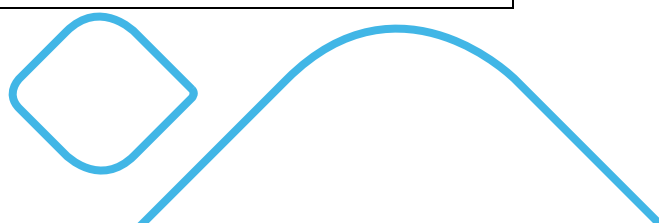


Volunteer role description –

Patient Representative

Role title	Patient Representative – Medicine Divisional Board
Named Volunteer Manager	Chair of the Board
Location of volunteering	Medicine Division
Role purpose	<p>The RUH values the role that patient representatives play in bringing a unique perspective to our Boards, committees and Groups. People who have experience of being a patient or a patient's carer/ family member are experts by experience. We believe these experiences, both good and bad, empower patients to be meaningfully engaged in discussions around quality, service and system improvement and design.</p> <p>Patient representatives will be valued members of the Medicine Division Board and have the full support of the Chair.</p> <p>Patient/ carer representatives will be asking group members:</p> <ul style="list-style-type: none"> ○ What are we doing to ensure public and patients' views about the Medicine Division are heard and responded to? ○ How are people's views making a difference? ○ What difference will this discussion/ decision make to patients and the local community?
General tasks	<p>Tasks may include some or all of the following:</p> <ul style="list-style-type: none"> • Contribute to meetings in a constructive manner, offering ideas and opinions which reflect the voice of patients, carers and their families. • Where appropriate and applicable, patient representatives will support seeking the views of and feedback from Medicine Division patients. • Keep abreast of local and national news and developments with regards to healthcare policy and patient experience, and consider the impact of this on the activities of the medicine division. • Seek to attend training, when offered, if considered useful and applicable to support their role. • Provide a commitment to the Board, attending as many meetings as they are able. • Work on projects, agreed by the Chair, where the patient voice is integral to decision making.



	<p>Patient representatives should not agree to take on projects, which they feel are outside of their remit, beyond their skill or knowledge level, or would require a time commitment which they are unable to keep.</p>
<p>Skills, experience and qualities needed</p>	<ul style="list-style-type: none"> • To be a critical friend – internally facing, supporting the patient, offering advice from a non-institutional perspective. • To be a community channel – externally facing, credible and bringing in wider perspectives by drawing on sources of information or support outside the hospital and bringing them coherently into the discussion. • To encourage a proactive focus on improving patient and carer experience - not merely responding to issues but identifying topics important to patients and carers for the Medicine Division Board to consider. • Experience of active involvement in professional meetings. • Knowledge of the healthcare system, budget management, governance and safety. • Commitment to uphold trust core values and RUH policies.
<p>Support and training</p>	<ul style="list-style-type: none"> • Friends of the RUH will provide mandatory hospital induction and training. • The Medicine Division Board Chair will induct the volunteer into the role and provide guidance and supervision as needed. • Patient representatives will be supported through providing them with any necessary information or interpretation during meetings and ensuring their voice is heard and their viewpoints considered. • If patient representatives have any queries relating to their role and responsibilities, they should contact the Medicine Division Board Chair. • If a patient representative has any concerns relating to the activity of the Board and feel unable to raise this at the relevant meeting, they should contact the Chair outside the meeting.
<p>What's in it for the volunteer?</p>	<p>A single lay voice will not be marginalised. Patient-centred committees will have more than one (patient/ public) lay members. Two people can support and substitute for each other if needed.</p> <p>Patient representatives will:</p> <ul style="list-style-type: none"> • Be valued and listened to as an equal in any meeting discussion. • Have opportunities to offer informed, constructive challenge and interventions. • Be provided with clear behaviour and values meeting protocols. • Have an induction to the hospital and the purpose of the Board. • Have regular opportunities to discuss and reflect on their role with the Chair. • Be provided with opportunities to be involved in wider Medicine Division projects where the patient/ carer voice will improve and design services, if they wish.
<p>Our expectations of volunteers</p>	<ul style="list-style-type: none"> • A commitment to a trial period of six months, with the expectation of a Tenure of Office for two years (extension/ renewal will be through mutual agreement)