

## Lived Experience Representative Role Description - Outpatient Transformation Board



Tameside and Glossop  
Integrated Care  
NHS Foundation Trust



Improving experiences of care and services; together - Tameside and Glossop Integrated Care Foundation Trust (T&G ICFT) colleagues, people, patients and carers working together to improve health and care across T&G.

### **LOCATION:**

- Online or at Tameside Hospital

### **REPORTING TO:**

- Outpatient Transformation Board

### **REQUIRED CHECKS**

- Identification and Reference Checks

### **TIME COMMITMENT**

- One hour monthly meetings for the next 12 months online/in person – Usually Mondays 1-2pm
- Some additional group work focussed on specific areas of patient experience as and when appropriate
- Reading through papers relating to areas of outpatients transformation work

### **PERSONAL REQUIREMENTS**

- A patient, carer or member of the public with/without experience of T&G outpatients services to work with us on a number of identified areas for improvement. To help us find solutions and new ways of working that will improve experiences of care, health and wellbeing for patients, carers and people living in T&G.

We are committed to ensuring our improvement work is built from what we hear, and what's important to people. The following is what we know is important to patients and carers:

- I will receive information in a way I understand
- I will be supported to ask questions if I am not sure about something
- I know who is looking after me all of the time
- I will have access to the support I need to understand my care and treatment better
- I have choice and control of the way my care is planned
- I will be able to say how I (or my family or carer) would like to be involved in decision making
- My personal needs will be understood and met
- I will feel safe and comfortable at all times
- I will be able to share my experience and stories to help shape new services
- I know the feedback I give will be used to improve people's experience of services
- I will have the opportunity to get involved in service improvement
- My individual needs will be understood and responded to
- I have opportunities to get involved no matter who I am
- I will have access to additional support if I need it
- I will be able to receive information in accessible ways based on my needs

### **Can you join us to support us in our work?**

At T&G ICFT we know that understanding the experiences and working with patients, carers and families is essential to

supporting improvements to all our services. We want to work with patients, carers and families to find solutions and make changes become a reality, so we can deliver reliable, safe, and person-centred outpatient services to people living in T&G.

### **What skills and experience will you need?**

- A passion for, and commitment to improving outpatients services for people
- A willingness to work with others and develop relationships to improve people's experiences of our services
- The ability to see opportunities and support change to happen

### **To support this role we are looking for people who have:**

- An interest in health and social care
- The desire to improve outpatient services to support patient and carer health and wellbeing
- The ability to volunteer time either online or in person
- A respect for diversity and inclusion
- Experience of and ability to work well with others
- The ability to take a balanced, broad view of healthcare issues (rather than only an individual and specific interest)
- Are able to interact in a mixed group of patients, carers and 'professionals' to take an active collaborative part in discussions
- Confidence to put views across clearly, constructively and sensitively
- Listening skills, to understand different people's perspectives and use these to support a collective view
- The ability to work with tact and discretion, and maintain confidentiality

### **What will you get out of it?**

As you'll be volunteering your time for this role, we will ensure you have access to the ICFT's volunteering services, who are a close-knit, friendly and welcoming team and are wholly committed to improving the experience of patients and carers. This role will provide you the rare opportunity to gain an insight into how our outpatient services functions and what we are doing to improve patient experience. You will gain experience of sharing your thoughts and insights in a multi-disciplinary meeting environment, helping to find solutions, and ensuring the voice of patients, carers and the public is incorporated into improving outpatients.

You will receive support, guidance and the opportunity to sense check information from a member of the board, alongside any generic training and support you may require as a volunteer from our volunteering manager. This is a voluntary role, therefore inline with our existing volunteer policy and expenses process, you will be eligible for reimbursement of out of pocket travel expenses up to £15 (we will be reviewing this expenses process in due course).

**If you are interested please express your interest by emailing [voluntaryservices@tgh.nhs.uk](mailto:voluntaryservices@tgh.nhs.uk) stating why you are interested in the role (based on the above) and what you feel you could bring to the work. If you would like a conversation to find out more about the role before expressing your interest please email: Lee Crabtree [lee.crabtree@tgh.nhs.uk](mailto:lee.crabtree@tgh.nhs.uk) or Sarah Assen [sarah.assen@tgh.nhs.uk](mailto:sarah.assen@tgh.nhs.uk)**