ROLE SPECIFICATION

TITLE: Lay Member
(Patient and Public Involvement and Engagement)

ORGANISATION: NHS Swindon Clinical Commissioning Group

HOURS: Average of 4 days per month – flexibly applied

REMUNERATION £15,000 per annum

TENURE: This is an officer appointment
An initial term of four years will be offered, and subject to review, extended for a further period of four years and/or any national or local process of reappointment.

ACCOUNTABLE TO: Clinical Chair, the public, members and stakeholders

WORK BASE: CCG Offices – (Swindon)

NHS Swindon Clinical Commissioning Group consists of 26 GP practices in the Swindon & Shrivenham area. The organisation has full responsibility for commissioning health services for 227,000 patients within an annual budget of approximately £235 million.

Our purpose as a clinically led organisation is to optimise the Healthcare of the People of Swindon and Shrivenham and to spend the money allocated to us as wisely as possible whilst improving quality and experience of care and ensuring we achieve superior health outcomes for our communities. We do this by being responsive, productive and caring at the same time as creating a financially stable and sustainable organisation.

The group works in a manner that fulfils the principles of giving patients more power, focusing on healthcare outcomes and quality standards, and giving frontline professionals much greater freedoms and a strong clinical leadership role.

Overall Purpose of the Post:
The overarching role of the Governing Body of the Clinical Commissioning Group (CCG) is to assure stakeholders (e.g. member GP practices; patients, the public and Area Team of NHS England) that the CCG has appropriate arrangements in place to exercise its functions effectively, efficiently and economically and in accordance with the generally accepted principles of good governance and the CCG’s constitution. The Governing Body must assure itself and stakeholders that ethical and robust decisions are made about the commissioning of NHS services and that those decisions are in the best interest of patients and the public. As Lay Member of the Governing Body with a patient and public engagement remit, the post holder will have specific responsibility for:

- bringing a strategic and impartial focus;
- providing an external view of the work of the CCG that is removed from the day-to-day running of the organisation;
acting as the Operational non-clinical Vice Chair of the overall Governing Body;
overseeing key elements of ensuring that the patient is at the ‘centre’ of CCG;
chairing the Patient and Public Involvement Forum (Committee);
attending Governing Body; Remuneration Committee; Clinical Leadership Group; Joint Primary Care Committee and Integrated Governance and Quality Assurance Committee;
taking the lead role in ensuring that the Governing Body and the wider CCG takes account of the patient and public voice at all times.

In addition, the role holder may be asked to be a member of various ad-hoc panels as required by Clinical Chair or Accountable Officer of the CCG. Examples are:
- Senior recruitment interviews
- Staff disciplinary appeals
- Procurement panels for major procurements
- Individual Funding Appeals

Job Summary:
As a member of the CCG’s Governing Body each individual will share responsibility as part of the team to ensure that the CCG exercises its functions effectively, efficiently, economically, with good governance and in accordance with the terms of the CCG constitution as agreed by its members, and the nationally agreed NHS Constitution. Each individual is there to bring their unique perspective, informed by their expertise and experience. This will support decisions made by the Governing Body as a whole and will help ensure that:

- a culture is developed that makes certain the voice of the member practices is heard and the interests of patients and the community remain at the heart of discussions and decisions;
- the Governing Body and the wider CCG acts in the best interests of the local population at all times;
- the CCG commissions the highest quality services with a view to securing the best possible outcomes for their patients within their resource allocation and maintains a consistent focus on quality, integration and innovation;
- decisions and the basis for them are transparent, whilst protecting information that is ‘commercial in confidence’;
- conflicts of interest are managed effectively;
- the CCG, when exercising its functions, acts with a view to securing that health services are provided in a way which promotes the NHS Constitution, that it is there to improve health and wellbeing, supports people to keep mentally and physically well, to get better when ill, and when people cannot fully recover, to stay as well as they can to the end of their lives; and
- good governance remains central at all times.

Key Responsibilities:
The primary functions of the Governing Body are to:
determine the organisation’s vision, strategic direction and aims in conjunction with the Executive Team;
assure CCG accountability to the public for the organisation’s performance;
assure itself and others that the organisation is managed ethically, with probity and integrity;
assure itself that the public receive health services that are safe, of quality and affordable; and
assure itself that finances are managed in an effective and sustainable way.

In order to direct strategy and ensure that this is implemented and that the organisation achieves its goals, the Governing Body has to assure itself and others that:

- Resources are allocated effectively and that organisational and executive performance is monitored;
- Appointments to and contractual arrangements for the Executive Team are reviewed to ensure they are right and proper and that effective management arrangements are in place;
- Delegation to any sub groups and committees is within any scheme of delegation; and
- Risk is understood and managed.

Ways of achieving these primary functions include:

- constructively challenging and scrutinising the Executive Team;
- ensuring that the voice of the public is heard in decision making; and
- forging strategic partnerships with other organisations.

The Lay Member needs to:

- demonstrate commitment to continuously improving outcomes, tackling health inequalities and delivering the best value for money for the taxpayer;
- demonstrate commitment to clinical commissioning, the CCG and to the wider interests of the health services;
- be committed to ensuring that the Governing Body remains “in tune” with the member practices;
- bring a sound understanding of the NHS principles and values as set out in the NHS Constitution;
- demonstrate a commitment to upholding Standards for members of NHS boards and Clinical Commissioning Group governing bodies in England (Nov 2012) along with an ability to reflect them in his/her leadership role and the culture of the CCG;
- demonstrate a commitment to effective governance;
- be committed to ensuring that the organisation values diversity and promotes equality in all aspects of its business; and
- bring to the Governing Body the following leadership qualities:
  - **creating the vision** - effective leadership involves creating a compelling vision for the future and communicating this within and across organisations;
- **working with others** - effective leadership requires individuals to work with others in teams and networks to commission continually improving services;
- **being close to patients** - this is about truly engaging and involving patients and communities;
- **intellectual capacity and application** - able to think conceptually in order to plan flexibly for the longer term and being continually alert to finding ways to improve;
- **strategic thinking** – the ability to see, understand, interpret and explain ‘the bigger picture’;
- **demonstrating personal qualities** - effective leadership requires individuals to draw upon their values, strengths and abilities to commission high standards of service; and
- **leadership essence** - can best be described as someone who demonstrates presence and engages people by the way they communicate, behave and interact with others.

**Other Duties**
The above is only an outline of the tasks, responsibilities and outcomes required of the role. The office holder will carry out any other duties as may reasonably be required by the CCG. The job description and person specification will be reviewed on an ongoing basis in accordance with the changing needs of Swindon CCG.

**Codes of Conduct**
The Lay Member is required to carry out duties in a manner which complies with the NHS Constitution, the Standards for Members of NHS Boards and Clinical Commissioning Group Governing Bodies in England, and any other Codes of Practice applicable to the operation of boards.

**The following are requirements of all CCG staff and officer appointees:**

**Confidentiality**
The post holder will be expected to maintain the complete confidentiality of all material and information to which they have access and process.

**Data Protection**
The post holder must, if required to do so, process records or information in a fair and lawful way. They must hold and use data only for the specified, registered purposes for which it was obtained and disclose data only to authorised persons or organisations.

**Corporate Governance**
The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

**Equality and Diversity**
The post holder must comply with and promote Equality and Diversity and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, political opinion, trade union membership or disability. The Lay Member will also ensure that the Governing Body takes seriously its statutory duties to promote equality and reduce inequalities.

**Health and Safety**

Under the Health and Safety at Work Act (1974), it is the responsibility of individual employees and officers at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the organisation and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards.

**Flexibility**

NHS Swindon Clinical Commissioning Group is currently working in a climate of great change within the NHS. It is therefore expected that all those engaged with the organisation will develop flexible working practices to be able to meet the challenges and opportunities that may present themselves.

April 2015
Person specification

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<tr>
<th>Criteria</th>
<th>Essential/ Desirable</th>
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<tr>
<td>Qualifications</td>
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<tr>
<td>Live within the local community or be able to demonstrate ability to bring a local perspective to the governing body</td>
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<td>Evidence of continuing professional development</td>
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<td>3 Years’ Experience in a Health, Corporate, or Voluntary Sector Organisation</td>
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<tr>
<td>Experience</td>
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<td>Track record of successfully involving patients, carers and the public in the work of a public sector organisation</td>
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<td>Experienced at working in a collaborative decision-making group such as a board or other ‘board level’ committee working</td>
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<td>Experience of competently chairing meetings</td>
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<td>Knowledge &amp; understanding</td>
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<td>Demonstrable understanding of local arrangements for listening and responding to the voices of patients, carers and patient/Public organisations</td>
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<td>Have an understanding of effective involvement and engagement techniques, and how these can be applied in practice</td>
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<td>General understanding of health and an appreciation of the broad social, political and economic trends influencing it</td>
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<td>A general understanding of good governance and of the difference between governance and management</td>
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<td>Demonstrable understanding of the NHS principles and values as set out in the NHS Constitution</td>
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<td>An understanding of the principles of value for money and an ability to challenge performance on this basis</td>
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<td>Good understanding of the role of effective communications and engagement with patients, public, workforce and stakeholders</td>
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<td>Understanding of (and commitment to upholding) the Nolan Principles of Public Life, Standards for members of NHS Boards and Governing Bodies in England (currently being developed)</td>
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<td>Attributes and Competencies</td>
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<td>Able to give independent view on possible internal conflicts of interest</td>
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<td>Requirement</td>
<td>Grade</td>
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<td>Be confident, competent and willing to give an independent view to the CCG governing body</td>
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<td>Capability to understand and analyse complex issues, drawing on a breadth of data to inform decision-making, and to see that information ethically to balance competing priorities and make difficult decisions.</td>
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<td>Ability to influence and persuade others in a constructive debate</td>
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<td>Ability to take an objective view, seeing issues from all perspectives, especially external and user perspectives</td>
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<td>Ability to communicate effectively, listening to others and actively sharing information</td>
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<td>Sensitivity and organisational skills to operate effectively across complex work cultures and environments</td>
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<td>Politically astute, with highly developed skills in engaging, influencing and securing shared ownership</td>
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