**Application information pack, for Lived Experience Partners with the *Measuring Patients' Experiences of Elective Care Programme***

**NHS England**

**Introduction**

Thank you for your interest in becoming a Lived Experience Partner (Patient and Public Voice Partner – PPV role 4) with the Measuring Experiences of Elective Care Programme, NHS England.

NHS England are committed to ensuring that people using our services and their carers 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/).

**Please read all this information pack before completing the application form for this role.** This is important to ensure you fully understand the process and to determine whether you have the relevant lived experience, skills, and are aware of the time commitments required.

If you would like support to enable you to apply for this role or have any queries about the application process and/or need information in another format or would like an informal discussion about these opportunities – please contact Daniela Fonseca de Freitas (daniela.freitas@nhs.net) and Adel Imecs (adel.imecs@nhs.net).

The closing date for applications is **23.59 pm Friday, 9th June 2023.**

These posts do attract an involvement payment, NHS England will reimburse expenses in line with the PPV Partners Expenses and Involvement Payments Policy.

Each lived experience partner can claim, as per PPV policy:

• £150 for meetings that last more than 4 hours (including preparation time)

• £75 for meetings under 4 hours (and preparation time)

There is an expectation that there may be pre and post-meeting activities that need to be completed, which would be included in the session payment claim. All meetings take place online using Microsoft Forms.

**PLEASE NOTE: Involvement payments may be classed as earnings or income by His Majesty's Revenue and Customs service (HMRC) or the Department for Work and Pensions (DWP).**

As Lived Experience Partners, you will be paid through the NHS England payroll system. **The payment will go directly to your bank account. Payments will be subject to statutory deductions, including tax and national insurance (NI), this will be dependent on your individual 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.

Please note that correspondence will be primarily via email, unless otherwise requested. If you would like to be contacted via telephone or post, please state this on your application form.

**Summary**

We are **looking for 2 lived experience partners** to help us work in a co-productive way and to ensure that the Measuring Experiences of Elective Care Programme addresses the need of service-users in an appropriate way.

This project is part of a wider NHS programme aiming to improve access to elective (i.e., non-urgent) services. The COVID-19 pandemic impacted substantially the delivery of elective care, with patients now waiting longer for non-urgent diagnostic tests, hospital appointments and surgeries. Evidence suggests that waiting for treatment is very stressful for patients, and many report dissatisfaction with NHS services.

We aim to improve elective care by promoting a culture of service improvement based on patients' feedback. The intentions of the Measuring Patients' Experiences of Elective Care Programme are outlined in the [Delivery plan for tackling the COVID-19 backlog of elective care](https://www.england.nhs.uk/coronavirus/publication/delivery-plan-for-tackling-the-covid-19-backlog-of-elective-care/) (page 43). The working group of the project is currently focusing on the development of resources – namely a measure of patient experience and an informative toolkit – to support NHS providers to improve their services of elective care based on patients' feedback.

The Measuring Patients' Experiences of Elective Care Programme team is fully committed to working in partnership with people with lived experience, through strategic-level co-production. Applications will be accepted from people using health care services and /or their carers. We will not be accepting applications from NHS staff for these roles as their contribution as key stakeholders is obtained by other means.

**What is the role of the Measuring Experiences of Elective Care Lived Experience Partner?**

* To ensure lived experience informs the strategy and is central to decisions made
* To ensure the views of diverse voices are included from a wide range of people, communities, and networks
* To champion and advocate for increasing lived experience and public awareness of the outcomes and achievements of the Measuring Experiences of Elective Care Programme
* To be an active team member, contributing as part of the clinical workstream

**Our expectations**

We expect lived experience partners to fully participate and work closely with the programme team, which will include:

* Confidential email correspondence
* Attend and contribute to online meetings, which may include workshops/events
* Networking with wider stakeholder groups
* Reviewing plans and proposed improvements as a team
* Preparing for meetings by reading papers in advance of meetings, and completing actions post meetings

You will all be working closely with the core working group of the Measuring Experiences of Elective Care programme.

**Time commitment**

* Membership will initially be until the end of the financial year, 31st March 2024, at which point we will work with you to evaluate.
* You will be required to attend meetings approximately every **1-2** months. Meetings will take place virtually on Microsoft Teams
* Meetings will normally last between **30 minutes to 1 hour and 30 minutes** and there will be an expectation for pre or post-meeting actions, which may include reviewing documents, with a **4-hour total commitment** **per month** of your time to do this (allocated to each person each month and will require flexibility).

**How to apply**

Please complete and return the following accompanying documents:

* Application form
* Equal opportunity monitoring form

Please return these documents by email to:**england.electiverecoverypmo@nhs.net**

(Please type "Lived Experience Partner Application – Measuring Patients Experiences" in the email title).

**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 **equal opportunity monitoring form** as part of the application process, which is at the end of this application pack.

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:

1. We will acknowledge receipt of your application form via **email**.
2. Applications will be shortlisted and interviewed by members of the: Measuring Experiences of Elective Care programme, Experience of Care co-production programme and a Lived Experience partner.
3. Selection will be made based on the content of your application form, each section of the ESSENTIAL and DESIRABLE criteria will be scored when shortlisting. You may answer in bullet points if this is easier for you.
4. If you are invited to interview, you will be notified of the next steps.
5. Candidates will be provided with feedback after their interview if so requested.

If you wish to be informed about future involvement opportunities, please [sign up for NHS England 's In Touch newsletter](https://www.england.nhs.uk/email-bulletins/in-touch-bulletin/), which includes details of current opportunities.

**Skills and experience required:**

**Essential:**

1. Lived experience as a person who has waited more than 6 months for non-urgent surgery and/or a carer for someone in that situation (family member/ unpaid carer). This can include people who are still waiting to have surgery or people who had non-urgent surgery in the year 2023.
2. Digital skills to enable appropriate participation in online meetings, using Microsoft Teams, and provision of feedback on Word documents or PowerPoint presentations
3. Awareness of the strategic direction of co-production in health and care (lived experience people working alongside professionals in health care)
4. Good understanding of, and commitment to, equality and diversity and health inclusion
5. Confident and able to actively participate in strategic-level discussions
6. Understand confidentiality and maintain this
7. Ability to work collaboratively and constructively
8. Good communicator and an active listener with good interpersonal skills
9. Self-awareness and an ability and desire to develop collaborative working relationships with a range of stakeholders and peers and has access to a network of networks
10. A commitment to the ‘seven principles of public life’ (sometimes known as the ‘Nolan Principles’: selflessness, integrity, objectivity, accountability, openness, honesty, leadership)

**Desirable:**

1. Experience in strategic level co-production
2. Experience in representing people who use our services, carers, and their communities
3. Understanding of co-production quality improvement methodologies in healthcare

**Support for Lived Experience Partners**

* NHS England ask that all new Lived Experience Partners complete an interactive online induction session as per PPV policy. This webinar lasts an hour and will provide some background information on NHS England 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 will be de-brief opportunities too.
* There are a range of [learning and development opportunities](https://www.england.nhs.uk/participation/learning/) available

**We will work with you to understand how we can best support your individual needs including:**

* Induction, Training, Welcome Pack, Reasonable Adjustments as required
* Supervision and mentoring
* Peer support as a member of the Experience of Care Lived Experience Partners Network

**Our commitment:**

* Value your contribution and work with you as an equal partner
* Ensure that you have all the information that is needed prior to a meeting
* Adhere to NHS England Patient Public Voice (PPV) policy with appropriate payments
* Avoid using jargon and acronyms
* Provide mentoring and support
* Provide and signpost appropriate training for the role

**Advice if you receive state benefits**

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**Patient and Public Voice (PPV) Partner application form**

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**Guidance notes**

Please **submit only one application form** for each person applying to become a Lived Experience Partner.

You can either apply yourself or on behalf of another person (with their agreement).

The closing date for applications is **23.59pm Friday 9th June 2023**

Please complete and return this application form, along with the **Equal Opportunities Monitoring Form** to: **england.electiverecoverypmo@nhs.net**

**About you**

|  |
| --- |
| **Full name:**  |
| **Title (for example, Mr, Mrs, Ms, Miss):** |
| **Preferred name:** |
| **Are you aged 18 or over?** Yes / No (please delete as applicable) |
| **Address:** |
| **Postcode:**  |
| **Contact telephone number:**  |
| **Email address:**  |
| **Please select the option that best applies to you. I am a:** [ ]  Health service user (current or previously) [ ]  Carer of a person currently / previously using health services  |
| **Do you have any additional needs or need support from NHS England to enable you to participate?**Yes / No (delete as applicable). If yes, please explain:**Are you able to use telephone, email, and the Internet to communicate and take part in meetings?** **We want to make our meetings as inclusive as possible so please let us know if you have any training or support needs.**Yes / No (delete as applicable). Comments:  |
| **How did you find out about this role?** [ ]  In Touch newsletter[ ]  NHS England website[ ]  Social media[ ]  Word of mouth[ ]  NHS England newsletter[ ]  Other, please explain:  |
| **Are you able to commit to the time commitment outlined in the application pack?**Yes / No (delete as applicable). Comments:  |
| **Do you hold any other PPV Partner roles in NHS England?** Please note that NHS England PPV Partners can hold a maximum of three roles that attract an involvement payment at any one time, and a maximum of five roles that do not attract a payment. Yes / No (delete as applicable). If yes, please provide details:  |

**Skills and experience**

You should refer to the information provided in the **information pack** before completing this section.

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| **Please tell us why you would like to apply for this role**  |
| **Important you refer to the Essential and Desirable section of the information pack on page 4.** **Please tell us about experience or skills you have which would support your application in relation to the essential and desirable criteria listed** |
| **Please tell us about any organisations or networks relevant to health and care services that you have an interest in and /or a member of:** |
| **Please tell us your experience of giving a public involvement / patient / carer / voluntary sector perspective or being involved in a co-production project / organisation** |
| **Any other information** |

**References**

Please provide us with two references. Your referee should be someone who can comment on your suitability and lived experience/skills related to the role (PPV Role 4) this can be someone who knows you and can comment on your interest in this area of work

Please include the name, telephone number and email address of both of your referees.

|  |  |
| --- | --- |
| **Reference 1** |  |
| **Reference 2** |  |

Please return your completed application form, along with the **Equal Opportunities Monitoring Form** to: **england.electiverecoverypmo@nhs.net**

******Patient and Public Voice Equal Opportunities Monitoring Form**

**Why we are asking you to complete this form**

NHS England are committed to promoting equality and eliminating unlawful discrimination, and we are aiming to achieve diversity in the range of people we involve. You do not have to answer these questions, and we understand that some of this information is personal and sensitive in nature. However, gathering this data helps us to understand if we are involving different groups of people, and to make improvements if some groups are not represented.

**Data protection**

The information you provide is anonymous and will not be stored with any identifying information about you. We may use anonymised statistics and data you have provided to inform discussions about how to improve the diversity of our PPV Partners and inclusivity of participation opportunities, but no information will be published or used in any way which allows any individual to be identified. All details are held in accordance with the Data Protection Act 2018.

The information that we are asking you to provide is informed by our duties under the Equality Act 2010, and includes information about your age, race, sex, and sexual orientation.

If you have a question or concern about how we process your data, or you would like us to delete your data from our records, you can contact us by emailing **england.electiverecoverypmo@nhs.net**

If you are unhappy with how we have handled your data, you also have a right to complain to the Information Commissioner's Office (ICO).

[NHS England's Privacy Notice](https://www.england.nhs.uk/contact-us/privacy-notice/) describes how we use personal data and explains how you can contact us and invoke your rights as a data subject. We will process your information in accordance with the requirements of the Data Protection Act 2018.

If you would like this information in an alternative format, or would like help in completing the form, please contact us **england.electiverecoverypmo@nhs.net**

**Equal opportunities information**

**What year were you born?**

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* Prefer not to say

**Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months (include any problems related to old age)?**

* Yes, limited a little
* Yes, limited a lot
* No
* Prefer not to say

**If you answered 'yes' to question 2, please indicate your disability:**

* Vision (e.g. due to blindness or partial sight)
* Hearing (e.g. due to deafness or partial hearing)
* Mobility, such as difficulty walking short distances, climbing stairs, lifting, and carrying objects
* Learning or concentrating or remembering
* Mental Health
* Stamina or breathing difficulty
* Social or behavioural issues (e.g. due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Asperger's Syndrome)
* Other impairment
* Prefer not to say

**Which of the following options best describes you?**

* Female
* Male
* Non-binary
* Prefer to self-describe, please write in………………………………………
* Prefer not to say

**Is your gender identity the same as the sex you were registered at birth?**

* Yes
* No
* Prefer not to say

**Which of the following options best describes how you think of yourself?**

* Bisexual
* Gay
* Heterosexual / Straight
* Lesbian
* In another way, please write in………………………………….
* Prefer not to say

**What is your ethnic group?**

**Choose one section from A to E, and then tick the appropriate box to indicate your ethnic group**

1. **White**
* Welsh / English / Scottish / Northern Irish / British
* Irish
* Gypsy or Irish Traveller
* Any other White background, please write in………………………………………….
1. **Mixed**
* White and Black Caribbean
* White and Black African
* White and Asian
* Any other mixed background, please write in………………………………………....
1. **Asian or Asian British**
* Indian
* Pakistani
* Bangladeshi
* Chinese
* Any other Asian background, please write in………………………………………….
1. **Black or Black British**
* Caribbean
* African
* Any other Black background, please write in………………………………………….
1. Other ethnic group
* Arab
* Any other, please write in………………………………………………………………...
* Prefer not to say

**What is your legal marital or civil partnership status?**

* Divorced
* Formerly in a registered civil partnership which is now dissolved
* In a registered civil partnership
* Married
* Never married and never registered a civil partnership
* Separated, but still in a registered civil partnership
* Separated, but still legally married
* Surviving partner from a registered civil partnership
* Widowed
* Prefer not to say

**Do you look after, or give any help or support to family members, friends, neighbours, or others because of either long-term physical or mental ill-health / disability, or problems related to old age?**

* No
* Yes, 1-19 hours a week
* Yes, 20-49 hours a week
* Yes, 50 or more hours a week
* Prefer not to say

**What is your religion?**

* No religion
* Atheist
* Buddhist
* Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
* Hindu
* Jewish
* Muslim
* Sikh
* Any other religion, please write in……………………………………………………….
* Prefer not to say

Thank you for completing these equal opportunity monitoring questions.

Please return your completed forms by email to **england.electiverecoverypmo@nhs.net**