

## Strategic Patient Partner – role profile

### Main elements of the role:

- Work with NHS Birmingham and Solihull CCG staff as a partner, in the design, improvement or review of health services that have been identified as priorities by the CCG.
- Be a member of the CCG's People's Health Panel (PHP) and / or your GP practice's Patient Participant Group (PPG).
- Contribute to patient engagement activities, such as workshops, focus groups and surveys.
- Contribute positively to discussions, drawing upon your own experience and expertise, to help improve people's health and health services in our area.
- Ensure that the perspectives of local patients are central to the discussions held and decisions taken.

### Time commitments (e.g. hours, day or length of role)

The role is ongoing, by mutual agreement.

As a guide you should expect to spend one day per month on as a minimum, attending focus groups, meetings, events, giving feedback and completing surveys.

This is for guidance only; it could be that there are some weeks or months where you are required at key meetings more than other times, some months there may not be any focus groups for example. However, NHS Birmingham and Solihull CCG will do it's best to give you an advance schedule of meetings and as much notice as possible of when you will be invited. Many of these will be held Monday to Friday, in office hours, some may be outside of these.

We envisage that most of the meetings and events that Strategic Patient Partners will attend will be aligned to their areas of interest. The CCG will also support the coming together of Strategic Patient Partners, in a peer support network. The purpose of network will be to discuss the different issues that Strategic Patient Partners have been working on, in order to share learning, best practice and ideas. Important reflections will be formally fed through to the executive CCG lead for the specific piece of work they are involved in.

### **What we are looking for in a Strategic Patient Partner**

- A genuine passion and motivation to improve services for the good of local people in in Birmingham and Solihull;
- Awareness of their own strengths and weaknesses and be willing to take opportunities to learn and develop;
- A good communicator able to work well with a range of people;
- A willingness to engage positively in discussions and to provide positive support and challenge;
- Keen to contribute ideas and reflections into CCG activities, whilst appreciating the limitations within which the CCG operates;
- Ability to be objective and balanced, considering and appreciating others' views and willing to communicate these in forums, even though they may differ from their own; and
- Ability and willingness to get involved in community networks.

### **What Strategic Patient Partners can expect from the CCG**

- Support to play an active role in CCG work, helping Strategic Patient Partners to connect with relevant colleagues and contacts in the CCG and partner organisations;
- Opportunities to learn more about their priority areas of interest and to develop other relevant skills;
- Timely information to support Strategic Patient Partners involvement in relevant meetings and events, such as details of agendas, minutes etc.;
- Respect for and appreciation of the time and energy that Strategic Patient Partners are investing in their role and the contributions they make;
- Reimbursement of out-of-pocket expenses, e.g. travel, parking, etc.

### **Confidentiality**

NHS Birmingham and Solihull Clinical Commissioning Group is trusted by patients to hold sensitive information, and patient confidentiality is very important. We will

therefore ask that should you come into contact with sensitive information in your role as a Strategic Patient Partner, that you ensure confidentiality is upheld.

The only time confidentiality should be broken is where you are concerned about your own or someone else's safety and well-being, including if someone makes a disclosure to you. In these circumstances, it is mandatory to report the concern/disclosure as soon as possible to the CCG.