

# Patient Champion

## Role description

<b>Title:</b>	Patient Champion (leader/representative)
<b>General description:</b>	Patient champions are members of the public who work with commissioners, managers and clinicians at a strategic level to make sure that they listen to and act on feedback from the wider community.
<b>Accountable to:</b>	Engagement Team
<b>Supported by:</b>	Engagement Team and peers
<b>Expenses:</b>	Out of pocket expenses and travel expenses.

**Anyone can be a patient champion.** We don't want to put people off with jargon and overcomplicated language; in fact we'd actually prefer that patient champions have no previous experience in healthcare. This document tells you what a patient champion is and what we need patient champions to do. If you have difficulty understanding anything in this document please contact your engagement lead (contact details are at the end of this document).

The views of patients, carers and the public matter to the NHS. We want to involve them, as well as doctors, nurses, other healthcare professionals and managers in the decisions we make. By working with patients, carers, patient organisations and the public, we are able to develop services which meet the health needs of our community.

Our patient champions provide an essential perspective when we make decisions about our health services. We recruit patient champions to many of our strategic steering groups. This reflects our desire to have patients involved in all aspects of the NHS and enables '*the effective participation of the public, so that services provided reflect the needs of local people*' Health and Social care Act, 2012

### 1. What is a patient champion?

The role of the patient champion is to ensure that **the voice of patients, carers and the public is taken into consideration when decisions are made that affect patient care.** We spend a lot of time talking to patients about the care they and their families receive. The feedback we receive is shared with the commissioners, managers and clinicians responsible for making strategic decisions. We want to make sure that this feedback is used by decision makers and actually influences the choices we make. By recruiting patient champions to sit on strategic groups, we are ensuring that lay representatives are at the heart of our decision-making process.

### 2. Who runs the programme?

This is a citywide programme run by the Leeds Engagement Hub; NHS Leeds West Clinical Commissioning Groups, Leeds Teaching Hospitals NHS Trust, Leeds and York Partnership Foundation NHS Trust hospitals. There are opportunities to get involved as a patient champion at all of these organisations.



### 3. What sort of person would be a patient champion?

As a lay representative, our patient champions are expected to be; open minded, objective and good listeners. We need our patient champions to be committed to their local community and keen to encourage NHS staff to listen and act on patient, carer and public feedback.

Our patient champion **code of conduct** gives you more information on the expectations of our patient champions.

### 4. What do patient champions actually do?

- Attend meetings regularly.
- Read meeting papers before attending meetings.
- Play an active role in meetings and share their thoughts and views with the group.
- Ensure that patient feedback is considered by the group when making decisions.

### 5. What qualifications do I need?

**Absolutely none**, all we ask is that you are passionate about improving healthcare and you are able to take a step back from your personal views.

### 6. What can you offer me?

We don't pay patient champions but we want to show how much we appreciate people giving their time and sharing their thoughts with our organisation. We can offer the following opportunities:

- Expenses paid so that you won't be out-of-pocket.
- Regular peer supervision with other patient champions so that you can share your experience and learn together.
- Access to a programme of training so that you can contribute meaningfully to meetings.
- Access to external development opportunities so that you can share good practice with patients and organisations in other parts of the country.
- Access to an engagement team that can support you in your role.

### 7. Ok, I'm in. What now?

NHS Leeds West CCG currently hosts the patient champion programme website. There is lots of information online and you can visit our website here:

<http://www.leedswestccg.nhs.uk/get-involved/how/patient-leader-programme/>

If you have any questions about our work you can call one of our friendly engagement team:

<b>NHS Leeds West CCG:</b>	0113 8435473
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