

South east London Healthwatch Patient Group Member Role Description

Members of the south east London Healthwatch Patient Group, through their work, add value to the SEL Healthwatch patients', public and carer perspective in the development of South east London Clinical Commissioning Group (CCG) and the south east London integrated Care System (ICS) programmes.

Members of the Group must live, work or use health and social care services in at least one of Bexley, Bromley, Greenwich, Lambeth, Lewisham or Southwark.

Members should have experience, knowledge or interest as either:

- A person who uses health services, occasionally or more regularly
- An unpaid carer or relative of a person who uses health and social care services

Political appointees e.g. Councillors or MPs are not eligible to be members.

Role Responsibilities:

- To be a representative of the views and concerns of other patients and carers.
- Contribute to discussions and the preparation of any documents (checking language is accessible for the lay summary, etc.)

Commitment:

- We would like you to read and review minutes and papers, offering advice on the aspects that you think are important.
- The term of involvement we require is up to 1-2 days a month for this role

Qualities and Skills:

- The ability to represent and express the views of other patients and carers
- The ability to engage in discussion with other participants
- The ability to listen actively to other members' contributions and learn from others' experiences and skills
- The ability to respect and maintain confidentiality
- Be able to demonstrate integrity, good judgement and objectivity
- Have the time to attend meetings and read documents.
- Strategic vision
- Good communication and interpersonal skills -
- The ability to be impartial, fair and to respect confidences
- the ability to approach issues in different ways and think creatively

Knowledge

- Demonstrate an awareness and understanding of health services in south east London
- Connections with communities in at least one south east London borough

Standards in Public Life

We expect all members of the SEL Healthwatch Patient Group to follow the seven principles of public life set out by the Committee on Standards in Public Life (the Nolan principles).

By accepting a role with us, you agree to follow and act in line with these principles throughout your involvement NHS England and NHS Improvement's work.

The principles are:

- **Selflessness**
Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.
- **Integrity**
Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.
- **Objectivity**
In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for awards or benefits, holders of public office should make choices on merit.
- **Accountability**
Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
- **Openness**
Holders of public office should be as open as possible about all the decisions and actions they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
- **Honesty**
Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
- **Leadership**
Holders of public office should promote and support these principles by leadership and example.

Standards of Business Conduct

The SEL local Healthwatch has adopted a code of conduct in line with the NHS England and NHS Improvement [Standards of Business Conduct Policy](#).

Specifically, we expect all members to:

1. **Respect confidentiality** - as directed by the Chair (and indicated on any relevant papers) and also respecting any other member's stated wish for information they share not to be shared more widely.
2. **Value equality, diversity and inclusion** - including supporting the fair, equal and respectful inclusion of all members regardless of age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

3. **Contribute constructively** - including taking an active part in discussions and keeping comments within the scope of the published.
4. **Listen to others' opinions and allow everyone to contribute** - including encouraging contributions from members who may find it more challenging to make their voices heard.
5. **Act with honesty and integrity** - including disclosing any potential conflicts of interest.