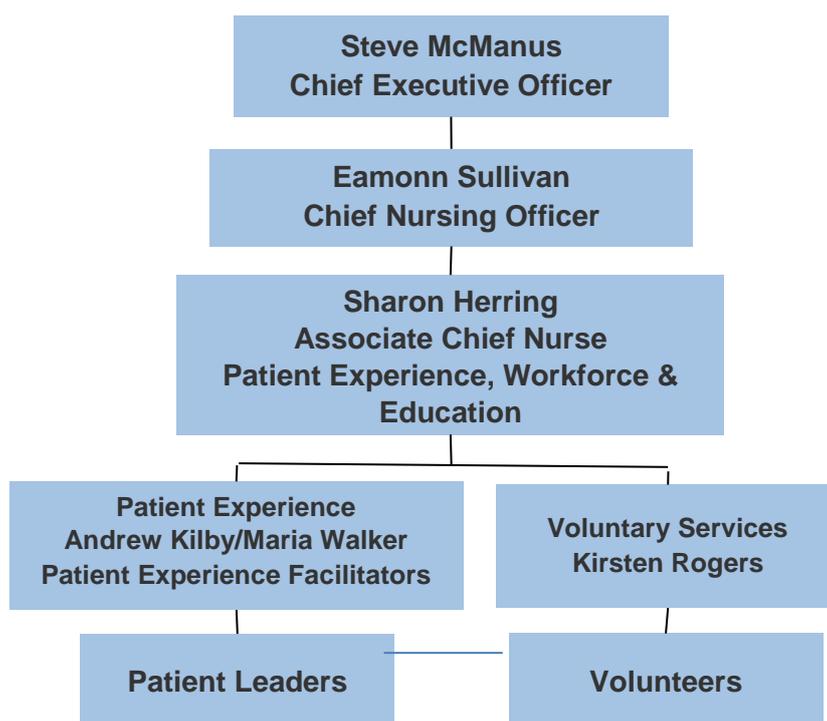


Volunteer Patient Leader: concept and role description

The Royal Berkshire NHS Foundation Trust aspires to achieve a culture where the voice of our patients, their carers and families is at the heart of all that we do.

We believe that patients can be influential partners in driving, delivering and supporting change, and providing us with constructive challenge. Actively listening to the expertise and lived experience of our patients, their carers and families will enable us to deliver high quality and safe care.

Patient Leaders will work alongside staff, volunteers and patients, influencing and shaping the quality agenda both strategically and locally. Patient Leaders will be empowered to motivate and support people to work with change and have a mind-set for improving outcomes and understanding the impact on the organisation and its staff.



What is Patient Leadership?

The role of a 'Patient Leader' is to:

- Enable the Trust to value, listen and provide meaningful involvement opportunities for patients their carers and families in the ongoing work of the Trust.
- Actively influence the strategic direction of the Trust.
- Support a culture which is 'patient-centred'.

- Support the development of high quality patient and public engagement.
- Understand the workings of the organisation (clinical and non-clinical services and work collaboratively with Trust staff to identify problems and apply creative and innovative thinking in developing solutions.

Who can get involved?

Patient Leaders should have a have a readiness to develop their understanding and be committed to improving the NHS and its services. Patient Leaders will be able to think widely about health and wellbeing. They must be able and willing to reflect and represent the different views and diversity of patients/users, including those living with different conditions and from different backgrounds. Having an understanding of the different challenges faced by the local community accessing the hospital would be considered an advantage.

Patient Leaders could have recently accessed NHS services and/or have experience of caring for or managing health/long term condition(s) which will be considered an asset.

Why become a 'Patient Leader'?

This is an opportunity to:

- Strategically influence and improve the quality of health services to ensure that the views of patients, their carers and families are represented at all levels of the organisation and the 'patient voice' is heard across partner organisations in the region e.g. voluntary organisations, community and mental health services.
- Work together to build a culture and environment where patients' needs come first.
- Enhance openness, transparency and accountability.
- Be involved in developing the Royal Berkshire 'Improvement' and Patient Experience Programmes.
- Benefit from the Patient Leadership involvement at the Royal Berkshire NHS Foundation Trust.

Our commitment to you

We will:

- Support Patient Leaders to work with the organisation to achieve high quality patient and public involvement, including delivering the new Patient Leadership Programme.
- Provide you with structured support to be successful in your role.
- Support you to develop your leadership skills, influencing and decision making skills, particularly at the strategic level.
- Provide you with individual support in the form of coach/mentor (buddy).
- Listen to you and respond.
- Be honest and open when we are unable to meet deadlines.
- Provide free car parking, lunch and refreshments during the Patient Leader Programme.
- Provide you with parking and payment for reasonable travel expenses when delivering/supporting agreed quality improvement projects.

Compassionate

Aspirational

Resourceful

Excellent

Person specification / values and behaviours

(Further development in these areas will be provided as part of the Patient Leadership Programme.)

- Willingness to develop learning and work in collaboration with the Royal Berkshire NHS Foundation Trust and related partners to improve services.
- Ability to review, digest and comprehend a range of information and opinions.
- Ability to think widely about health and wellbeing as well as service delivery and improvement.
- Ability to attend and actively contribute to quality improvement workshops and other meetings, providing and being open to constructive challenge.
- Willingness to listen and to question until you reach the level of information required to understand.
- Willingness and ability provide a voice for patients/users and express views.
- Ability to reflect the different views and diversity of patients/users including those living with different conditions and from different backgrounds.
- Be supportive and innovative in delivering change.
- Ability to plan and manage your own time.
- Maintain confidentiality of sensitive/confidential information adhere to Data Protection Act (DPA) and General Data Protection Regulation (GDPR) requirements.

Your commitment

The Patient Leader role is a voluntary role. Individuals are required to commit to the role for a minimum of two years post completion of the Patient Leadership Programme. The term is for two years in the first instance with the opportunity to extend.

There is no set requirement for the number of hours you need to commit to on a weekly basis; however, we do ask you specify the level of hours you are able to input and that this is a regular and sustained commitment.