

**Dorset County Hospital NHS Foundation Trust**

**New Hospital Programme Patient Representative**

**Role Description**

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| **Role Purpose** |
| It’s an exciting time at Dorset County Hospital as we move forward with plans to expand and improve our facilities over the next few years.We have been selected as part of the government’s New Hospital Programme to build a new Emergency Department and Critical Care Unit on the former Damers School site.Increasing demand is putting increasing pressure on our Emergency Department, which treats twice as many people as it was built for. Demand is expected to rise, so investment is now vital to make sure we can meet our patients’ needs.Patient representation is important to the Trust and a key part of the Government’s New Hospital Programme (NHP), We want to make sure patients, relatives and carers are represented and that their views are considered when decisions are made about the developments on site.We are looking for volunteers to act as patient representatives at project meetings to champion the views of all patients, relatives and carers and make sure their needs are at the heart of our plans. We have three Patient Representative volunteer roles. One will support the Emergency Department element of the scheme (we already have a patient representative for Critical Care) and two will sit on the NHP board which meets monthly. This will be a great opportunity to share your skills, interests, and experience to represent patients as plans for our hospital develop. |
| **Benefits of Patient representative involvement in the NHP** |
| Patients and carers offer a different and valuable perspective that can influence key decisions that the Trust needs to make about the developments on site. Often acting as ‘knowledge brokers’ Patient Representatives can bring insight from their own experience and background to help inform the development of plans being made. They can provide a different perspective and one which is not influenced by organisational bias or historical systems.The benefits of Patient Representative involvement include:* promoting openness and transparency
* supporting the organisation to consider how new developments and processes appear and feel to patients
* helping the organisation know what is important to patients
* helping the organisation produce patient information relating to the new developments that patients understand and can access.
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| **Key Responsibilities** |
| The NHP Patient Representative role will provide the opportunity to get involved in variety of ways. This could include: * attending NHP meetings to observe, question and challenge as a critical friend
* supporting NHP public engagement plans – taking part in the delivery of canvasing events and surveys
* championing the patients’ / carers’ / families’ viewpoints and helping the NHP team to ensure their needs are considered as part of the NHP proposals
* acting as a patient expert where there is specialist knowledge
* linking with the Trust’s ‘Your Voice’ patient and public engagement group providing feedback on the NHP projects involved with.

These roles are new roles in the Trust so you will be a key part in how the role evolves and any changes to your role will be made in consultation and agreement with you.  |
| **Qualities, Skills, Experience** |
| We are looking for someone who can demonstrate and bring some of the following qualities, skills, and experience to the role:* ability to communicate well in writing and read comprehensive reports
* ability to understand and evaluate a range of information
* confidence to communicate with senior leaders about the NHP
* ability to provide a patient, carer, or lay perspective and to put forward views on behalf of the wider community/groups of patients (not own opinion only)
* a desire to champion health improvements
* ability to be objective and a critical friend

personal integrity and commitment to openness, inclusiveness, and high standards.Experience of the Emergency Department or Critical Care Unit is desirable. |
| **Training** |
| You will be provided with Trust Induction training which you will have to complete in order to carry out this role. On completion of this you will receive a local induction and provided with ongoing additional training relevant to the role. |
| **Commitment** |
| Patient Representatives will be required to demonstrate the Trust values and abide by Trust Policies including for example, Confidentiality, Equality, and diversity, Safeguarding, Infection Prevention and Control and Health and Safety. The Trust Values and policy details are included in the Trust induction training. Whilst you are not under any contractual agreement within this role, we are looking for someone who can commit to, a minimum of 4 hours per month plus time to prepare for meetings/events. The role would last for one-to-two years. |
| **Support** |
| In this role you will liaise directly with clinical leads and members of the project team, with Melissa Craven, Communications and Engagement Manager, as your main contact. You will also receive ongoing support from the volunteer support team. This is a voluntary role, but travel expenses will be reimbursed in line with our Volunteer Policy. |
| **Patient Representative Agreement** |
| As a Patient Representative, you will be asked to sign an agreement on completion of your Trust induction training to confirm you understand the role and will abide by the Trust policies and values. Once training is completed and the agreement is signed you will be able to commence in your role.  |
| **NHS Checks** |
| This role requires you to complete mandatory NHS checks which includes, a standard Disclosure and Barring Service, (DBS) check which we will provide for you free of charge, a Right to work and Verification of Identity check, reference checks and an Occupational Health check which is necessary to ensure we will not put you at any risk in this role.  |