reduce suicide and self-harm in inpatient mental health services, the healthcare workforce and non-mental health acute settings.
* Reduce the incidence of restrictive practice in inpatient mental health and learning disability services by 50% by March 2024.
* Improve the sexual safety of patients and staff on inpatient mental health units by 50% above baseline by March 2024.

## Service User Voice Representative Role Description

The Service User Voice Representative (PPV Partner) will bring important views, perspective and challenge into the MHSIP.

The role is essential in championing people who use mental health services and their families/carers’ experience, outcomes, viewpoints and voices, ensuring their needs are met through the programme.

The role of the Service User Voice Representative (PPV partner) is to:

1. Work as part of the MHSIP national programme team to help co-produce the Mental Health Safety Improvement Programme.
2. To develop and test a model for mental health service user involvement.
3. Champion the diversity of the views of all people using mental health services, rather than solely represent their own experience.
4. Attend relevant meetings including membership to the MHSIP oversight group (including opportunities to co-chair), and ensure that the group considers and prioritises the service user perspective.
5. Provide ‘critical friend’ challenge and contribute specific subject experience and/or expertise to programme goals.
6. Champion and advocate for increasing service user and the public’s awareness of the programme’s outcomes and achievements.
7. Review and comment on documentation prepared by and/or for the workstream.
8. Prepare for meetings and other events to be able to provide informed input.
9. Comply with the Standards of Conduct, respecting the confidential nature of some discussions.
10. Ability to interact with multiple stakeholders.

There are no specific training requirements for this role and support will be given where appropriate/ required.

**Renumeration**

This role falls under ‘Role 4’: of the [NHS England Working with our Patient and Public Voice (PPV) Partners Policy](https://www.england.nhs.uk/wp-content/uploads/2017/08/patient-and-public-voice-partners-expenses-policy-oct-17.pdf).

Role 4: PPV partners are in senior PPV Expert Advisor roles that demonstrate strategic and accountable leadership and decision-making activity. Expenses Category C (out-of-pocket expenses are covered or reimbursed AND an involvement payment is offered).

An involvement payment will be offered (£75 per half day), as well as having their expenses reimbursed in line with the [NHS England Working with our Patient and Public Voice (PPV) Partners Policy](https://www.england.nhs.uk/wp-content/uploads/2017/08/patient-and-public-voice-partners-expenses-policy-oct-17.pdf). An easy read version of the Policy is also available [easy-read-patient-and-public-voice-partners-expenses-policy-oct-17-to-use.pdf (england.nhs.uk)](https://www.england.nhs.uk/wp-content/uploads/2017/08/easy-read-patient-and-public-voice-partners-expenses-policy-oct-17-to-use.pdf)

**How to Apply**

If you are interested in the role, please respond with a few paragraphs that outline:

1. Why you are interested in the role.
2. What skills, past experiences and insights you feel you can bring to this particular role?

Also please tell us about

* Any potential conflicts of interest we should consider?
* Please also indicate what days and times of the week are best suited and which you could not commit to.

If more people express an interest than there are roles an interview will be offered for those deemed most suitable for the role based on the responses to the first two questions above.

**Lead contact**

Please contact Sarah Papworth-Heidel sarah.papworth-heidel@nhs.net for any queries or concerns.