Patient / Carer Representative Role Description

Title: Patient Representative

Time Commitment:

Venue:

Supported by:

Tenure:

1. Roles and Responsibilities for Patient Representatives

The role of the Patient Representative, is to ensure that the views of patients, carers and families are taken into consideration when planning / developing services. This will help facilitate the “patient voice” being heard throughout the wider organisation, whenever decisions that affect patient care are made.

Patient Representatives who serve on groups are expected to contribute to the decision making process. Patient Representatives are valued members of the group and have the full support of the Chair who will be happy to meet with the Patient Representative to provide further information around the role and remit of the group, as needed.

Patient Representatives will:

- Contribute to relevant meetings in a constructive manner, offering ideas and opinions which reflect the voice of patients, carers and their families.
- 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 their Group.
- Contribute to project work which has been identified as an area of need by the group. This may sometimes require collaborative working with other group members and at other times working autonomously.
- Provide a commitment to the group, attending as many meetings as they are able, and acting as a representative of the group when required.

It is important that patients bring their personal experience to group work but also remember that they are representative of all patients.

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.
If Patient Representatives have any queries relating to their role and responsibilities, they should contact the Chair of the group. Patient Representatives will be asked to sign a confidentiality agreement.
Commitment to Patient Representatives

Patients and care givers are considered partners in the governance and working parties of South Tees Hospitals NHS Foundation Trust, who are able to advise on the quality and redesign of services from their personal experience. The organisation recognises the importance of learning from experience, and will seek to use patients as sources of expert knowledge for consultation.

South Tees Hospitals NHS Foundation Trust aims to embed service user engagement into its organisational culture, governance structure and everyday work, as a means to improve services by driving up quality outcomes that matter to patients.

We commit to the following;

- To invite and welcome open and honest feedback from our Patient Representatives
- To give Patient Representatives the opportunity and the time to contribute to decision making
- To consider Patient Representatives as full members of any meetings for which they are on the membership list
- To ensure the language used in meetings is as accessible as possible. Where necessary, medical terms will be explained.
- To respond to queries and requests from Patient Representatives in a fast, efficient manner
Confidentiality

I accept that it is a condition of my Patient Representative activities at the South Tees Hospitals NHS Foundation Trust, that all personal information in respect of patients, staff and other patient representatives, which comes to my knowledge, directly or indirectly, through the course of my activities shall be treated as confidential and shall not be discussed with, or disclosed to any person including the patients, staff members or other representatives concerned. I understand that a breach of this condition could result in my Patient Representative membership being withdrawn. I also understand that a breach of confidence could result in an action for civil damages.

Signed ____________________________ Date ________________