

## Governing Body (public) meeting

**DATE: 29 May 2014**

Title	<b>Bexley Patient Council revised Terms of Reference</b>	
Recommended action for the Governing Body	That the Governing Body:  <b>NOTE</b> Bexley Patient Council revised Terms of Reference	
Executive summary	<p>Bexley Patient Council was established in 2011 as an independent advisory panel. Their purpose is to ensure that patients and the communities served by the CCG have a voice and are able to make effective contributions to the prioritisation, design, planning and commissioning of health services.</p> <p>The Patient Council are a critical friend charged with providing a constructive challenge, they also advise the CCG of the considered views and expectations of service users and communities served.</p> <p>Members are appointed through a formal application process and are made up of 25 patient /community champions. The CCG provides administrative support to the Patient Council and representatives from the Governing Body regularly attend meetings.</p> <p>The revised Terms of Reference were formally adopted by members at their meeting in December 2013.</p>	
Which objective does this paper support?	<b>Patients:</b> Improve the health and wellbeing of people in Bexley in partnership with our key stakeholders	✓
	<b>People:</b> Empower our staff to make NHS Bexley CCG the most successful CCG in (south) London	✓
	<b>Pounds:</b> Delivering on all of our statutory duties and become an effective, efficient and economical organisation	✓
	<b>Process:</b> Commission safe, sustainable and equitable services in line with the operating framework and which improves outcomes and patient experience	✓

**Clinical Commissioning Group**

Organisational implications	Key risks (corporate and/or clinical)	
	Equality and diversity	The Patient Council attempts to remedy inequalities by maximising representation, accessibility and participation of seldom heard groups
	Patient impact	Ensuring patients and residents are more knowledgeable about health services and have the opportunity to be engaged, involved and influence decisions
	Financial	There are no immediate financial implications arising from this paper.
	Legal issues	Supports compliance with a variety of national and department of health reports and policies (e.g. Keogh and Francis) requiring NHS organisations to consider ways in which they listen to and act on feedback from patients and the public.
	NHS constitution	Supports the pledges as set out in the NHS Constitution by empowering and involving patients
Consultation (public, member or other)	The development of the Terms of Reference was consulted on with all members of the Patient Council.	
Audit (considered/approved by other committees/groups)	N/A	
Communications plan	N/A	
Author	Annie Gardner, Head of Patient Experience	
	Clinical lead  Nikki Kanani GP	Executive sponsor  Simon Evans-Evans Director of Governance and Quality & Sandra Wakeford PPI Lay Member & Bexley Patient Council Chair
Date	16 May 2014	

# **Bexley Patient Council**



Chair: Dr Howard Stoate | Chief Officer: Sarah Blow

**This document has been developed to clarify the purpose of Bexley Patient Council and the role of members working with NHS Bexley Clinical Commissioning Group. It has been produced to support members, and potential applicants, to ensure their full involvement, inform decision making at all levels and to ensure engagement is meaningful.**

## **1. Introduction**

A variety of national and Department of Health reports and policies have been published, which call for patients and carers to be more involved in decisions about their personal health, and in the wider planning of health services.

Principles of engagement:

- To put the patient or service user at the heart of the public services – transforming the relationship between citizen and service through the principle of *no decision about me without me*;
- To empower local organisations and professionals to deliver the freedoms to innovate and drive improvements in services which deliver care of the highest quality for all patients and service users.

## **2. Purpose**

The purpose of the Patient Council is to act as a diverse reference group, representative of Bexley geographical area and to enable patients to make an effective contribution to the prioritisation, design, planning and commissioning of health services in alignment with the CCG strategic objectives. The Patient Council will play an important role in helping the CCG capture and make use of the views, insights and experiences of its patient population and carers. The Patient Council is a cross representation of patient members and patient group representatives/champions from across the community.

## **3. Key responsibility and accountability of a Patient Council member**

Members are required to:

- Commit, as a minimum to attend 50% of Patient Council meetings per year
- Attend 75% of meetings if serving on a committee or focus group
- Attend training and development opportunities the CCG offers to help members perform their role effectively
- Work collaboratively with the CCG and other patient representatives
- Communicate and share information to and from local community/groups they represent. Reporting back to represented groups relevant information and intelligence shared during Patient Council meetings.
- Represent the views of patients and the public in CCG business plans and service development
- Participate at CCG meetings and events
- Participate on specific projects if able to do so
- Provide regular feedback to the Patient Council of local views and issues
- Review and comment on patient facing communication materials as required
- Maintain and adhere to the CCG Patient Council code of conduct and terms of reference

## **4. Knowledge & experience**

Members are expected to have knowledge of involvement with patient groups, support and self-help groups, voluntary organisations, NHS professionals,

community groups or community networks. All members are expected to explore ways of keeping in touch with patients and the wider public (including the groups they represent).

## **5. Recruitment process**

Patient Council members will be appointed through a formal recruitment process, which will take into account the geographical spread of the Bexley borough and the 9 protected characteristics identified in the Equality Duty. This is to ensure that the Council is as representative as possible of the Bexley community.

The CCG supporting officer is responsible for ensuring the process of recruitment and retention of representatives is in place and effective. Recruitment will be carried out in a number of ways:

- Advert on CCG website
- Posters in GP practices, libraries and other public buildings
- Targeted letters to voluntary and community groups
- Recruitment roadshow/CCG events

Interested and suitable candidates will be asked to complete an application form and attend an informal interview to discuss their application and interest in the Patient Council with the Chair or Vice Chair and CCG supporting officer. The Chair or Vice Chair will be involved in the recruitment and selection process of all members.

In the event of their being more applicants than places on the Patient Council the applicant may be placed on a waiting list and or given the opportunity to become involved in other ways, this may be through PPG's (Practice Participation Groups) or mystery shopper scheme. Whilst every effort will be made to ensure members are attracted from diverse areas of the community all members will be appointed on their own merits.

## **6. CCG responsibilities to support Patient Council**

The CCG will:

- provide members with relevant guidelines and protocols for the Patient Council
- provide members with refreshments prior to a meeting
- ensure that members get any papers in good time so that they have sufficient time to review them and prepare for meetings
- be clear with any paper or presentation about what the CCG is wanting the Patient Council to do

Before a meeting the CCG will ensure:

- agenda's, associated papers and minutes of the any relevant meetings are circulated in a timely fashion in advance in order that the member is able to read and understand the papers (as well as identify any issues where they feel they might need clarification) in advance of the meeting. This will need to take specific account of the needs of any members who do not receive papers via electronic circulation

Confidential documents and papers shared with Patient Council members must not be forwarded on outside of the meeting. Papers should therefore be returned or collected by the CCG supporting officer for appropriate disposal once no longer required.

## **7. Confidentiality**

Patient Council members are volunteers and will not be privy to any personal details of patients or staff. NHS staff working with Patient Council members/volunteers must ensure that no personal or confidential information about patients is shared or distributed without the express permission of the patient.

Where individual cases need to be discussed in any meeting these must be anonymous. Sensitive information may be discussed at the Patient Council, which may not be available to the general public. Advice from a relevant CCG representative should be given to the Patient Council member with regards to discussing such issues/information outside the meeting.

All Patient Council members are required to sign a confidentiality agreement.

## **8. Data Protection Act 1998**

To comply with the Data Protection Act, the CCG has to inform Patient Council members about the data that is held on them, and how the CCG will use this information. This information and the reason for holding it are set out below.

- Name
- Contact details – information to contact and keep members up to date with information relating to Patient Council events and to send relevant paper work as required (agenda and papers for meetings)
- Areas of interest – to contact individuals about specific items which may be of interest, or that they may be able to help the CCG with
- Date of joining the Patient Council – to monitor and evaluate how successful the CCG is at recruiting new members, and if there are any patterns in recruitment numbers
- Specific requirements – to try and meet the needs of all members when attending events and meetings (access to buildings, printing format)
- Application form, skills audit – to establish what skills and knowledge members bring to the Patient Council and the basis of their application and selection
- Date of leaving – to evaluate trends in retention and length of involvement
- Monitoring data – to ensure that the Patient Council is representative of the diverse community that the CCG serves. The monitoring form is attached at appendix 4

Members may see their individual information that is currently held by contacting the CCG support officer.

## **9. Equality and diversity**

Equality is about ensuring that everyone has the same opportunity to participate and fulfil their potential. Diversity is about recognising and valuing differences and the experience this offers.

Bexley CCG is committed to improving commissioned services for all patients and within patient and public involvement we aim to involve and represent all sectors of society, while acknowledging that this presents challenges that the CCG is always working to improve.

## **10. CCG roles and responsibilities**

The Head of Patient Experience and Stakeholder Engagement is the nominated CCG officer to support the Patient Council, Chair and Vice Chair. Their role and responsibilities include:

- Agenda planning with the Chair/Vice Chair, ensuring appropriate items are brought to the Patient Council
- Provision of electronic and paper copies of relevant member induction information
- Confirmation of attendance at meetings
- Responsibility for the collection and secure storage of information kept on each member
- On-going support and assistance with any training needs of the Patient Council or individual member
- Available to discuss any issues or concerns members may have with regards to their role within the Patient Council

## **Appendices**

- 1. Terms of reference**
- 2. Patient Council - Code of Conduct**
- 3. CCG Vision and Values**
- 4. Equal opportunities monitoring form**
- 5. Patient Council application form**
- 6. The role of a Patient Council member**



## Appendix 1

### TERMS OF REFERENCE

#### BEXLEY CCG PATIENT COUNCIL

##### **Strategic Statement**

The Patient Council are a critical friend and will endeavour to be representative of all communities in Bexley. They are charged with providing a constructive challenge to NHS Bexley CCG in developing, delivering and maintaining patient services. It will also advise the CCG of the considered views and expectations of service users and communities served.

The Patient Council will act as a conduit into the national and local PPI agenda and develop constructive relationships with the CCG.

The Patient Council is the primary source for ensuring patients and those communities and populations served by the CCG have a voice which is heard in the development and delivery of services and commissioning decisions.

Members will be appointed through a formal application process and will be made up of 25 patient representatives/community champions. The CCG will support and service the Patient Council. Representatives from the CCG will include the Director of Governance & Quality and the Head of Patient Experience & Stakeholder Engagement.

##### **1. Purpose**

The purpose of the Patient Council is to act as a diverse reference group, representative of Bexley's community, to enable patients and partners in Bexley to make an effective contribution to the prioritisation, design, planning and commissioning of health services in alignment with the CCG strategic objectives. The group will play an important role in helping the CCG capture and make use of the views, insights and experiences of its patient population and carers.

The Patient Council is a cross representation of patient and community group organisations/forums from the Bexley community.

##### **2. Duties**

- Provide a diverse forum for influencing and contributing to discussions and planning the most effective health services for the local population
- Contribute to the CCG strategy for developing and sharing information with networks through which wider and more representative participations in local health care decisions can be established
- Hold the CCG to account for developing effective systems and processes for capturing patient experiences and insights and ensure this local intelligence informs its decision making
- Support the CCG in delivering on-going dialogue with the public and formal consultation when required
- Actively promote public awareness of health and social care issues

- Ensure that patient and public engagement conducted by the CCG is fit for purpose, appropriate and accessible to all relevant groups
- Represent the views of patients on matters raised by the CCG and ensure that the CCG is responsive to those views
- Assist the CCG to seek views from traditionally hard to reach and under represented groups and enable feedback to those groups
- Establish an annual work plan
- Receive reports from specialist groups including other user groups and propose actions as appropriate and relevant to work plans
- Promote involvement of service users, patients, carers and community groups

### **3. Reporting arrangements**

The minutes of the Patient Council shall be formally recorded and approved by members at formal meetings. Once minutes have been approved they will be presented to the Governing Body by the Chairman of the Patient Council and will be available to the public via the CCG website (or upon request to the CCG supporting officer).

Output from Patient Council meetings will be fed back into appropriate parts of the CCG, depending on subject matter. Additionally, Patient Council outputs will form part of holistic engagement reporting to the Governing Body.

### **4. Membership & term of office**

Members should include:

- Diverse representatives from the Bexley Community (25)
- Governing Body Lay Member for Patient and Public Involvement
- CCG Director of Governance and Quality
- CCG Head of Patient Experience & Stakeholder Engagement

The members of the Patient Council will be appointed through a formal application and selection process in order to gain representation of the patients and communities served within Bexley. There will be 25 members (excluding the PPI Lay Member and CCG representative officers). The term of office for members will be for a period of two years.

The PPI Lay Member, who is seconded to the Patient Council has a voting seat at Governing Body meetings and may represent the views of Patient Council members.

If the elected Chair of the Patient Council is the CCG PPI Lay Member then the Vice Chair will automatically assume the non-voting seat at Governing Body meetings.

Membership will be reviewed regularly by the Chair, Vice Chair and CCG Supporting Officer.

## **5. Chairman and Vice Chairman**

The Chairman and Vice Chairman will be elected from within the Patient Council by the members following an invitation for expressions of interest. This will be followed by a secret ballot.

Elected members will hold a term of office for a period of 2 years. However, the Chairman and Vice Chairman may resign in writing at any time. Vice Chairmanship will not entitle the post holder to automatic promotion to Chairman.

Once elections have taken place the Clinical Commissioning Group Governing Body must agree the appointments of the elected member(s) who will represent the Patient Council.

## **6. Quorum**

The Patient Council is an advisory group and as such does not require a quorum. Members do not have formal voting rights with regards to the business of the CCG. However, all Patient Council members are expected to attend a minimum of 50 per cent of meetings per year.

Under exceptional circumstances if the Chair or Vice Chair is unable to attend a Patient Council meeting the membership may elect another member to Chair the Patient Council meeting.

## **7. Conduct at meetings**

By accepting the position of representative on the Patient Council members are deemed to agree to the rules of conduct as stated below:

- All questions will be addressed through the Chair
- Members must at all times give other members the opportunity to finish expressing their opinion before commencing to add their own.
- The opinions of every member will at all times be respected during open discussions
- Members must at all times keep to discussion of items included within the agenda, unless raised under any other business
- Members are restricted from divulging any information that is classified as confidential to any other source, unless prior approval has been obtained in writing from the Chair or the CCG support officer

## **8. Conduct outside of Patient Council meetings**

All members are expected to adhere to the following:

- When speaking as a member of the Patient Council to any format or audience the member must only express the approved views of the Patient Council. Under no circumstances must personal views be expressed.
- No member of the Patient Council will give an interview directly to the media without approval from the Chair on Patient Council business or without agreement from the CCG Communications Manager.

- If members are asked to attend a meeting or event on behalf of the Patient Council they may be asked to provide a short typed or verbal report at the next meeting.

### **9. Conflicts of interest**

All members of the Patient Council must declare any known or potential conflicts of interest.

### **10. Secretary/Support Officer**

The CCG's Head of Patient Experience & Stakeholder Engagement will act as secretary and support officer to the Patient Council. He/she (or a nominated deputy) will be in attendance at all meetings of the Patient Council with other members of the CCG as appropriate.

### **11. Frequency of meetings**

The Patient Council will meet on a 6 – 8 weekly basis, with extraordinary meetings to be held as required.

### **12. Notice of meetings**

Meetings of the Patient Council, other than those regularly scheduled, shall be summoned by the Support Officer at the request of the Chairman or CCG Governing Body. Unless otherwise agreed, notice of each meeting confirming the venue, time and date, together with an agenda of items to be discussed and supporting papers shall be forwarded to each member of the Patient Council no later than 5 working days before the date of the meeting.

### **13. Guest attendance rules**

Persons who are not members of the Patient Council may be invited to attend a meeting or sub-group as a guest at the invitation of the Chair. Such membership entitles these persons to observe and contribute to open discussions within the meeting.

### **14. Measures of effectiveness**

The Patient Council should self-assess its performance and function on an annual basis to ensure that its membership contains the right mix of skills, experience and abilities and to ensure the usefulness and relevance of Council meetings.

In addition the Patient Council should undertake:

- Annual review of attendance
- Annual review of work-plans
- Annual review of Patient Council representation from across Bexley

### **15. Review of Terms of Reference**

These Terms of Reference will be reviewed annually or sooner if required with recommendations made to the Governing Body for approval.

**Date: 12<sup>th</sup> December 2013**

**Next review due: December 2014**

## Appendix 2

### CODE OF CONDUCT

#### BEXLEY CCG PATIENT COUNCIL

##### What we expect from you:

- An interest in the local NHS
- Ability to work in a team and with groups in a positive and constructive manner
- Ability to view things with an open mind
- To help the CCG improve services for patients
- Use your experience and those of groups that you represent to give a patients/service user view on NHS services, including proposed changes
- To attend meetings regularly and to send apologies in advance
- Prepared to be involved and contribute constructively

##### Your rights:

- Step down/resign at any time
- Receive support and training where appropriate

##### It is your responsibility to:

- Keep confidential matters confidential
- Play an active role at meetings or on projects that you are involved with
- Take part in an initial induction session
- Not to talk to the media
- Read papers about meetings before you attend
- Attend briefings and training sessions as identified or necessary
- Raise any concerns or difficulties with the Chairman of the Patient Council or the CCG Supporting Officer
- Respect other's views, even when you do not agree with them

##### Disqualification and removal:

A Patient Council member shall not be eligible to continue in office as a representative if:

- Within the preceding five years he/she has been convicted of a criminal offence
- He/she has within the preceding three years been lawfully dismissed other than by reason of redundancy from any paid employment with a NHS health service body
- He/she has been verbally and or physically abusive to NHS staff or other Patient Council members
- He/she has been placed on the register of Schedule one offenders pursuant to the Sexual Offences Act 2003 (as amended) and/or the Children and Young Person's Act and his/her conviction is not spent under the rehabilitation of Offenders Act 1974
- He/she is incapable by reason of mental disorder
- The relevant organisation that he/she represents ceases to exist or they are no longer a representative of the body
- He/she is a member of the UK Parliament
- He/she is a member of the local authority

## Values and vision

### Our vision

Our vision is for Bexley's residents to stay in better health for longer, with the support of good-quality integrated-care, available as close to home as possible – backed up by accessible, safe and expert hospital services, when they are needed.

### Our values

- We put **p**atients and the public at the heart of everything we do
- We strive to **a**chieve the best value for local people
- We act **r**esponsibly and work collaboratively with partners
- We work in an open and **t**ransparent way
- We support **n**ew ideas and innovation
- We recognise that we are accountable to the public and take decisions that are **e**vidence-based and in the best interests of the population we serve
- We ensure that our services meet the health needs of all and **r**espect all of Bexley's diverse communities
- We uphold the principles and **s**tandards of the NHS constitution in everything we do

We have a mnemonic for our values – partners – to make them memorable and focus on how we work with others to achieve our objectives.

**Appendix 4**

**Equal Opportunities Monitoring Form**

Bexley Clinical Commissioning Group is committed to recruiting, retaining and developing a workforce that reflects at all grades the diverse communities that we serve. It is vital that we monitor and analyse diversity information so that we can ensure that our HR processes are fair, transparent, promote equality of opportunity for all staff, and do not have an adverse impact on any particular group. Any information provided on this form will be treated as strictly confidential and will be used for statistical purposes only.

**Gender** Male  Female

**Are you married or in a civil partnership?** Yes  No

**Age** 16-24  25-29  30-34  35-39  40-44   
 45-49  50-54  55-59  60-64  65+   
 Prefer not to say

**How would you describe your national identity?**

English  Welsh  Scottish  Northern Irish   
 British  Other  Prefer not to say

**What is your ethnicity?**

Please indicate your ethnic origin by ticking the appropriate box

**White**

English  Welsh  Scottish  Northern Irish   
 Irish  Gypsy or Irish Traveller  Other White background

**Mixed/multiple ethnic groups**

White and Black Caribbean  White and Black African   
 White and Asian  Any other mixed background

**Asian/Asian British**

Indian  Pakistani   
 Bangladeshi  Chinese   
 Any other Asian background

**Black/ African/ Caribbean/ Black British**

African  Caribbean   
Any other Black/African/Caribbean background

**Other ethnic group**

Arab  Any other ethnic group

***Prefer not to say***

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**Do you consider yourself to be disabled?** Yes  No  Prefer not to say

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**What is your sexual orientation?**

Heterosexual/straight  Gay woman/lesbian   
Gay man  Bisexual   
Other  Prefer not to say

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**What is your religion or belief?**

No religion  Buddhist  Christian   
Hindu  Jewish  Muslim   
Sikh  Any other religion  Prefer not to say

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**Do you have caring responsibilities? If yes please tick all that apply**

None   
Primary carer of a child/children (under 18)  Primary carer of disabled child/children   
Primary carer of disabled adult (18 and over)  Primary carer of older person (65+)   
Secondary carer  Prefer not to say

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**By completing this form you have helped us better understand  
how we ensure equality of opportunity for all.**

**Thank you for completing this form.**



**BEXLEY PATIENT COUNCIL  
APPLICATION FORM**

Please complete all sections of this form on both pages. Failure to complete sections indicated by an asterisk (\*) could invalidate your application.

**SECTION ONE: CANDIDATE'S DETAILS\***  
(to be completed by the candidate)

**Full Name:**..... **Title: (e.g. Mr, Ms, Dr)**.....

**Address for Correspondence:**

.....  
.....

**Post Code:**.....

**Telephone No:** .....

**Mobile No:** .....

**Contact email address**.....

**PLEASE NOTE:**

Address and telephone information is for the sole use of Bexley CCG so they can contact you about your application and hold your details. This information will remain confidential.

**DECLARATION OF INTERESTS\* (to be completed by the candidate)**

Are you a member of any other group or organisation that might cause a conflict of interest to your application? For example are you a member of a statutory forum or any other Patient Group, Council or Forum, Non Executive Director of a Trust, voluntary organisation etc. This does not mean that you cannot stand, but it is important that you declare this so we are aware.

**If you have no such interests please state 'none' here .....**

**Have you any special needs (e.g. through disability, illness or sensory impairment?) that we should be aware of to support your involvement.**

**Please use the space below to tell us about any community groups or forums that you regularly engage with or are a representative of.**

## PERSONAL STATEMENT

Please give a brief explanation of why you want to join the Patient Council including any relevant experience, skills, knowledge you have

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## DECLARATION\*

I, the above named candidate, wish to apply for membership to the Bexley Patient Council. I confirm that, to the best of my knowledge, the information provided on (or with) this form is accurate. I also agree to abide by the Bexley Patient Council Terms of Reference and Code of Conduct.

I declare that I am resident at the address given and that to the best of my knowledge I am eligible to stand for election to the Bexley Patient Council. I declare that I am not debarred from standing by any of the provisions detailed in the Terms of Reference and the Exclusion and Disqualification Criteria. I understand if any declaration on this form is later found to be false I will, if accepted lose my seat on the Patient Council and may have my membership withdrawn.

**Signature:** ..... **Date:** .....

## Appendix 6

### The role of a Patient Council representative

Role: **Patient Council member**

Accountable to: **Patient Council Chair & Bexley CCG**

The role of a Patient Council member is to act as an ambassador/champion for local people and to help build relationships between the CCG Governing Body and the Bexley community.

Patient Council members support the work of the CCG by:

- Helping people in Bexley to understand the work of the CCG
- Encouraging people living in Bexley to get involved and share their experiences
- Ensure that plans and procedures are put in place by the CCG that reflects the needs of the community
- Assist in the development of links between the CCG and communities with the borough

Patient council members are expected to attend all Patient Council meetings; they may also be invited to attend other focus groups or working groups within the CCG.

#### **Recruitment and selection:**

Patient Council members will be appointed following an interview process. They will also be asked to sign a confidentiality agreement before taking up their appointment. To be considered for selection the applicant must live within the borough of Bexley or work with a Bexley based group (alternatively they may be an elected representative from a Bexley based group)

#### **Duration of appointment:**

Patient Council member will serve a term of office for two years unless the CCG needs to significantly change, necessitating a different arrangement. Members may put themselves forward for a further term of up to two years subject to the approval of the Patient Council Chair, and CCG Governing Body.

Members are expected to attend any training and development sessions offered by the CCG to help them perform their role effectively.

#### **Remuneration:**

This is a voluntary unpaid role. However, reasonable travel expenses may be reimbursed upon completion of an expenses claim form with supporting documentation to confirm costs incurred.

## **Patient Council member – role specification**

The Patient Council member should:

- Undertake the role with objectivity and a balanced approach, by drawing on and using their own and others' experiences to inform group decisions
- Be committed to collaboratively working and acting as a two way communicator
- Be prepared to voice opinions and to contribute to the multi-disciplinary discussions within the group

The role of the Patient Council member is to ensure that NHS professionals are aware of public needs and experiences and use these to inform their contributions about the development and delivery of services.

This is carried out by:

- Commenting on and contributing to proposals
- Providing specific advice and feedback on projects being undertaken
- Involvement in the commissioning processes and prioritisation of issues
- Undertaking review of patient/carer opinions or development of new ideas
- Voicing issues of concerns raised by members of the public, patients and carers
- Observe the DH Confidentiality NHS Code of Practice (2003) and Data Protection Act (1998)
- Seek opportunities to develop skills and knowledge in order to deliver the role effectively

### **Essential core competencies:**

- To be able to maintain confidentiality appropriate to the circumstances and local protocol
- Have confidence to ask questions and constructively challenge the views of the CCG
- To objectively represent the views of patients, carers and the public
- To be willing to discuss issues affecting the patient and carer experience and views on the service they (or the people they represent) may have received
- To present a balanced approach, drawing on and using their own and others experiences to inform discussions and decisions
- To help broaden the knowledge of CCG staff of patients and carers experiences
- To highlight any particular needs or gaps in services experienced by patients and carers
- To actively contribute to the annual work-plan of the Patient Council
- An interest in community and social issues, preferably with a track record of involvement locally.

In addition to the above the following are desirable competencies, skills and knowledge for the role of **Chair** and **Vice Chair** of the Patient Council:

- Embrace effective governance, accountability and stewardship of public money and demonstrate an understanding of the principles of scrutiny
- Demonstrate commitment to clinical commissioning, the CCG and to the wider interests of health services
- Possess the confidence to question information and explanations supplied by others who may be experts in their field
- Have the ability to influence and persuade others articulating a balanced, not personal, view and to engage in constructive debate
- Have the ability to take an objective view, seeing issues from all perspectives, especially external and user perspectives
- Have the ability to communicate effectively, listening to others and actively sharing information
- Act as a link between the CCG and Patient Council members, facilitating effective two way communication when required.

Core personal experiences (desirable but not essential)

- Previous experience of working in a collective decision-making group such as a board or committee, or high level awareness of 'board-level' working
- A track record in securing or supporting improvements for patients or the wider public, or acting as a patient advocate

### **Independence, conflict of interest and declaration of interest**

Patient Council members should consider any conflicts of interest in relation to their position on the Patient Council and any agenda items or work plans. A potential conflict arises if an interest may be seen to affect adversely a Patient Council member's capacity to act without prejudice or preference. There may be a personal interest or connection which would require the lay member to refrain from participation.

### **Induction & training**

Information will be given to Patient Council members about the role and responsibilities of Bexley Clinical Commissioning Group and the Governing Body. The Head of Patient Experience will provide members with any relevant or appropriate information needed to assist them in understanding their role and responsibilities. A 'buddying' arrangement will be in place for each new member (if required) which may involve meeting with a member of the Patient Council before and/or after a meeting to prepare and de-brief if necessary.

### **Confidentiality**

All written and verbal information given to Patient Council members in the course of the role is strictly confidential. Members are required to sign a written agreement, before taking up their appointment, to confirm that all information they receive will remain confidential. Patient Council members are expected to keep all written information in a secure place and return documents to the CCG for shredding

**Diversity and equal opportunities**

The Patient Council welcomes applications from all sections of the community

**Time commitment**

Patient Council members will be required to attend day time meetings every 6 – 8 weeks and read background papers between meetings. Patient Council members may be recruited to sub-groups as required.

Non-attendance at Patient Council meetings without good reason may be grounds for terminating the representatives' appointment.

**Termination of appointment of Patient Council members**

If there are concerns about a Patient Council member's behaviour or ability which cannot be resolved through discussion and correspondence the Chairman or representative from the CCG Governing Body will decide whether to end the appointment of the member. The Patient Council member will be informed in writing and given clear reasons for the termination of appointment; they will also be given the opportunity to respond before a final decision is made.