

# **Patient and public voice recruitment, selection and induction**

## **The National Quality Board**

NHS England and NHS Improvement



## Patient and Public Voice Expert Advisers appointments

In alignment with NHS England and NHS Improvement's (NHSE-I) commitment to have two Patient and Public Voice (PPV) representatives on the membership of each board, the National Quality Board is recruiting for **two Patient and Public Voice Expert Advisers** to join as members to the National Quality Board (NQB) for **12 months from February 2021-February 2022**.

The NQB provides cross-system leadership to the health and care system on quality, bringing together senior leadership from NHS Improvement (NHSE-I), NHS Digital, the Care Quality Commission (CQC), Public Health England (PHE), The National Institute for Health and Care Excellence (NICE), Health Education England (HEE), The Department of Health and Social Care (DHSC) and Healthwatch. The Board meets 5-6 times per year, and has a focus on workforce development, patient safety, system transformation and other strategic priorities.

The Board has a strong commitment to inclusivity and diversity. We know through experience that different ideas, perspectives and backgrounds create a stronger and more creative work environment that delivers better patient outcomes. As a member of the Board, you will not only need to have the right skills, knowledge and experience for the role, but also be able to demonstrate behaviours aligned to these values.

Applications for PPV Expert Adviser are welcomed from people who have lived experience of using services (as patients, service users or carers), a robust understanding of the health and care system and its stakeholders and prior experience of sitting on a Board or senior governance forum. **Further information on essential skills and capabilities is detailed below.**

There is provision to support participation of the PPV Expert Advisers attending the boards including travel and accommodation, out of pocket expenses and involvement payments. Further details are provided below.

## The National Quality Board

The NQB is jointly chaired by NHSE-I's Medical Director, Steve Powis and CQC's Chief

Inspector of Hospitals, Ted Baker. The Board provides cross-system leadership on quality, bringing together senior clinical leadership from NHSE-I, NHS Digital, CQC, PHE, NICE, HEE, DHSC and Healthwatch. The Board has a strategic focus linked to the following priorities:

- Workforce, Training & Leadership;
- System Transformation to Improve Care & Meet Population Needs;
- Preventing illness and tackling health inequalities;
- Patient Safety;
- Digitally enabled services, research and innovation.

A primary focus of recent meetings has been COVID-19 and the work required to restore and recover services. Examples of other recent items of discussion include the development of the NHS People Plan, Patient Safety Strategy and a refresh of the NQB's Shared Commitment to Quality, which provides a high-level definition of quality in health and care.

Guest speakers are regularly invited to present at the NQB on their areas of expertise. Recent attendees have included:

- Professor Michael West from The King's Fund to present on the General Medical Council's report into the Mental Health and Wellbeing of Doctors and Medical Students in the UK;
- Professor Sir Ian Diamond, National Statistician at the Office of National Statistics to update on Covid-19's Impact on the quality of care in the NHS, related to excess deaths.

Additional information including the agenda, minutes and papers from previous NQB meetings can be found [here](#).

### **The role and your commitment**

PPV Expert Adviser are required to participate strategically at NQB meetings, which take place 5-6 times per year (approximately every two months).

Candidates will be expected to commit to the following:

1. Read papers for the Board prior to the meeting (1hr commitment).

2. Attend NQB meetings via Microsoft Teams (this will be reviewed when the pandemic ends and may move back to meetings in London (2hr commitment)).
3. Contribute to discussions, asking constructive questions, providing feedback

and assisting with follow up discussions

The expected time commitment will be 3-4 hours across 2 months (i.e. for each NQB meeting).

## **Experience and capabilities required**

Candidates must be able to demonstrate the following:

- Lived experience of accessing and using services (as a patient, service user or carer);
- Commitment to NHSE-I's and the NQB values, including a commitment to diversity and equality;
- Ability to communicate effectively and to interact with multiple stakeholders at senior management level;
- Ability to influence decision making and challenge constructively, based on sound judgement and objectivity;
- Ability to understand and evaluate a range of information and evidence;
- Ability to act as an ambassador for the NQB with the ability to promote and disseminate the activities of the NQB;
- Ability to inspire others and act as a champion within your areas of expertise;
- Previous experience of representing PPV in health and care forums;
- Experience of working in partnership with health and care organisations or programmes;
- Experience of sitting on a Board or senior governance forum.
- Understand the need for confidentiality.

## **Meetings will take place on the following dates in 2021 (may be subject to change):**

- Monday 8 February, 1-3pm
- Monday 12 April, 1-3pm
- Tuesday 15 June, 1-3pm
- Tuesday 14 September, 1-3pm
- Tuesday 16 November, 1-3pm

## **Our commitment to you**

NQB Board members will be supported throughout the year by a member of the NQB

Secretariat who will be the direct contact for any questions, queries or concerns. The Lead contact will support the PPV Expert Advisers to:

- Actively and fully participate at the National Quality Board
- Understand the content of papers before meetings
- Be directly contactable for any questions or issues that may arise.

The PPV Expert Adviser role is a paid role due to the time commitment and contribution required. Representatives will be receive a payment of £75 per Board meeting in line with the NHS England [Patient and Public Voice Expenses Policy](#). This is based on online meetings and will be reviewed if and when the meetings to a face-to-face format.

Membership of the group is for 12 months initially, at which point the membership will be reviewed.

## Diversity and Inclusion

NHSE-I are committed to a personal, fair and diverse health and care system for all. Being inclusive is a fundamental value. We welcome applications irrespective of people's age, disability, sex, gender identity and gender expression, race or ethnicity, religion or belief, sexual orientation, or other personal circumstances. We have policies and procedures in place to ensure that all applicants are treated fairly and consistently at every stage of the recruitment process, including the consideration of reasonable adjustments for people who have a disability.

## How to apply

Please complete the attached application and equal opportunities form to [england.nationalqualityboard@nhs.net](mailto:england.nationalqualityboard@nhs.net) with the subject title: “**NQB PPV Expert Adviser application**”. The deadline for applications is **18 December 2020**.

Interviews will be held virtually via Microsoft Teams.

## Recruitment timetable and deadlines

<b>18 December 2020</b>	Deadline for Applications
<b>8 January 2021</b>	All candidates notified whether they've proceeded to interview
<b>18-19 January 2021</b>	Interviews by phone or Microsoft Teams
<b>22 January 2021</b>	All candidates notified of outcome of interviews
<b>25 January 2021</b>	Meeting with Lead Contact

We are not able to provide feedback to applicants who have not been shortlisted for interview. We will be able to give feedback to candidates who have been interviewed if requested.

If you have any questions regarding the application process, deadlines or about the role, please email [england.nationalqualityboard@nhs.net](mailto:england.nationalqualityboard@nhs.net)