**Patient and Public Voice (PPV) Partners: System User Insight advisory group**

**Introduction**

Thank you for your interest in becoming a Patient and Public Voice (PPV) Partner with NHS England and NHS Improvement.

NHS England and NHS Improvement are 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 PPV Partners is set out in the [PPV Partners Policy](https://www.england.nhs.uk/publication/patient-and-public-voice-partners-policy/). According to this policy, the advertised role falls under Role 4: Expenses category C, whereby an involvement payment will be offered (£75 per half day), as well as having expenses reimbursed.

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.

Please note the closing date for applications is **Friday 1st July 2022**

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 opportunities monitoring form

Please return these documents by email to [charlotte.brooke@nhs.net](mailto:charlotte.brooke@nhs.net) by **Friday 1st July 2022**

If you would like support to enable you to apply for this role, and/or information in another format please contact [charlotte.brooke@nhs.net](mailto:charlotte.brooke@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 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 opportunities 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**

1. We will acknowledge receipt of your application form via email (unless

otherwise specified).

1. Applications will be shortlisted by a panel.
2. Applications will be assessed against the skills and experience required. Selection will be made on the basis of the content of the application form.
3. Interviews will take place via MS Teams in the week starting 11th July 2022 (dates to be agreed with applicants).
4. 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, please [sign up to](https://www.england.nhs.uk/email-bulletins/in-touch-bulletin/)

[NHS England and NHS Improvement’s InTouch newsletter](https://www.england.nhs.uk/email-bulletins/in-touch-bulletin/), 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 [charlotte.brooke@nhs.net](mailto:charlotte.brooke@nhs.net).

**Background, context and aims of the advisory group**

Our society is changing as people live longer, often with multiple health and care needs, and require joined up (integrated) care and access to multiple services, for example through hospitals and general practices for their physical and mental health. Our healthcare system, and the services it provides, need to adapt to these changes, and the NHS, local councils and a range of Voluntary, Community and Social Enterprise (VCSE) groups are working together regionally to form Integrated Care Systems (ICSs) covering the whole of England. These ICSs meet the health and care needs of people in their area and work together to coordinate services.

The System Intelligence team within NHS England and NHS Improvement are working to develop measures of how well ICSs integrate care as the organisation and structure of services change. As part of this work, we have setup the System User Insight Advisory Group, with members from across the NHS, public sector, Voluntary Community and Social Enterprise (VCSE) groups, and patient and public voice (PPV) representatives. We would like to expand the PPV membership to hear from people with valuable different perspectives. The advisory group currently primarily provide support and advice on the design and implementation of the Integration Index, a new survey of the experiences of people living with health conditions and their carers on how well care is integrated. In the first year of the survey we are going to focus on the experiences of people with complex health and care needs who regularly use health and care services, and their carers. In the future roll out of the project, we will include different population groups, so we are open to applications from people with different lived experiences where multiple services or transitions between services are common.

The broad aims of the advisory group are to:

* support the development and implementation of the Integration Index survey
* ensure we understand the experiences of people living with health condition and their carers’ needs and experiences
* identify potential issues and think creatively about how to solve them
* champion the work within their local and/or national networks (where possible)

**Role of the advisory group**

The group will provide support and advice to the System Intelligence team as they work on the design and implementation of the Integration Index survey. As the team has a wider remit of work beyond the survey, the advisory group may also be asked to advise on how best to use other measures and insight to help further develop and improve Integrated Care Systems (ICSs). Group membership is diverse to reflect a range of experiences, expertise, and perspectives, with contributors acting as critical friends, asking difficult questions, identifying problems, and helping to resolve any issues that come up.

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

The participation of people living with health conditions and carers, as represented by the PPV partners, will be particularly important to providing views and perspectives from their lived experience that other members of the group need to carefully consider.This critical engagement role is essential. The PPV Partners will:

* Ensure that the advisory group considers and prioritises the perspectives of people living with health conditions, their carers and family members.
* Champion the diversity of PPV views, beyond just their own experience.
* Provide ‘critical friend’ challenge into the group.
* Champion and advocate for increasing patient and public awareness of the programme’s outcomes and achievements.

**Skills and experience required for this role**

The skills and experience required for this role are:

* Willingness to engage in public speaking and dialogue.
* Ability to understand and evaluate a range of information and evidence.
* Ability to display sound judgement and objectivity.
* A commitment to the ‘seven principles of public life’, known as the ‘Nolan Principles’: selflessness, integrity, objectivity, accountability, openness, honesty, leadership.

**Time commitment**

Membership of the group/committee is for 5months initially, at which point membership will be reviewed. The total time commitment is expected to be 1 half day every two months starting in July 2022 until December 2022 in the first instance. This time commitment includes preparation for and attendance at group meetings, and meetings will take place via MS Teams until further notice. Meetings may resume in person, but it is expected that there will be the continued opportunity to attend online where available/appropriate.

**Support for PPV Partners**

NHS England and NHS Improvement ask 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 programme team that is leading this work.

Meeting documents, and if necessary, pre-meeting briefings will be provided.

There are a range of [learning and development opportunities](https://www.england.nhs.uk/get-involved/learning/) available to PPV Partners, details can be found on the Involvement Hub.