

Patient Public Voice Partners Information Pack



North West Paediatric Critical Care, Surgery in Children & Long Term Ventilation Operational Delivery Network

Patient Public Voice (PPV) Partners Information Pack

Thank you for your interest in becoming a PPV Partner with the North West Paediatric Critical Care, Surgery in Children & Long-Term Ventilation Operational Delivery Network (NW PCC SiC LTV ODN).

Please read this information pack before completing the application form to become a PPV partner, this will ensure that you fully understand the application process, and to determine whether you have the skills and time to become a PPV Partner.

The term patient and public voice (PPV) partners includes patients, service users, carers and relatives of patients, and the general public.

What is an ODN?

Operational Delivery Networks or ODN's for short are based in each region of England and cover many conditions and services that children access in the NHS. All ODN's have three functions:

- ✓ To ensure that we deliver high quality services to everyone as close to home as possible. This care should be the same wherever you live.
- ✓ To ensure that we constantly improve the care that is delivered – so that it meets the NHS England Standards.
- ✓ To make sure that the referral pathways for patients work well and efficiently.

The North West Paediatric Critical Care, Surgery in Children and Long-Term Ventilation Operational Delivery Network (NW PCC SiC LTV ODN) aims to provide impartial clinical advice and expertise to all providers and commissioners across the North West of England (Cheshire and Mersey, Greater Manchester, Lancashire, and South Cumbria), North Wales and the Isle of Man.

The ODN works across the North West to support the management of capacity and demand for children's access to critical care, surgical services, and long-term ventilation. The ODN strives to improve the quality of care in the North West including improving the child and their families experience. Important workstreams will include monitoring standards and facilitating peer reviews of units which provide paediatric critical care, children's surgery, and long-term ventilation in hospitals across the North West region.

The NW PCC SiC LTV ODN believe that the best people to tell us about how these systems are working and to help us to move forward in the right direction, are the children and families that use our regional services.

As a PPV Partner for the ODN you could have number of main duties and responsibilities

- Ensure that the patient/parent voice is heard and listened to.
- To be a 'critical friend' to challenge services that need to improve.
- To represent the views and experiences of patients and parents to help influence change.
- Your own lived experience is important, but it is also important to represent everyone's views.
- Attend and contribute to meetings in person, or via MS Teams.
- Have some representation from the people that use the services at the ODN Oversight Group meetings, to ensure there is representation for the patient and public voice views and opinions.
- You may be asked to set aside time for reading so that you know what to expect of the meeting/group you are involved with.
- To provide feedback as to how services across the NW ODN's are working.

- Encourage the NW ODN's to regularly review patient, parent, and family experiences of NW healthcare services.
- You will be required to maintain confidentiality and ensure information is only shared outside organisations on the agreement of the NW ODN's
- We may ask you to review patient information leaflets, documents about services including information to be published on our website.
- We may ask you to be involved with projects, to help design, build and review the delivery. This is to ensure new ideas and services are made through working together (co-production).

For the role the following skills and experience are helpful but not essential:

- To be able to constructively challenge, influence and help the ODN develop strategies in respect of its work programme.
- Bring independent judgement and experience from a patient and citizen perspective.
- High level of organisation, self-motivation and drive for performance.
- Personal integrity and commitment to openness, inclusiveness, and high standards.
- Ability to understand and evaluate a range of information and evidence.
- Experience of working in partnership with healthcare organisations or programmes.
- Ability to display sound judgement and objectivity.
- Have an awareness of, and commitment to, equality and diversity.
- Understand the need for confidentiality.

Diversity and equality of opportunity

The ODN values and promotes diversity and is committed to equality of opportunity for all. To help us understand if we are achieving this, we may ask you to fill out an Equal Opportunity 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.

Reclaiming Expenses

What out of pocket expenses can be claimed?

- Travel (including fares, mileage, and car parking)
- Accommodation
- Subsistence
- Costs associated to where someone is accompanied by a carer/support worker

The ODN will reimburse all reasonable expenses incurred by patient and public voice partners. Receipts are required for all expenses, except for travel and accommodation booked by the ODN.

There may be instances where the costs of participation are a barrier to people becoming involved in our work. Should such situations arise, the ODN will explore solutions on a case-by-case basis.

If you are in receipt of state benefits, we advise you to seek advice from the relevant agency, for example JobCentre Plus, in advance of applying and certainly before accepting an offer of a role to ensure this does not affect your benefits.

Safeguarding

As part of your induction, we will discuss with you your responsibilities in relation to safeguarding policies and legislation regarding child protection and safeguarding of children, young people, and vulnerable adults. As a PPV you will need to be aware of your own individual responsibilities and to report any concerns to the appropriate person in the ODN.

Confidentiality

Patient, parents, and carers are required to always maintain confidentiality in all aspects of their role and abide by the Data Protection Act. We will discuss this with you as part of your induction process.

Data Protection

In accordance with the Data Protection Act 1998 and General Data Protection Regulation (GDPR) the ODN Team will ensure that all of your personal information is recorded for the specific purpose of being a PPV partner and it is stored securely and not retained for longer than necessary in line with the Trust's Records Management Policy.

Support

As a PPV partner you will be given a named lead contact for the ODN to provide support whilst you are in your PPV role. They will support your induction, pre and post meetings, discuss any concerns you may have, support your expense claims, and record your input so this can be acknowledged for future roles.

DBS Check

Most PPV Partner roles will not require DBS checks however some roles may depending on its function. We will discuss this with you at your induction.

No Smoking Policy

The Trust operates a no smoking control policy, which applies to all staff, volunteers, patients, and visitors and extends to the hospital grounds as well as internal areas.

Appendix 1-Volunteer Agreement

Patient and Public Voices are an important and valued part of the ODN. We hope that you enjoy participating in our work and feel a full part of our team. This agreement tells you what we expect of you and what you can expect from the ODN. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best.

Please note, this agreement is in honour only and is not intended to be a legally binding contract of employment or to create employment relations either as an employee or worker.

We at the ODN will do our best: -

- To introduce you to how the ODN works and your role in it and to provide any training / support you need during your time volunteering with the ODN.
- To provide regular / annual review meetings with the Network Manager or Lead Nurse so that you can tell us if you are happy with how your role is organised and so you can get feedback from us.
- To respect your skills, dignity, and individual wishes and to do our best to meet them.
- To consult with you and keep you informed of any possible changes.
- To use your time and skills in volunteering within the Trust according to your agreed volunteer role.
- Reimburse your travel expenses up to an agreed maximum.
- Make sure that you are aware of policies and procedures that may affect you.
- To provide a safe workplace.
- To apply our equal opportunities policy.
- To apply our problem-solving procedure if there is an issue.
- Record your hours of service and offer you references and a certificate of achievement for the role that you have undertaken for a period of one year after you have left the Trust.
- To provide references or statements of volunteering after approximately 45 hours or six months of satisfactory volunteering.

The ODN would expect their patient public voice volunteers to: -

- Actively perform their duties to the best of their ability and remain loyal to the values and goals of the ODN and other charitable/voluntary organisations as set out in Manchester Foundation NHS Trusts Values and Behaviours.
- To give as much warning as possible, whenever you cannot attend meetings/groups when expected.
- To follow applicable Manchester Foundation NHS Trusts Policies and Procedures, including health and safety, equal opportunities, and confidentiality.

Acceptance

I have read and understood the above agreement.

I confirm all statements and information I have made and given to the Trust, are to the best of my knowledge true and that without exception there are no omissions.

Signed: Date:/...../.....

Please print your name:

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Signed on behalf of the ODN: Date:/...../.....

Please print your name:

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Once this document is signed by both parties a copy will be made and given to you and a copy retained in your personal file within the ODN Office.