

Patient Partner Opportunities

Role:	Patient Partner
Location:	Trust wide
Hours:	Flexible commitment: Average expectation of 3 hours per week
Accountable to:	Head of Patient Experience and Partnership, Chief Nurse, / Co-chair of the Patient Partnership Experience Group

Vision:

A Patient Partner has an interest in the provision of healthcare and wants to become involved and influence how it is planned and delivered to increase positive experiences for patients in hospital. Patient Partners are essential in terms of partnership working, and to ensure the voice of the patient is heard and considered in Trust improvements and transformation projects. St George's serves a large and diverse community and patient partners should reflect that diversity.

Objectives:

We are looking for 20 Patient Partners to become involved in several patient engagement activities across the Trust. There are multiple improvement projects ongoing at the Trust and we are looking for people with an interest in:

- Become involved in specific projects with the aim of improving services
- There are several openings at the moment to work with specific departmental projects including therapies and outpatients
- Accreditation and inspections – surveying patients to get their views on their experience
- To attend meetings representing the voice of the patient assisting the Trust in patient engagement and improvement activities

Key Tasks:

Tasks will vary depending on project, but general activities will include the following:

- Attend meetings and consider being part of subgroups, where appropriate
- Commit to reading all the papers for the meeting
- Fulfil any actions to which they have committed
- They will support the Trust staff and patients, relatives, and carers in achieving outstanding care every time
- To consider how their experience and the experience of other patients and carer's can improve patient services trust wide
- Promote Trust values, equity, diversity, and togetherness
- To support service improvement, through feedback on procedures, policies, and service strategy

Personal specification:

- Current or recent experience of care at St George's as a patient or carer or experience as a patient/carer in other relevant healthcare settings
- Willing to commit to regular attendance at meetings (a combination of in person and online meetings) and prepared to contribute to sub-groups or projects on request
- Able to read and digest meeting papers
- Able to take part in meetings and express their views
- To be honest and professional
- To have commitment and motivation
- To uphold and work within Trust values
- To have effective communication and listening skills
- To have integrity and foresight
- To be responsible and dependable
- Be positive and able to take a solution focused approach

General information:

- Patient Partners are bound by the 'Patient Partner Agreement' which includes their rights and responsibilities.
- Patient Partners must not undertake any manual handling tasks
- Patient Partners are reminded of the importance of confidentiality.
- Patient Partners will receive regular support and supervision and training where applicable.