

## **Integrated commissioning: Hackney and City Recruitment for public representatives in care workstreams**

### **1. PURPOSE OF THE ROLE**

A partnership of health and social care organisations in Hackney and the City is looking for members of the public to join care workstreams that are working to improve health and wellbeing. The public representatives will play an important role bringing in the voices of people who use services. If you are a local resident with experience of using services directly or as a carer, this is a chance to have your say on how services can be improved.

One public representative is needed for each care workstream

**Unplanned care:** Oversees urgent care, emergency care needed within 24 hours (such as A&E visits or mental health crisis response), and out-of-hours services within adult social care and primary care. Unplanned care oversees an integrated discharge group aiming to reduce delayed transfers of care from hospital. A neighbourhoods model is also being developed which will put in place integrated teams of clinical, social care, and voluntary/community sector staff working with GPs to support vulnerable residents.

**Planned care:** There is a preference for a public representative with experience of using cancer services if possible. The workstream is looking at services where people are referred to acute providers (e.g. hospital outpatients) in a planned and non-emergency way. It includes ongoing long-term support for adults and carers such as social workers doing reviews, residential care, care at home and meals on wheels.

The public representatives will work closely with managers and clinicians in the area.

### **2. APPOINTMENT DETAILS**

There is already one public representative in each of these care workstreams. We want an additional public representative in each to bring in diverse voices and ensure the representatives can support each other.

Representatives will be given access to training, reimbursement of travel, childcare and carer expenses, and support through the Integrated Commissioning Engagement Group. This is currently a voluntary role however we are looking at whether representatives could receive involvement payments in the future.

Interested residents should **submit an application to** [info@healthwatchhackney.co.uk](mailto:info@healthwatchhackney.co.uk) by 15 January 2018, or phone 07856796512 with any questions. Appointments will be made following an interview with the Care Workstream Director and representatives of the Integrated Commissioning Engagement Group. There will also be other opportunities to be involved for those who are not appointed.

### **3. ABOUT INTEGRATED COMMISSIONING**

Integrated Commissioning is a programme to improve health and wellbeing for Hackney and City residents by joining up health, social care and public health around people to better meet their needs. The four care workstreams – unplanned care, planned care, prevention, children and young people – are looking at how to improve services in their area.

All the main local health and care organisations are working more closely together as part of this including Hackney Council, City & Hackney Clinical Commissioning Group (CCG), City of London Corporation, Homerton Hospital, East London Foundation Trust, GP Confederation, Local Pharmaceutical Committee, GP-out-of-hours (CHUHSE), and voluntary and community sector through the Health and Social Care Forum. Healthwatch Hackney and Healthwatch City are involved to make sure patients have a say. [Find out more here.](#)

## **ROLE DESCRIPTION AND DUTIES**

- Attend and contribute to care workstream meetings in person and by email.
- Work collaboratively with the care workstream members as they design and implement service developments.
- Raise issues important to local residents and service users relevant to the care area.
- Keep informed of what patients, service users and residents are saying about the care area and wider health and social care issues.
- Comment on issues from a public/service user perspective providing an impartial and independent view, challenging and acting as a critical friend to other workstream members.
- Act as a link between the care workstream and wider public/service user involvement by attending and contributing to the Integrated Commissioning Engagement Group.

## **PERSON SPECIFICATION**

### **General**

To apply for this role you need to be:

- a resident of the London Borough of Hackney or City of London.
- able to participate in meetings during the day and/or in the evenings.
- a confident IT and email user.
- willing to commit to long-term involvement in the programme (at least 1 year). Estimated time commitment is 10-12 hours per month to cover meetings, reading and preparation, responding to emails, attendance at any public engagement events.
- willing to undertake training as required.
- willing to complete a declaration of conflicts of interest.

### **Knowledge and experience**

We are looking for people who are able to demonstrate:

- experience of local health and care services in the care workstream area (as a service user or carer) and knowledge and understanding of local residents' health and care needs.
- experience of working on or with cross-organisation committees, teams or working groups.
- broad understanding of the NHS and local authority structures and services.
- specific knowledge or experience relevant to the care workstream.

### **Competencies**

#### *Influencing and persuading*

- You are able to express your ideas and opinions verbally and in writing, in ways which are persuasive, accessible and appropriate to a range of audiences.
- You have the confidence to contribute to debates and discussions, present an alternative point of view and challenge constructively.

#### *Analysis*

- You are able to understand complex ideas and see how they will impact on patients, service users and the public.
- You can make connections between individual experiences and policy and service development.

#### *Teamwork*

- You are able to work collaboratively, supporting others to achieve team goals.
- You are aware of your personal style and preferred way of working and the impact this may have on others and are able to adapt your style to get the best from a situation.
- You make realistic commitments and deliver on what is promised.
- You respect confidentiality and show that you can be trusted.

*Commitment to tackling inequalities:* You are able to demonstrate an understanding of and commitment to improving health outcomes and tackling health inequalities