

We would be really grateful if you could share this exciting opportunity with people you work with, your communities and networks. Any questions you have about the role please do get in touch.

Are you a person living in Tameside and Glossop that has up to 3 hours a month to help us in our improvement work? If so, we are looking for someone to be involved in our recently established deteriorating patient programme board.

What do we mean by deterioration?

The term 'deterioration' can be defined as, when a person moves from their normal clinical state to a worse clinical state.

There will be monthly board meetings; as well as other opportunities that will explore the best person and community centred approaches to support community teams, people and their families to recognise, respond and communicate when a person's clinical state changes. Attached is a role description that gives more details about the role, including the skills required and time commitment.

In brief we are looking for someone that has:

- A passion for, and commitment to improving health and care 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

If you are interested in this role, please email voluntaryservices@tgh.nhs.uk stating your full name, telephone number, why you are interested in the role, and what you feel you could bring to the work. The **deadline for this is Monday 18 April 2022**. After this date informal interviews will be arranged with individuals; giving people the opportunity to ask questions and understand the role in more detail. A decision and offer will then be made.

If you would like a conversation to find out more about the role before expressing your interest, please call or email: Laura Burling on **07899 685 469** Laura.Burling@tgh.nhs.uk

This is a voluntary role, therefore in line 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 working with voluntary services over the coming months to ensure we can cover all out-of-pocket expenses for this type of voluntary role).

At Tameside & Glossop Integrated Care Foundation Trust (T&G ICFT) we are working together to promote an inclusive environment that celebrates diversity. We strive to ensure that opportunities to volunteer, work and develop at T&G ICFT are open to all. We welcome expressions of interest from people from all backgrounds who meet the skill set and attributes in the role description. We especially encourage interest in this role from people with protected characteristics (this includes age, disability, gender identity or gender expression, race, ethnicity, religion or belief, sex, sexual orientation, those who declare a health condition, or any other equality characteristic).



Deteriorating Patient Programme Board – Lived Experience Representative

LOCATION:

- Online or at Tameside Hospital

REPORTING TO:

- Deteriorating Patient Programme Board

REQUIRED CHECKS

- Identification and Reference Checks

TIME COMMITMENT

Up to 3 hours a month to include:

- 1 hour 30 Minute monthly meetings for the next 12 months online/in person – Usually Fridays 10-11.30am
- Some additional group work focussed on specific areas of patient experience as and when appropriate
- Reading through papers relating to areas of the deteriorating patient programme

PERSONAL REQUIREMENTS

- A person living in Tameside and Glossop with lived experience of T&G health and care services who can work with us on a number of identified areas for improvement in the deteriorating patient programme. To help us find solutions and new ways of working that will improve experiences of care and the health and wellbeing of people and communities in T&G.

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

- 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 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 people's experiences and working with them is essential to supporting improvements to all our health and care services. We want to work with people who have lived experiences of health and care services to find solutions and make changes become a reality, so we can deliver reliable, safe, and person centred services to people living in T&G.

What skills and experience will you need for this role?

- A passion for, and commitment to improving health and care services for people, particularly those who are showing signs of clinical deterioration whilst at home/in the community
- 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

For this role we are looking for people who have:

- An interest in health and social care
- The desire to improve services for people that are showing signs of clinical deterioration whilst at home/in the community
- 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 people in meetings and 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 do we mean by deterioration?

The term 'deterioration' can be defined as, when a person moves from their normal clinical state to a worse clinical state. The deteriorating patient programme wants to reduce the chances of this happening for people at home/in the community. The programme will be looking at improvements that will support community teams, people and their families to recognise, respond and communicate when a person's clinical state changes.

What will you get from being in this role?

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 hospital and community services collaborate and what we are doing to improve patient, carer, and staff experience in the deteriorating patient pathway. 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 people and communities is incorporated into improving the deteriorating patient programme of work.

You will receive support, guidance and the opportunity to sense check information from members 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 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 call or email: Laura Burling on 07899 685 469 Laura.Burling@tgh.nhs.uk