

Surrey Heartlands CCG Patient Representative for East Surrey Primary Care Operational Group

1. Introduction

Clinical commissioning groups (CCGs) are NHS organisations that plan and fund local health care services, for example, GP practices, local hospitals and mental health services.

NHS Surrey Heartlands CCG was formed on 1 April 2020 following the merger of four CCGs – East Surrey, Guildford and Waverley, North West Surrey and Surrey Downs. There are four Integrated Care Partnerships within the CCG.

Under the National Health Service Act 2006 (as amended by the Health and Social Care Act 2012), the CCG has a duty to involve citizens in commissioning and to ensure patients and their carers or representatives are meaningfully involved in changes to services. We know that involving patients, carers, families and professionals improves our planning and decision-making and we are keen to ensure we involve people with wide-ranging views and experiences to improve this even more.

We are looking for someone to become a key member of the East Surrey Primary Care Operational Group (PCOG), which has been established to co-ordinate all the relevant functions of the CCG in relation to the delegated commissioning functions of primary care. It sits in two parts, this role is to sit in Part 1. This is an open session that will receive, consider and make recommendations on non-practice specific matters, and matters of general primary care operational strategy and policy. The PCOG will utilise its expertise in operational general practice management to identify changes to primary care services, policies and strategy. The PCOG will then make the case for change to the Primary Care Commissioning Committee (PCCC). Similarly the PCOG will respond to requests from PCCC for advice in particular areas.

As a patient representative, you will be able to make a genuine contribution to decision-making in the CCG, which will not only benefit the local population but will build your own knowledge, skills and confidence.

2. Background

The East Surrey Primary Care Operational Group is responsible for:

1. Development of the commissioning intentions, strategy and investment opportunities for primary care services and make these recommendations to the PCCC.
2. Overseeing the delivery of, review the effectiveness of commissioned primary care services and delivery of the primary care strategy to report to the PCCC.
3. Working at the level of general operational effectiveness across the CCG area, rather than individual provider level.
4. The oversight and commissioning of safe and suitable Primary Care services to the Heartlands Population, including the suitability and appropriateness of the premises from which those services are to be delivered. To improve quality, safety and patient experience of primary care services, as part of the CCG's overall responsibilities for improving quality across the board.
5. Understanding, scrutinising and assuring all aspects relating to primary care with regards to quality, safety, financial, resilience of practices and delivery of services and strategic plans.
6. Monitoring risks associated with the delivery of primary care services and the delivery of the primary care strategy and ensure measures are put in place to manage these risks.

PCOG is held monthly normally on the last (or second to last) Thursday of the month, 12-2pm. During the current Covid-19 pandemic these meetings are being held virtually via Microsoft Teams and we will review whether this continues thereafter or reverts to face to face meetings. Access to the relevant software will be provided along with training, if required. Applicants will need access to their own IT equipment and internet access.

The meetings normally run for approximately two hours and there is representation from different organisations including CCG, NHS England and GP Practices. Papers are issued electronically five to seven working days before the meeting. There will be some preparation time involved as there will be an expectation that the papers have been read beforehand.

3. Person Specification

As the patient representative on the PCOG Meeting the role will be to bring a lay perspective into the room and to give insight into lived experience. There is an expectation that the person tries to bring perspectives beyond their own personal experience into the room which may require wider preparation in advance of each meeting.

The skills and experience needed to become a Patient Representative are:

- Be a Surrey Heartlands resident or registered with a Surrey Heartlands GP Practice
- Be interested in improving health and health services in Surrey Heartlands
- Be able to listen to others and actively share information
- Have enough time available for the role (see time commitments above)
- Have the confidence to question information and explanations supplied by others, who may be experts in their field
- Be able to consider issues from the perspective of the whole population of Surrey Heartlands
- Have an understanding of equality and diversity issues
- Strong relationship management skills in order to work with colleagues from a range of disciplines and organisations.
- Confidence and assertiveness so as to be willing and able to constructively challenge policies and proposals.
- Personal integrity and awareness when dealing with issues where there could be potential conflicts of interest.

The following are desirable but not required:

- Be able to think strategically
- Have an understanding of health and social care, and an appreciation of the broad social, political and economic trends influencing them.
- Be computer and e-mail literate with a working knowledge of Microsoft Office (Word, Excel, Powerpoint)

We are particularly keen to involve individuals from traditionally under-represented communities e.g. black and minority ethnic communities, including the Gypsy, Roma and Traveller community; people with disabilities; those living in areas of socioeconomic deprivation so that our decision-making is informed by a breadth of experience.

4. Remuneration

We value the time that people give to help improve local health care. There is no remuneration for these voluntary posts, however, in line with best practice, the CCG reimburses expenses that are incurred by people who are giving their time.

Please see details in the CCG's [Reimbursement of Expenses Policy](#).

All interviews will be online.

5. Application

5.1 Application process

To apply for this post, please forward a copy of your CV to sara.brine1@nhs.net.

Interviews and Selection

There will be a process to shortlist people who apply and to decide who we will invite for an interview.

Interviews will take place on the afternoon of Thursday 3rd December 2020. Interviews will be short (lasting no more than 30 minutes) and will be conducted by a panel of two, via MS Teams.

If you are selected for interview, we will use the information on your CV and what you tell us in the interview to choose the people who are most suitable for the role, based on their experience and how well they meet our required criteria shown in section 3.

We will contact everyone who has been interviewed to let them know if they have been successful or not.

5.2 Support you can expect from Surrey Heartlands CCG

We know that joining a committee made up of professionals can be intimidating, and that for some people, the protocols surrounding formal meetings are unfamiliar and can make it challenging to contribute. However it is very important to us to encourage involvement from people from a wide range of backgrounds to support our work.

You will be given a named person to contact to support you in this work and a briefing about the work involved before you start. We will also hold a short training session to support you in your new role and help with meeting skills. You will have access to CCG in-house training, which covers topics such as negotiation skills, feedback skills, conflict resolution; unconscious bias.

5.3 On appointment

The successful volunteer will be expected to sign an honorary contract with the CCG which will set out the policies and procedures to be followed, health and safety responsibilities and confidentiality regulations. You will be asked to bring some identification documents with you when you sign the honorary contract. As part of this process, we will also ask you to sign a Confidentiality Agreement and we will seek a reference for you.

5.4 Conflict of Interests

You are required to declare any private interests that may, or may be perceived to, conflict with your role and responsibilities as a member of the group, including any business interests and positions of authority outside the role of the group.

5.5 Timescale

Closing date for applications – Friday 13th November 2020.

Interview date – Thursday 3rd December 2020.

5.6 Disqualification for appointment

Regulations mean that some individuals will not be eligible to be appointed to CCG governing body committees. These include people in categories such as those who:

- Are not eligible to work in the UK;
- Have received a prison sentence or suspended sentence of 3 months or more in the last 5 years;
- Are the subject of a bankruptcy restriction order or interim order;
- Have been dismissed (except by redundancy) by any NHS body;
- Are under a disqualification order under the Company Directors Disqualification Act 1986;
- Have been removed from trusteeship of a charity.

6. Accessibility

We will make reasonable adjustments to enable people with different communication and access requirements to get involved e.g. interpretation and using accessible premises for meetings if they do occur in person.

7. Diversity and equality of opportunity

Surrey Heartlands CCG values and promotes diversity and is committed to equality of opportunity for all. To help us understand if we are achieving this, we ask you to fill out a Diversity Monitoring form as part of the application process.

8. Interested? Please get in touch

If you would like to find out more please contact:

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Role: Head of Primary Care (East Surrey)

Tel: 0300 561 0709

Email: sara.brine1@nhs.net

Date: 26.10.20