

# Patient and Public Voice (PPV) Partner

Application Information Pack:  
Programmes of Care (PoC) Member

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## Introduction

Thank you for your interest in becoming a PPV Partner with NHS England and NHS Improvement on one of the National Programmes of Care (PoCs).

NHS England and NHS Improvement is committed to ensuring that public and patient 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 and improvement. Our commitment to supporting our PPV Partners is set out in our [PPV Partners Policy](#).

Please read this application information pack before completing the application form for this role, to ensure you fully understand the application process, and to determine whether you have the skills and time to become a PPV Partner on a PoC.

**The deadline for applications is 16 January 2022.**

NHS England and NHS Improvement will reimburse reasonable out of pocket expenses in line with the PPV Partners Expenses and Involvement Payments Policy. This post is a level 4 PPV role which attracts an involvement payment.

Involvement payments may be classed as earnings or income by Her Majesty's Revenue and Customs service (HMRC) or the Department for Work and Pensions (DWP). Role 4 PPV Partners will be paid their involvement payments through the NHS England and NHS Improvement payroll system. The payment will go directly to their bank account. Payments will be subject to statutory deductions including tax and national insurance (NI), although this will be dependent on individuals' earnings and tax code.

If you are in receipt of state benefits, you should seek advice from the relevant agency, for example JobCentre Plus, ideally in advance of applying and certainly before accepting an offer of a role which attracts an involvement payment, even if you intend to decline the payment.

For further information see the [PPV Partners Expenses and Involvement Payments Policy](#) or the [PPV Partners Policy](#).

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 telephone or post, please state this on your application form.

## How to apply

Please complete and return the following accompanying documents:

- Application Form
- Equal Opportunity Monitoring Form

Please make sure you note which PoC you are applying for on your application form and return these documents by email to [england.voice-crg@nhs.net](mailto:england.voice-crg@nhs.net). If you are applying for more than one role it is necessary to complete separate application forms for each.

If you would like support to enable you to apply for this role, and/or information in another format please contact [england.voice-crg@nhs.net](mailto:england.voice-crg@nhs.net)

**The deadline for applications is 16 January 2022.**

We will rely on the information you provide in the application form to assess whether you have the skills and experience required for this role.

## Diversity and equality of opportunity

NHS England and NHS Improvement 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 **Equal Opportunity Monitoring Form** as part of the application process.

Please let us know if you have support needs so that we can understand how we can support you to participate fully.

## Once we receive your application

The steps will be as follows:

- i) We will acknowledge receipt of your application form via email.
- ii) Applications will be shortlisted by a panel, including members drawn from the relevant Programme of Care.
- iii) Applications will be assessed against the skills and experience required, outlined in section nine (below). Selection will be made on the basis of the content of the application form.
- iv) Interviews will take place via video conference.
- v) Please note that two references will be taken up for successful applicants before involvement can commence.
- vi) This role does not require Disclosure and Barring Service (DBS) clearance (formerly known as a 'Criminal Records Bureau' (CRB) check').
- vii) 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 and NHS Improvement, please [sign up to NHS England and NHS Improvement's In Touch newsletter](#), which includes details of current opportunities.

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

## Role of Programmes of Care

NHS England and NHS Improvement has organised prescribed specialised services, based on an assessment of clinical and service alignment, into clinical Programmes of Care (PoCs). These are: Mental Health, Cancer and Acute, which covers four separate PoCs (Trauma, Women and Children, Internal Medicine and Blood and Infection).

The purpose of each PoC is to:

- Contribute to the development and delivery of strategy and policy objectives, such as the NHS Long Term Plan.
- Support Regions to commission specialised services which meet population needs and provide consistently high-quality care and excellent patient experience, as part of an integrated care system and patient pathway transformation.

Each PoC comprises clinical and commissioning leadership, supported by a core commissioning team, and principally operates through a network of affiliated Clinical Reference Groups (CRGs) and task and finish groups. The main function of a CRG is to provide the primary source of clinical advice for specialised services and the membership comprises clinical, Patient and Public Voice (PPV) representatives and professional associations. Each PoC also benefits from support and engagement from nominated commissioning and clinical leaders from Regions.

We are currently looking to recruit PPV partners on the following PoCs:

- [Cancer](#)
- [Blood and Infection](#)

Please visit the web page of the PoC you are interested in applying for to understand more about the group, its remit and the associated CRGs.

All the PoCs have been structured to both maximise meaningful PPV and clinical input and minimise duplication. Whilst the PoCs follow the same overall goals and organising principles, there are appropriate flexibilities to enable PoCs to deliver on their specific workplans. Flexibility is a key principle to ensure PoCs have the ability to deliver on each commissioning product and the programme as a whole. For example, invitees, the frequency of meetings, and how these are held will be determined in accordance with the needs of the PoC and notified to ensure good forward planning and organisation for all members.

Programmes of Care will deliver their responsibilities by:

- Observing the highest standards of impartiality, integrity and objectivity in relation to the advice they provide.
- Abiding by the principle of collective responsibility, standing by the recommendations of the Group and not speak against them in public.
- Being accountable for their activities and for the standard of advice they provide to NHS England and NHS Improvement.
- Providing leadership and oversight of the development and delivery of a comprehensive and prioritised work programme for the Programme of Care that achieves demonstrable improvements in the quality, equity, value and outcomes of commissioned specialised services.

## What is the role of PPV Partners on the group?

PPV Partners use their skills and experience as patients, carers, members of the public or organisational representatives to:

- Assist the PoC in understanding the diverse perspectives of patients, carers and the public relevant to the work of the group and provide a consumer viewpoint in all group activities.
- Provide 'critical friend' challenge into the group rather than represent a particular condition or interest.
- Provide strategic assurance that the views of patients and the public have been sought and considered in the work of the PoC and its constituent CRGs.
- Champion and advocate for increasing patient and public awareness of the programme's outcomes and achievements.
- Liaise with PPV representatives in the Clinical Reference Groups (CRGs) covered by that POC; and to communicate to and from these groups in consultation with the PoC leads.

Key responsibilities of the PPV role are:

- To regularly participate in phone/internet conferences and face-to-face meetings of the Programme of Care and debate issues using email.
- To prepare for the meetings by reading and reviewing programme plans, papers, proposals and their associated documentation.
- To take part in workshops or events where participation is helpful for the work of the PoC as agreed e.g. wider network meetings.
- Where appropriate, communicate with, and seek feedback from, wider patient networks on plans and proposals, drawing on the support of relevant patient groups via the CRGs. However, communicating with wider patient networks is not the sole responsibility of the post holder and they will be supported in this.
- To raise awareness of unresolved concern with the Chair of the PoC and subsequently following the complaints process if concerns remain unresolved.
- To identify their support, training and development requirements and seeking appropriate support from PoC members.
- 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 this role

### Public interest, accountability and knowledge

- Strong commitment to maintaining a patient focus in the commissioning of health services.
- Understanding of the legal framework and relevant guidance relating to specialised health commissioning.
- Good understanding of public service values and accountability.
- Understanding and interest in specialised health services issues, NHS England and NHS Improvement and the wider environment in which it operates.
- A commitment to the principles of public life.

### Sound judgement, motivation and flexibility

- Able to absorb complex information and situations before reaching a recommendation.
- Able to display sound judgement and objectivity and understand the need for confidentiality.
- Open minded and willing to modify thinking in view of new information/discussion.
- Tests and probes constructively to achieve the best outcome for patients.
- Sees the bigger picture and can think and act strategically.
- Able to think clearly and objectively when dealing with emotive issues.

### Effective communication

- Able to communicate and debate with others at all levels.
- Ability to give and receive advice.
- Good interpersonal skills and open to change.

### Personal Qualities

- High level of organisation, self-motivation and drive for performance.
- Emotional intelligence and resilience.
- Ability to challenge constructively.
- Personal integrity and commitment to openness, inclusiveness and high standards.
- Independence of mind.
- Ability to work effectively, constructively with senior multi stakeholder colleagues.
- Experience of working in a Committee setting, and prepared to contribute actively to the discussions and work of PoC.
- Able to maintain confidentiality at all times.
- Understanding of the needs of the patient communities related to the remit of the group and commitment to improving outcomes and experiences of care.

## Time commitment

- Membership of the group/committee is for 12 months initially, at which point membership will be reviewed to agree a full term of three years in total.
- The number of meetings can vary but generally members will be required to attend around one meeting a month and time to review papers beforehand.
- Meetings will normally last for a whole working day.
- Meetings will generally be during working hours, currently via video conferencing.

## Support for PPV Partners

- NHS England and NHS Improvement asks that all new PPV Partners complete an interactive online induction session. This webinar lasts an hour and will provide some background information to NHS England and NHS Improvement and the work that we do as well as wider support available to PPV Partners.
- You will also receive an induction from the PoC leads and Specialised Commissioning Engagement Team.
- Meeting documents, and if necessary, pre-meeting briefings will be provided.
- There are a range of [learning and development opportunities](#) available to PPV Partners, details can be found on the Involvement Hub.
- Completion of several mandatory training courses will be required.

## Reimbursement and expenses

- Reimbursement of out of pocket expenses incurred in line with NHS England and NHS Improvement's PPV Expenses Policy. Expenses usually cover travel, and/or any subsistence requirements that arise. PPV partners should highlight any barriers to participation - please email [england.voice-crg@nhs.net](mailto:england.voice-crg@nhs.net) to discuss any support requirements that you might have.
- There will be an honorarium available to claim of £75 per half day or £150 per day (for those people not representing or supported by an organisation) covering travel time, for an estimated time commitment of up to 24 days per year.



## Advice if you receive state benefits



### Citizens Advice Bedford

Advice for PPV partners involved with NHS England and NHS Improvement and their programmes of work

#### Do you receive any of these benefits?

- Personal Independence Payment (PIP)
- Disability Living Allowance (DLA)
- Employment Support Allowance (ESA)
- Housing benefit
- Tax credits
- Income support
- Child benefit

NHS England has had to make some changes to way in which involvement payments are made to Role 4 Patient and Public Voice (PPV) partners. These changes are to ensure that PPV partners receive the payments in a tax compliant way, in line with Her Majesty's Revenue and Customs (HMRC) guidance.

From 1 April 2021, Role 4 PPV partners will be paid through the NHS England's payroll system. The payment will go directly to their bank account rather than receiving a cheque. Payments will be subject to statutory deductions including tax and national insurance (NI), although this will be dependent on individuals' earnings and tax code.

#### Citizens Advice Bedford helpline

Email: [contractsadmin@bedfordcab.org.uk](mailto:contractsadmin@bedfordcab.org.uk)  
Telephone: 01234 330604

Staff on the confidential helpline can help answer your questions about receiving involvement payments and claiming expenses related to being involved in NHS England or NHS Improvement's work.