

Patient and Public Voices

Voluntary role description and person specification

We are committed to ensuring that public and patient voices are at the centre of shaping and developing the five year Sustainability and Transformation Plan, called Our Healthier South East London.

Role Description:

Our volunteer patient and public voices (PPVs) bring important views, perspective and challenge into Our Healthier South East London by:

- ensuring the service users', patients' and carers'/families' viewpoints are fed in to development and decision-making groups within the programme
- ensuring the diversity of patient and public views are represented in the programmes work across south east London
- providing relevant "critical friend" feedback within the programme's groups, as appropriate
- supporting patient and public awareness of the strategy's outcomes and achievements
- Helping to ensure appropriate patient engagement in the development of the strategy
- advising on the accessibility of programme documentation from the service users', patients' and carers'/families' viewpoint
- being members of the programmes Patient and Public Advisory Group (PPAG): a collective forum for the strategy's PPVs (including Healthwatch representatives) which provides peer support and shares learning from groups attended.

Person Specification:

The main expectation is that our patient and public voices are keen to work with us in getting the best health outcomes for people in south east London.

The main qualities and abilities we will be looking for, in order to represent the patient and public voice at clinical and strategic group meetings include:

- an interest in the relevant area
- experience of working as part of a group, within a strategic context
- sufficient time resources to commit to the role (if relevant any management support from your organisation to effectively participate)
- ability to grasp a range of information and evidence – which will be presented in as straightforward a way as possible with explanations available as required
- ability to display sound judgment and to be objective
- respecting of individual and organisational viewpoints
- awareness of, and commitment to, equality and diversity and reducing health inequalities
- understanding of the need for confidentiality when required

