

# South east London Healthwatch Reference Group

## Member Role Description

Members of the south east London (SEL) Healthwatch Reference Group, through their work, add value to the SEL Healthwatch people and communities' perspective in the development of the NHS Integrated Care Board (ICB) commissioning and the programmes of the SEL integrated Care System (ICS) programmes.

The Reference Group has thirteen members. Six Members are drawn from the Boards and Committees of Healthwatch in SEL, six lay people who are affiliated to the networks of each of the six SEL Healthwatch. The Director South east London Healthwatch chairs the meetings.

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

Healthwatch Board or Committee members will remain members of the Group while they are current members of their Healthwatch Board, and with the agreement of that Board.

Membership of lay people to the Group is for up to two terms of two years and with the agreement of their Board.

This is a voluntary role with no pay or remuneration attached. You will, however, be able to claim expenses from your local Healthwatch.

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

### **Role Responsibilities:**

The roles and responsibilities of members include, but are not limited to the following:

- To be a representative of the views and concerns of other people and communities.
- Contribute to discussions and the preparation of any documents (checking language is accessible for the lay summary, etc.)
- Identify and amplify issues that are common to local Healthwatch which should be cascaded to the ICS system.
- Receive briefings from SELHW officers, NHS SEL, ICS stakeholders and the Director of SELHW about regional health issues or commissioning that need an overview from people and communities.

- Respond to queries and requests for advice or information about people's views and experiences from the ICS and ICB.
- Where appropriate, represent SELHW on ICS groups, boards, committees.
- Promote SELHW as the conduit for engagement with people and communities across south east London.
- Support Healthwatch Chief Officers to build collaborative working relationships.
- Cascade ICB and ICS information and activity to local Healthwatch Boards.
- Encourage learning between Healthwatch strategic boards.
- Report back to local Healthwatch on issues of relevance arising from the Group.

### **Commitment:**

- We would like you to read and review minutes and papers, offering advice on the aspects that you think are important.
- The role, on average 1 day a month

### **Knowledge**

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

### **Qualities and Skills:**

- The ability to represent and express the views of people and communities in south east London
- 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
- Be able to demonstrate integrity, good judgement and objectivity
- Have the time to attend meetings and read documents.
- Strategic vision
- Excellent communication and people skills
- The ability to be impartial, fair and to respect confidences
- the ability to approach issues in diverse ways and think creatively
- the ability to balance individual perspective with the broader Healthwatch and community interest in discussing ICB and ICS activity.
- the ability to deal with information sensitively and confidentially with respect and discretion.

# Appendix 1

## Standards in Public Life

We expect all members of the SEL Healthwatch Reference 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.