

Lay Member of the Governing Body

Patient and Public Engagement

Job Description

Job Title:	Lay Member - Patient and Public Engagement
Reporting to:	Chair, Hammersmith and Fulham CCG
Accountable to:	The Chair and Governing Body
Commitment:	2.5 to 5 days per month
Term:	An initial 12 month appointment with the possibility of reappointment for a further term in agreement with the CCG.
Remuneration:	£10,750-£21,500 per annum pro-rata, depending on the time commitment (5-10 days per month) requirement of the role, and some of which may be required in the evenings, depending on the needs of the role.

Overall Purpose of the Role

As a member of Hammersmith and Fulham CCG Governing Body, you will share responsibility with the other members for all aspects of the CCG governing body business.

The Lay Member for Patient and Public Engagement will bring their unique perspective, informed by their expertise and experience and will support decisions made by the CCG governing body as a whole.

- Shape and help deliver the way the CCG meets its patient and public engagement (PPE) duties, using expertise to support a particular focus on reducing identified health inequalities. This person will seek assurance that in all aspects of the CCG's business the voice of the local population is heard, including that of vulnerable groups and communities.
- Shape and help delivery of the CCG duties under the Equality Act, and ensure that a culture of equality and diversity is embedded within the organisation e.g. providing challenge and input around the CCG's efforts to eliminate discrimination, advance equality of opportunity amongst people with protected characteristics and tackle prejudice by promoting understanding.
- Support the CCG in the delivery of the Long Term Plan objectives, with a particular focus on the five-year framework for GP contract reform, investment and evolution.

This role will be strategic and impartial, providing an independent view of the work of the CCG that is external to the day-to-day running of the organisation. This may include

providing challenge and/or input around government policy, national priorities and local issues in relation to health and social care. It will be important for the lay member to maintain some distance from the operations of the organisation to maintain their external vantage point and ability to see the bigger picture.

The CCG is particularly interested in increasing financial governance, and whilst not essential for this role, an understanding of financial matters would be desirable.

Core Attributes and Competencies

As a member of the CCG's Governing Body Lay members will share responsibility as part of the team to ensure that the CCG exercises its functions effectively, efficiently, and with good governance and in accordance with the terms of the CCG constitution as agreed by its members. Each individual on the governing body is there to bring their unique perspective, informed by their expertise and experience. This will support decisions made by the governing body as a whole and will help ensure that:

- the interests of patients and the community remain at the heart of discussions and decisions;
- the governing body and the wider CCG acts in the best interests of the local population at all times;
- the CCG commissions the highest quality services and best possible outcomes for their patients within their resource allocation;
- ensure that the public and patients' expectations are understood by the CCG, that patient experiences, concerns, complaints and choices are known and used by the CCG in their planning, monitoring and decision-making and support triangulation of patient experience and engagement data from a range of sources;
- the CCG uses insights from complaints, concerns, patient choices, consultations and other engagement in making decisions and plans;
- the CCG's engagement team receives governing body support in delivering against our Engagement and Communication Strategy 2017-21. See link to document: <https://www.hammersmithfulhamccg.nhs.uk/your-voice/engagement-communications-strategy-2017-2021.aspx>
- the CCG's engagement team is able to align with North West London wider engagement, governing body objectives and the North West London 10 year NHS plan, while delivering against the strategy;
- as a Governing Body member you will work closely with colleagues as the CCG moves forward with the NHS intention to adopt a population health management approach to commissioning and to develop integrated care partnerships that will require flexibility of staff and the CCG; and bring to the governing body the following leadership qualities:
 - **creating the vision** - effective leadership involves contributing to the creation of a compelling vision for the future and communicating this within and across Organisations;
 - **working with others** - effective leadership requires individuals to work with others in teams and networks to commission continually improving services;

- **being close to patients** - this is about truly engaging and involving patients and communities;
- **intellectual capacity and application** - able to think conceptually in order to plan flexibly for the longer term and being continually alert to finding ways to improve;
- **demonstrating personal qualities** - effective leadership requires individuals to draw upon their values, strengths and abilities to commission high standards of service; and
- **leadership essence** - can best be described as someone who demonstrates presence and engages people by the way they communicate, behave and interact with others.

Objectives

In particular this role will help to ensure that:

- public and patients' views are heard and their expectations understood, managed and met where possible;
- the CCG builds and maintains an effective relationship with Local Healthwatch and the Policy and Accountability Committees (PAC) members, and draws on existing patient and public engagement and involvement expertise;
- the CCG has appropriate arrangements in place to secure public and patient engagement;
- the CCG is taking appropriate steps to reduce inequalities around access to services and health outcomes;
- that good governance remains central at all times;
- that the CCG are responsive to the views of local people;
- decisions are taken with regard to securing the best use of public money;
- the CCG demonstrates compliance with duties outlined in the Equality Act (2010);
- that the CCG demonstrates a commitment to upholding The Nolan Principles of Public Life along with an ability to reflect them in his/her leadership role and the culture of the CCG;
- the CCG are committed to upholding the Standards for members of NHS Boards and Governing Bodies in England.

The Lay Member for Patient and Public Engagement will:

- live within the local community, or have an affiliation with the area and be able to demonstrate how they are able to bring that perspective to the governing body;
- be able to give an independent view on possible internal conflicts of interest;
- demonstrate understanding of the local arrangements for listening and responding to the voices of patients, carers and patient organisations;

- have a track record of successfully involving local residents and have an understanding of effective involvement and engagement techniques and their application in practice;
- be competent to chair meetings.

Key Relationships

The Lay Member for Patient and Public Engagement will need to work collaboratively and productively with:

- Governing Body members of Hammersmith and Fulham CCG.
- The CCG Senior Management Team.
- Local patient and public organisations and CCG Patient Reference Group.
- Senior stakeholders of partner organisations such as Healthwatch and Public Health.
- Other CCGs and Governing Body members across North West London.
- CCG and North West London Communications and Engagement Team.
- CCG and North West London Corporate Governance Team.
- Department of Health and NHS England (London).
- London Borough of Hammersmith and Fulham council – elected councillors and officers.

Governing Body and Committees

- Member of the CCG Governing Body
- Chair of the CCG Primary Care Commissioning Committee
- Member of the CCG Quality Patient Safety and Risk Committee
- Member of the North West London Lay Partners Group.
- Member of/Chair of the CCG Patient Reference Group.
- Attend and participate in discussions at the CCG Governing Body Seminars and GP members meetings.
- Attend and support discussions at a North West London Committee level, as the role requires, in agreement with the Chair.

General

The nature of this role is one of continual development and the duties and responsibilities outlined above will change from time to time to reflect the emerging legislation and the changing requirements of the NHS both nationally and locally.

Standards in public life

You will be expected to demonstrate high standards of corporate and personal conduct. All successful candidates will be expected to comply with NHS Code of Conduct.

You should note particularly the requirement to declare any conflict of interest that arises in the course of CCG business and the need to declare any relevant business interests, positions of authority or other connections with commercial, public or voluntary bodies. These will be published in the CCG's annual report with details of all CCG members' remuneration from NHS sources.

Applicants must also confirm that they understand the standards of probity required by public appointees outlined in the "Seven Principles of Public Life".

All successful candidates will be asked to subscribe to the Nolan Principles of Public Life. See link http://www.public-standards.gov.uk/About/The_7_Principles.html

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Conflict of Interests

In this role, the post holder must be able to demonstrate independence in thought and action from any provider providing services for the CCG. They will need to declare all conflicts of interest and may need to be excluded from decision making that are affected by such conflicts. They should not be a member of any local provider board structure nor have any significant interests which could conflict with decisions relating to primary care procurement.

Training and Development

This will be discussed in line with individual requirements and will form part of the appraisal and personal development process.

Disqualification for appointment

Regulations provide that some individuals will not be eligible to be appointed to CCG governing bodies and certain individuals are not eligible to be appointed as lay members, see schedules 4 and 5 in the following link:

<http://www.legislation.gov.uk/uksi/2012/1631/schedule/4/made>

For further information about Hammersmith and Fulham CCG please visit our public facing website: <https://www.hammersmithfulhamccg.nhs.uk/>

Person Specification

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Term:	An initial 12 month appointment with the possibility of reappointment for a further term in agreement with the CCG

The over-riding requirement is for the candidate to be strategic and impartial, providing an independent view of the work of Hammersmith and Fulham CCG. The individual will bring specific expertise and experience, as well as their knowledge as a member of the local community, to the work of the governing body.

REQUIREMENTS	ESSENTIAL
Experience	<ul style="list-style-type: none"> • Work experience relating to public and patient involvement, equality and diversity and/or health inequalities • To demonstrate previous experience of working at a strategic level in a collective decision-making group such as a board or committee, or high-level awareness of 'board-level' working. • Experience in strategic development and implementation.
Knowledge and Skills	<p>Patient and Community Focus</p> <ul style="list-style-type: none"> • Understanding of engagement and involvement mechanisms. • Ability to take an overview of patient and public engagement, equality and diversity and health inequalities, rather than focusing on personal interest/experience. • A clear knowledge of the equality and diversity duties of the CCG under the Equality Act 2010, including a clear knowledge of local health inequalities. • Awareness and understanding of primary care, the local landscape and key challenges to be addressed in order for the CCG to deliver the future strategic direction for primary care in line with the new GP Framework. <p>Governance</p> <ul style="list-style-type: none"> • Able to hold others to account and probe and challenge constructively. • The confidence to question information and explanations supplied by others, who may be experts in their field. • Understand the difference between governance and

	<p>management.</p> <ul style="list-style-type: none"> • Able to assess and confirm that appropriate systems of internal control and assurance are in place for all aspects of governance. • Able to give an independent view on possible internal conflicts of interest.
	<ul style="list-style-type: none"> • Experience of working within complex governance arrangements. • The ability to chair meetings effectively.
Understanding	<ul style="list-style-type: none"> • General understanding of health and an appreciation of the broad social, political and economic trends influencing it. • An understanding of the CCG's 2017-21 Engagement and Communication Strategy. See link to document: https://www.hammersmithfulhamccg.nhs.uk/your-voice/engagement-communications-strategy-2017-2021.aspx • Knowledge of the values of the NHS Constitution that belongs to us all. • Detailed understanding of the CCG's agenda. • An understanding of the CCG's constitution. See link to document: https://www.hammersmithfulhamccg.nhs.uk/media/142892/hf27s-constitution-pfp-v2-03_nhse-approved-4dec18.pdf
Influencing, Communication Decision Making	<ul style="list-style-type: none"> • An ability to communicate effectively, listening to others and actively share information. • The ability to influence and persuade others articulating a balanced, not personal view, and to engage in constructive debate without being adversarial or losing respect and goodwill. • Highly developed skills in engaging, influencing and securing shared ownership to enable commissioning intentions to be delivered. • Able to encourage consensus with a team of diverse views. • The ability to take an objective view, seeing issues from all perspectives.
Analytical	<ul style="list-style-type: none"> • The ability to understand and analyse often complex issues, including technical data, and use it to inform decision making.
Personal Attributes	<ul style="list-style-type: none"> • The ability to think clearly and creatively. • Commitment to sustaining professional ambition and meeting patients' needs. • Display the values of honesty and integrity, and respect confidentiality. Able to uphold the standards of conduct set out in "The Seven Principles of Public Life". • Commitment to ensuring that the organisation values diversity

	<p>and promotes equality in all aspects of its business.</p> <ul style="list-style-type: none">• The motivation to contribute to continuous NHS improvement and the confidence to take on challenges.
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