

No decision about me, without me

The Thames Valley and Milton Keynes Patient Experience Strategy Group

LAY ADVISORY PANEL

Guidelines for Members

1. About the Thames Valley and Milton Keynes Patient Experience Strategy Group

The Thames Valley and Milton Keynes Patient Experience Strategy Group (PEXSG) was set up in the Autumn of 2013 to improve patient & public involvement, engagement and experience across Buckinghamshire, Berkshire, Oxfordshire and Milton Keynes. The Strategy Group was formed by:

- The Thames Valley Area Team: this is the local out-post of NHS England, the organisation responsible for commissioning NHS Services. Julie Kerry, Associate Director of Nursing from the Nursing Directorate and Steve Candler, Senior Network Manager from the Strategic Clinical Networks (SCN) helped to establish the Group.
- The Oxford Academic Health Science Network (AHSN): this organisation was set up to help improve the health and prosperity of the local population. Its work supports the more rapid adoption of innovations to improve care. Sian Rees, Lead for Patient and Public Involvement, Engagement and Experience from the AHSN also helped to establish the Group.

1.1. What We Do

The Strategy Group was set-up to support the development of person-centred care through promoting:

- Involvement: working with patients, carers and the public to improve care delivery, training, education, research and innovation for the whole population
- Engagement: working with patients and their families to improve their own care
- Experience: listening to and acting on what patients, carers and the public say - collecting, understanding and using patients' and the public's feelings about their involvement and engagement in care, research and innovation

1.2. How We Work

We believe that working in partnership with patients, carers and the public is essential to creating high quality, sustainable healthcare. We believe that for this to happen there has to be a shift in the way we think and the way we work with patients, carers and the public.

Effective collaboration and co-production can only happen with mutual understanding, respect and constructive challenge. We want to develop the support necessary for both lay people and professionals to be part of this type of ongoing discussion.

The Strategy Group works to the following set of principles:

- doing things together – we will support patients, carers and the public to be involved throughout our work from shaping early thinking to evaluating the end result;
- being inclusive - we will actively involve all stakeholders, including those who are seldom heard and ensure that all our communications are accessible to all;
- doing things once and sharing – we will use existing expertise and structures whenever possible and we will coordinate our work with that of other organisations;
- being open about what we are doing and why.

1.3. Strategy Group Membership

In addition to the Area Team and AHSN, the Strategy Group includes members from local: HealthWatch, Clinical Commissioning Groups, local authorities, the third sector and provider organisations. The Strategy Group also has two lay members. In order to support our lay representatives and access a broad range of patient and carer views, we now want to establish a Lay Advisory Panel.

2. The Lay Advisory Panel

2.1. Role

The Panel is solely advisory and will not have any form of management responsibility. Lay Advisory Panel members will be able to contribute to the work of the Strategy Group by:

- providing an informal source of opinion, advice and guidance for the patient/lay representatives on the Strategy Group
- providing an informal source of opinion, advice and guidance for the programme of work being developed by the Area Team, Strategic Clinical Networks and Oxford AHSN
- sharing information about other work in progress, or about policy and practice developments, which they know about, providing additional context and information
- advising on dissemination of our work so that communications from the Strategy Group reach as wide a cross-section of service users and professionals as possible
- using their own networks, where appropriate, to publicise the work, advice and decisions of the Strategy Group

2.2. Membership

Members will be chosen so that the Lay Advisory Panel:

- has a range of knowledge, expertise, experience and backgrounds, including active consideration of diversity in its membership
- includes, if possible, representation from across Thames Valley.

Panel members will be expected to act in a personal capacity and not as representatives of any particular organization.

The Panel will not have a fixed number of members; the maximum number of members will be agreed by the Strategy Group in discussion with Panel members.

The Panel, when established, will be responsible for deciding if there is a fixed term for membership.

Panel membership will be offered to individuals shortlisted as part of the process for appointing the lay members of the Patient Experience Strategy Group, to lay people who have completed the Patient Leadership programme set up by the Strategy Group, and other groupings identified by the Strategy Group going forward.

2.3. Meetings

The Lay Advisory Panel will operate primarily as a virtual group, this will mainly be via email as issues arise but other forms of communication may be used such as; online discussion forums, web conference calls.

An annual meeting of lay members will be organised, and other face-to-face meetings will be arranged if necessary (at most once or twice per year).

2.4. Confidentiality

Material will be shared and discussed with panel members on the basis that it is not to be shared outside the Strategy Group and Panel without first seeking permission.

2.5. Panel management

Administrative processes will be supported by an admin member of the Oxford AHSN, SCN or Area Team on behalf of the Strategy Group.

This will include but is not restricted to:

- keeping details of current members
- arranging communication between the panel and Strategy Group and other bodies as appropriate
- arranging an annual face to face meeting
- assisting with queries as they arise

2.6. Key contacts

Key contacts for panel members are:

Patient / Carer Representatives:

Carol Munt

Mobile: 07881 911429

Email: munt12@aol.com

Mark Stone

Mobile: 07710 797058

Email: mark_stone@mac.com

Professional:

Emma Robinson

Patient Experience Lead

Thames Valley Area Team, NHS England

Mobile: 07770 277040 | Office: 01865 963832

Email Emma.Robinson21@nhs.net

Sarah Pyne

Patient and Public Involvement, Engagement and Experience Implementation
Manager

Oxford Academic Health Science Network

Mobile: 07880 475805

Email: sarah.pyne@oxfordahsn.org

2.7. Expenses and payment

We are developing an interim Thames Valley and Milton Keynes Patient Experience Strategy Group Expenses Policy which will reflect the draft NHS England 'Valuing and Supporting our Patient and Public Voice Partners' policy.

This includes but is not limited to;

Travel including parking expenses will be paid for attendance at meetings, public transport should be used where possible, only standard class rail travel can be claimed.

Other expenses such as carer attendance will be covered.

Payment for involvement will only be considered if enhanced skills, expertise, time commitment, public accountability or involvement in decision making and/or delivery are required of Panel members. At this stage it is unlikely that this depth of involvement will be required.

Please contact Emma or Sarah as above for further information and any queries.