

Get involved with improving health & wellbeing services in City and Hackney

Note to applicants: please read the job role description from page 4 before completing your application.

Public representative application form

Are you interested in sharing your experiences of local health and care services and making sure residents' voices are heard?

1. Please complete your details below

Name:

Phone:

Email:

Address:

How would you like to be contacted?

Email: Phone: Other (please state):

2. What areas of health and social care are you interested in or have experience of? (Please tick)

Prevention (improving residents' health and wellbeing by supporting them to live longer, healthier lives aiming to reduce harm and enable people to self-manage their own health and wellbeing. This includes better management of long-term conditions, (e.g. diabetes); helping people to stop smoking; delivering physical activity sessions, healthy weight; care navigation)

Planned care (primary care/GPs, adult social care, outpatients, cancer)

Unplanned care (urgent/emergency care & out-of-hours adult social care)

Children, young people, maternit

Neighbourhoods (GPs joining up with hospital, community, mental health, social and voluntary services on the local neighbourhood level)

Additional: (e.g. carer, sickle cell, type 2 diabetes, hospital discharge):

3. Please tell us why you are interested in getting involved?

4. What do you believe you can bring to this role?

5. Please confirm you consent to the Integrated Commissioning partnership and or Healthwatch Hackney/City of London contacting you about this:

Yes

6. Which opportunities are you interested in?

being a patient/public representative on a board or steering group

joining a reference group with other service users/residents to help shape time limited projects. (Details of time commitment will vary depending on the project and details will be sent to you). You can also join this reference group and support us to make contact with other City and Hackney residents.

giving feedback on services at a one-off event

co-producing a new or improved service in an ongoing way

You do not need to be actively accessing a health service to get involved. We provide training and support.

**Please return this completed form to info@healthwatchchackney.co.uk
Call 020 3960 7454 with any questions by 20 March 2019.**

Role Description

Integrated commissioning: Hackney and City Recruitment for public representatives in care workstreams

1. PURPOSE OF THE ROLE

A partnership of health and social care organisations in Hackney and the City is looking for members of the public to join care workstreams that are working to improve health and wellbeing. The public representatives will play an important role bringing in the voices of people who use services. If you are a local resident with experience of using services directly or as a carer, this is a chance to have your say on how services can be improved.

The public representatives will work closely with managers and clinicians in the area.

2. APPOINTMENT DETAILS

Representatives will be given access to training, reimbursement of travel, childcare and carer expenses, and support through the Integrated Commissioning Communications and Engagement Group. This is currently a voluntary role however we are looking at whether representatives could receive involvement payments in the future.

3. ABOUT INTEGRATED COMMISSIONING

Integrated Commissioning is a programme to improve health and wellbeing for Hackney and City residents by joining up health, social care and public health around people to better meet their needs.

The four care workstreams are – unplanned care, planned care, prevention, children and young people – are looking at how to improve services in their area.

In addition, we are looking for public representatives with an interest in information technology to help take forward our work in this area.

All the main local health and care organisations are working more closely together as part of this including Hackney Council, City & Hackney Clinical Commissioning Group (CCG), City of London Corporation, Homerton Hospital, East London Foundation Trust, GP Confederation, Local Pharmaceutical Committee, [GP-out-of-hours \(CHUHSE\)](#), and [voluntary and community sector through the Health and Social Care Forum](#). [Healthwatch Hackney](#) and don [Healthwatch City of London](#) are involved to make sure patients have a voice.

ROLE DESCRIPTION AND DUTIES

- Attend and contribute to care workstream meetings in person and by email.
- Work collaboratively with the care workstream members as they design and implement service developments.
- Raise issues important to local residents and service users relevant to the care area.
- Keep informed of what patients, service users and residents are saying about the care area and wider health and social care issues.
- Comment on issues from a public/service user perspective providing an impartial and independent view, challenging and acting as a critical friend to other workstream members.
- Act as a link between the care workstream and wider public/service user involvement by attending and contributing to the Integrated Commissioning Engagement Group.

PERSON SPECIFICATION

General

To apply for this role you need to be:

- a resident of the London Borough of Hackney or City of London.
- able to participate in meetings during the day and/or in the evenings.
- a confident IT and email user.
- willing to commit to long-term involvement in the programme (at least 1 year). Estimated time commitment is 10-12 hours per month to cover meetings, reading and preparation, responding to emails, attendance at any public engagement events.
- willing to undertake training as required.
- willing to complete a declaration of conflicts of interest.

Knowledge and experience

We are looking for people who are able to demonstrate:

- experience of local health and care services in the care workstream area (as a service user or carer) and knowledge and understanding of local residents' health and care needs.
- experience of working on or with cross-organisation committees, teams or working groups.
- broad understanding of the NHS and local authority structures and services.
- specific knowledge or experience relevant to the care workstream.

Competencies

Influencing and persuading

- You are able to express your ideas and opinions verbally and in writing, in ways which are persuasive, accessible and appropriate to a range of audiences.
- You have the confidence to contribute to debates and discussions, present an alternative point of view and challenge constructively.

Analysis

- You are able to understand complex ideas and see how they will impact on patients, service users and the public.

- You can make connections between individual experiences and policy and service development.

Teamwork

- You are able to work collaboratively, supporting others to achieve team goals.
- You are aware of your personal style and preferred way of working and the impact this may have on others and are able to adapt your style to get the best from a situation.
- You make realistic commitments and deliver on what is promised.
- You respect confidentiality and show that you can be trusted.

Commitment to tackling inequalities: You are able to demonstrate an understanding of and commitment to improving health outcomes and tackling health inequalities