

Job title:	Patient Carer Partner
Accountable to:	Patient Director
Location:	Here, 4th Floor, 177 Preston Road, Brighton BN1 6AG

About us and our culture

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

Our Purpose in the World

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their 'whole' selves. For most of us, work takes up a big part of our day. We want to ensure that it's enjoyable and speaks to us on a level deeper than 'just getting the job done'.

Because of this:

- We run a coaching programme which enables everyone to learn how to become a coach and have access to coaching when needed
- We have a process called 'Pirate Dave' which allows peer-to-peer conversations about development
- We have a staff-run 'Wellness Group' that enable staff to set up initiatives that link to wellness/wholeness. This has included running yoga, installing a ping pong table in the rec room and buying free fruit for staff
- We have a staff-run 'Time & Spaces Group' who run organisational wide projects to ensure that every voice from the organisation is heard. They have been a big part of our recent office refurbishment which included installing a quiet room covered in grass for when we need to take a break and running an artwork competition so we can cover our walls with art created by our staff.
- We host mindfulness sessions twice per day

THE ROLE

A Patient Carer Partner (PCP) is a patient and/ or carer affected by life-changing illness, injury or disability, or affected by a long term condition, who wants to improve local healthcare by working collaboratively with service providers.

The team brings patient experience to the heart of quality improvement in local NHS services for people living with conditions that affect bones, muscles, joints and tendons in all parts of the body. Collectively these are called 'musculoskeletal' (MSK) conditions.

Sussex MSK Partnership is made up of four not-for-profit organisations:

- HERE (formerly Brighton & Hove Integrated Care Services (BICS))
- Sussex Community NHS Foundation Trust
- Sussex Partnership NHS Foundation Trust
- Horder Healthcare

The service operates across central Sussex including Brighton & Hove, Horsham, Mid-Sussex and Crawley.

SMSKP is creating innovative ways for people living with MSK conditions to contribute to improvements in the way that local medical care is delivered.

PCPs are developing ways to work alongside clinicians, leadership teams, and a range of staff by drawing upon personal experience and expertise to provide insight into the design, improvement and delivery of local MSK services. They are building ways of working in partnership to participate in strategic meetings and project groups, help shape services, and support and influence decision makers in a positive and constructive manner.

RESPONSIBILITIES AND DUTIES

- Have access to a computer with an internet connection and communicate using email, Microsoft Word, land-line and / or mobile phone.
- Prepare for and participate in meetings (approximately 6 – 8 hours per month, plus further project time if required). *Our work is with MSK Staff so meetings are in the working week.*
- Travel between healthcare sites to attend meetings.
- Work together, in support of each other and develop effective relationships built on trust, credibility and respect. Recognise strength in diversity.
- Participate in training and development programmes, listen actively, and engage in on-going conversations to progress purpose, clarity and definition in the role of PCPs.
- Draw upon your own experiences and expertise to help identify ideas and possible solutions to the challenges faced, and help ensure that patient experiences are at the forefront of everyone's minds.
- Provide feedback giving your views and reflection on how you think things are going and identify key actions, training issues or lessons learnt for future PCPs to be successful.

The MSK Partnership identifies priorities for review. Once an opportunity for focused work has been identified and agreed upon you will be invited to meet with the Project Manager of that programme to:

- Develop a shared understanding of the PCP role.
- Agree how you will communicate during the project.
- Identify practical support needs (admin, access and parking, etc.).
- Agree financial support and identify ongoing information needs (timing; format, etc.).
- Identify learning and development requirements.

During a project you will:

- Work with other PCPs, and with clinical and non-clinical staff as an equal partner in the design, improvement and evaluation of a named review or project.
- Attend and actively participate in key strategic meetings so you will understand the overall plans, objectives and context of such discussions.

- Contribute positively to conversations and provide regular feedback and reflections via reports/e-mails to the PCP Project Manager highlighting any issues of concern as well as achievements
- Take part in ground-breaking, innovative and evolving work to place patients at the heart of NHS improvement

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on

'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees

Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	David Gilbert
Date JD agreed:	31/01/2019
Brief description of reason for review (if applicable)	
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