

Patient and Public Voice (PPV)
SWUK Burn Care Operational Delivery Network

ROLE AND PERSON SPECIFICATION

1. Background

- 1.1 The role of the SWUK Operational Delivery Network (SWUK ODN) is to deliver a work programme to enhance and standardise the delivery of care to adult and paediatric patients who have suffered a burn injury or a skin loss condition.
- 1.2 It fulfils the principles outlined in the National Burn Care Review, works to the national referral thresholds and aims to achieve the national standards for burn care (NHS Specialised Services, National Network for Burn Care, National Burn Care Standards January 2014).
- 1.3 The SWUK ODN ensures outcomes and quality standards are improved; and networked patient pathways are agreed and implemented. It ensures burn services within the ODN are working to the same principles and to the same standards for patient benefit.
- 1.4 The SWUK ODN covers a population of approximately 10 million people, serving the South West of England, parts of South Central England and South, Mid and West Wales.

2. SWUK ODN Mission Statement

- 2.1 “To ensure that patients who suffer a serious burn injury within the SWUK ODN are transported safely and quickly to an appropriate service, receive the best possible treatment and care, and are returned closer to their home as soon as is possible (whilst maintaining specialist input into their care) and ensure they receive care of the highest quality irrespective of where they live and whenever they suffer a burn injury”.

3. What does Patient and Public Voice (PPV) in the SWUK ODN mean?

- 3.1 In keeping with the government’s desire to promote patient and public involvement in all aspects of developing services, the SWUK ODN is keen to include the Patient and Public Voice at the heart of its decision making process.
- 3.2 Involvement could be in the form of membership on the Executive Board, joining a Project Specific Working Group or contributing to the design and content of sources of patient information. All with the aim of improving and developing burn services within the SWUK ODN.

4. What kind of people are we looking for?

4.1 In order to ensure PPV representation is as effective as possible, the SWUK ODN would like to involve a variety of patient and public representatives.

4.2 Key requirements are that you:

- Are a current or past user of NHS services related to a burn injury (this could be as a patient, parent or carer) or are a representative of a patient support group (national or regional).
- Have an interest in helping us to improve the quality of care that NHS providers deliver across the SWUK ODN region for patients with a burn injury.
- Are able to perform the role with objectivity and take a balanced approach to discussions about burns and associated services.
- Are committed to working collaboratively with fellow patients, carers and healthcare professionals and be respectful of their opinions and ideas.
- Have good communication skills and are confident in voicing your opinion when participating in multi-professional meetings.
- Are confident in reviewing documents, for example patient leaflets, questionnaires and website content.
- Are willing to seek support and advice to enable you to carry out your role effectively.

5. What do we want you to do?

5.1 You may be asked to provide feedback and insights on the work of the SWUK ODN to ensure it is in the public interest. In order to achieve this, you will need to be prepared to put aside personal and organisational affiliations, and not to lobby or advocate for a particular interest or group. Rather, your role is to help ensure that your peers' views are sought on particular topics, as directed by the SWUK ODN Executive Board. You will be asked to operate in such a way as to ensure that any views and recommendations are clear, reasonable, and if necessary, would stand up to external scrutiny.

5.2 You will be able to attend and contribute to meetings in person, or via teleconference, and be able to set aside preparation time for reading the Agenda and accompanying papers to familiarise yourself with the expectations of the meeting/group you are involved with.

5.3 If you are an active member of a third sector organisation or support group, we may ask you to canvas their membership for a wider opinion on a particular subject.

- 5.4 You will be aware of the confidential, and possibly contentious, nature of discussions and ensure information is only shared with outside organisations on the agreement of the SWUK ODN Executive Board's Chair as agreed in the Patient and Public Voice Code of Conduct document.
- 5.5 You will act in a way that is consistent with NHS England policies and the law relating to equality, diversity and rights, and will treat everyone with whom you come into contact equitably, with respect and without discrimination.

6. What will our commitment to you be?

- 6.1 The SWUK ODN will reimburse any out of pocket expenses such as travel expenses and any other appropriate expenses you might have from helping us.
- 6.2 You will have access to SWUK ODN Management Team for support and any questions you may have during your involvement.
- 6.3 You will have the right to step down at any time, knowing that it will not affect any future care or treatment.
- 6.4 The SWUK ODN Manager will hold an annual review with you to ensure you are happy with your involvement with the SWUK ODN.
- 6.5 You can refuse to do anything that you feel uncomfortable with or find too stressful.

7. Suggested Reading

- 7.1 NHS England Specialised Burn Care for All Ages Service Specification
<https://www.england.nhs.uk/wp-content/uploads/2014/04/d06-spec-burn-care-0414.pdf>
- 7.2 NHS Specialised Commissioning, National Burn Care Standards
http://79.170.40.160/britishburnassociation.org/wp-content/uploads/2017/06/National_Burn_Care_Standards_2013.pdf
- 7.3 National Burn Care Referral Guidelines.
<https://www.britishburnassociation.org/wp-content/uploads/2018/02/National-Burn-Care-Referral-Guidance-2012.pdf>

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