

**South West England Senate  
and Clinical Networks**



**Citizens' Assembly  
Member Information Pack**

## **Citizens' Assembly Information Pack**

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The National Health Service Commissioning Board was established on 1 October 2012 as an executive non-departmental public body. Since 1 April 2013, the National Health Service Commissioning Board has used the name NHS England for operational purposes.

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## 1 Introduction

Thank you very much for your interest in becoming a member of the South West Citizens' Assembly (CA), and for taking the time to read this guidance pack.

The South West Clinical Networks and clinical Senate is committed to ensuring that patients, carers and family members, of all ages and backgrounds, are an integral part of our vision and will be active partners in our programmes of improvement work.

As part of this aim we have developed a South West Citizens' Assembly. This body comprises lay members with a strong interest in improving regional NHS services. It will help us to bring the public voice right to the heart of our work. For a wider understanding of the Citizens' Assembly, please read this pack in association with the role description for Citizen Members and the South West Clinical Senate Operating Principles. If there is no copy supplied please request one from [sarah.redka@nhs.net](mailto:sarah.redka@nhs.net)

We initially asked for two nominations from each of the 13 Healthwatch in the South West region. Healthwatch still provide the core membership but the CA have since amended the Terms of Reference to extend membership from other health and social care related organisations, where required.

Membership of the CA offers a real opportunity to bring the patient, carer and public perspective to the strategic vision for health services across South West England. You can find more information on Strategic Clinical Networks and Senates here: <http://www.england.nhs.uk/2012/07/26/strat-clin-networks/>

You may like to look at our websites too:

South West Strategic Clinical Network: [www.swscn.nhs.uk](http://www.swscn.nhs.uk)

South West Clinical Senate: [www.swsenate.nhs.uk](http://www.swsenate.nhs.uk)

## 2 Overview of the Citizens' Assembly (CA)

The CA provides a strong patient and public voice to support the work of the Clinical Senate in the South West. It is an integral part of the infrastructure enabling it to deliver its advice to commissioners with the full involvement of patient members.

The CA debates issues of strategic importance and looks at wide areas of concern to patients and the public across South West England.

The CA will be chaired by the CA Chair, who will be appointed through a selection process. S/he will sit on the Senate Council alongside one other member from the CA. They will participate in the full clinical Senate deliberations alongside other professional members of the Senate Council giving voice to the concerns of patients, service users and carers.

The CA may also be available to other bodies nationally, or within the South West as and when they require regional patient and public participation.

The role of the CA is:

- To provide the wider Citizen voice (patient/carer/service user) to the Clinical Senate and Strategic Clinical Network. It will also form part of the Senate Assembly, which is a reference body supporting the Clinical Senate Council
- To consider issues of strategic importance raised by Commissioners
- To provide review of proposals for large scale service change as part of clinical review panels for the NHS England assurance process
- To act as a peer support body for Citizen Members of the Clinical Senate Council
- To link to Healthwatch England, a national organisation, locally, regionally and nationally

### 3 Definitions

#### 3.1 NHS England

The main aim of NHS England is to improve the health outcomes for people in England.

NHS England state on their website:

*“We believe the new approach we are taking will really make a difference and deliver the improved health outcomes we all want to see. Central to our ambition is to place the patients and the public at the heart of everything we do. We are what we want the NHS to be – open, evidence-based and inclusive, to be transparent about the decisions we make, the way we operate and the impact we have.”*

There is a useful animation video about the new NHS on the King’s Fund website, including how Health watch fits into this. Please go to this link to view:

<http://www.kingsfund.org.uk/projects/nhs-65/alternative-guide-new-nhs-england>

#### 3.2 Clinical Senate Council

This is the ‘steering group’ of the clinical Senate, led by the Senate Chair and consisting of a core membership of senior health and social care leaders, clinical experts and patient and public representatives. As far as possible, the selection of Senate Council members is geographically and professionally distributed. The Senate Council takes an overview of the strategic direction and business of the clinical Senate by;

- Agreeing the Terms of Reference for the Clinical Senate
- Developing and publishing a set of principles and values that guide the Clinical Senate
- Being responsible for the formulation and provision of independent advice to commissioners
- Agreeing the key priorities for the Clinical Senate in consultation with the health and social care system

The Chair of the CA will attend each Senate Council meeting, Deputised by the Deputy CA Chair. One other CA member will attend the Senate Council meetings with the CA Chair – chosen according to subject content for each meeting.

### **3.3 Citizens' Assembly**

The CA provides a strong patient and public voice to support the work of the Clinical Senate. The CA comprises a core membership of two nominated representatives from each of the 13 Healthwatch organisations in the South West region but may include nominations from other health and social care organisations, where required. The CA is an integral part of the infrastructure of the clinical Senate enabling it to deliver its advice to commissioners with the full involvement of patients and members of the public. It primarily supports the Clinical Senate in the provision of advice that supports patients' needs but also provides a perspective to the Clinical Networks, plus national and regional projects. The CA will debate issues of strategic importance and look at wide areas of concern to patients and the public across South West England.

### **3.4 Clinical Senate Assembly**

This is a multi-disciplinary collective providing the Senate Council with access to professionals with a wide range of experience and expertise from across the South West. Membership encompasses the 'pre-conception to death' spectrum of care across all health and social care settings. Members are expected to decouple any institutional obligations from their advisory role on the Clinical Senate. In order to be effective and credible the Clinical Senate aims to be geographically representative, multi professional and span a variety of different organisation types.

## **4 Providing a regional patient voice for the South West of England**

A core function of NHS England is to promote collective engagement by patients, carers and the public in decisions affecting health services in their local area or region. It is written into the NHS England Mandate, and all the accompanying documents and mission statements that the needs and views of patients, carers and the public are at the heart of the new commissioning structure for the NHS and their experience and feedback will be used to improve the quality of NHS services provided.

The ambition for the Citizens' Assembly is that it provides the Clinical Senate with a perspective about services and proposed redesign or service change from the viewpoint of patients and carers and the public. This will help ensure that proposals for service change or improvement will deliver the kind of experience and outcomes that local communities actually want.

## 5 Responsibilities of Citizens' Assembly members

- To bring patient, carer and public perspectives and appropriate challenge
- To read papers and proposals, which may be circulated via email, and give a service user or carer perspective on the contents
- To consider issues being discussed from a wider perspective (not only represent a personal experience)
- To champion the diversity of patient and public views (not only represent their personal experience)
- To attend meetings of the Citizens' Assembly
- To join workshops or events across South West England, where participation would support the patient voice in regional decision-making
- To communicate with, and seek feedback from, wider patient networks regarding plans and proposals
- To comply with The Seven Principles of Public Life (Appendix A) and respect the confidential nature of discussions and business when it is made clear by the Chair that this is required
- To champion and advocate for increasing patient and public awareness of the Citizens' Assembly and their outcomes
- To identify their own support, training and development needs, and seek appropriate support from the Senate Management Team
- To input to clinical reviews alongside the clinical Senate panel members as part of the NHS England assurance process
- To bring important views, perspective and appropriate challenge to health and social care issues across the South West providing an independent patient and public perspective to Commissioners
- Circulating advice from Senate Council meetings to Healthwatch and relevant patient/carers networks
- Participating in Senate Council deliberations (1 chosen according to subject content for each Senate Council meeting to support Chair)
- Debating issues of strategic importance and considering wide areas of concern to patients and the public across South West England. This may include suggesting topics or questions to Commissioners or the Senate Council to go forward to deliberative Clinical Senate Council meetings
- Agreeing the Terms of Reference for the CA

## 6 Citizen Members

We are looking for Citizen Members who:

- Are passionate about helping to develop and shape strategic health services across South West England

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- Are willing to provide objective input about the needs of the local community, patients and carers
- Have experience of giving a patient or carer perspective on health services
- Can display sound judgment and an ability to be objective
- Have the ability to understand and evaluate a range of information and evidence, including potentially complex strategic documents and data
- Can operate effectively as members of a team but are willing to challenge where appropriate
- Have the ability to communicate effectively with a wide range of people
- Have an awareness of, and commitment to, equality and diversity
- Have some awareness of health and social care issues
- Understand the need for confidentiality where appropriate
- Are able to participate in meetings during the working day and occasionally at other times
- Are able to commit to around one day a month
- Are willing to commit to a two year term in this role initially (recognising that circumstances may change for individuals, and this will be accommodated). Extension of CA member tenure will be by joint agreement between CA member, CA Chair, Senate Management Team and relevant Healthwatch. Further iterations of the Citizens' Assembly will be made through its membership and the terms of service will change accordingly.
- Are willing to complete a declaration of interests, and to declare relevant interests as appropriate during group deliberations when required
- Are able to attend meetings within the South West region (usually Taunton)

NB – We are looking for a broad range of individuals. If you have concerns about your suitability or any other aspect of your application, please contact [sarah.redka@nhs.net](mailto:sarah.redka@nhs.net) for an informal chat.

## 7 Diversity and equality of opportunity

We value and promote diversity and are committed to equality of opportunity for all. We also ask you to let us know if you have special needs that would require support to enable you to participate fully.

## 8 Eligibility

Current NHS employees/contractors are not eligible for consideration. This includes honorary or unpaid medical or dental posts and practicing healthcare professionals within the wider NHS, including practicing GPs, general dental practitioners and their employees.

If you have a query about your eligibility in relation to other positions held, please contact us via [sarah.redka@nhs.net](mailto:sarah.redka@nhs.net)

## 9 Becoming a member of the Citizens' Assembly

### 9.1 Nomination process

Each Healthwatch organisation in the South West region has been allocated two places on the Citizens' Assembly. Once you have been nominated by your local Healthwatch organisation, you will be contacted and provided with an information pack and role description. There will not be an interview for this role unless there are more nominees than required. Where there are vacancies, nominations from other health and care organisations may be received.

Although Healthwatch still provide the core membership of the Citizens' Assembly, recently the Terms of Reference have been amended to extend membership to include individuals from other health and social care related organisations where required.

### 9.2 Expenses and Involvement Payment

Membership of the Citizens' Assembly is a voluntary role and will not be salaried. However, expenses incurred as part of your work for the Citizens' Assembly will be reimbursed in line with NHS England policy. This may include, but is not limited to, travel in personal or public transport, childcare or carer costs and telephone costs. If required, long distance travel and accommodation can be booked for you. You will be given a copy of the NHS England Policy and details of how to claim.

CA members who contribute to clinical review panels will be offered an involvement payment of £150 per day (more than four hours) or £75 per half day (four hours or less). This is in line with the NHS England involvement payments policy for the role as Expert Advisor. Involvement payment is by prior agreement of the time commitment with the Senate Management Team and payment will be made via the expense claim form.

### 9.3 Time commitment

Overall the time commitment is expected to amount to approximately one day a month.

### 9.4 Meeting format, location and timing

Due to the geography of the South West region, members of the Citizens' Assembly need to be prepared to communicate via email and phone, including occasional conference calls. Individuals who may find this difficult should contact the Senate management team to assess the possibility of alternative arrangements. We will aim to hold a meeting five times a year in alignment with the Senate Council meetings. Dates can be found on the Clinical Senate website <http://www.swsenate.org.uk/>

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It is envisaged that most meetings will be held in a central point across the region (usually Taunton). Meetings may be held at other locations where there is particular reason to do so.

Training and workshop sessions will also be arranged and will be as centrally located as possible.

Clinical Senate Council meetings will be held bi-monthly. Meeting dates can be found on the Clinical Senate website <http://www.swsenate.org.uk/>

## 10 Standards of conduct and conflict of interest

All CA Members will be asked to subscribe to the Seven Principles of Public Life (Appendix A) and to declare any potential conflicts of interest. Examples of conflict of interest might include:

- Membership of a patient group campaigning on a single issue, such as against closure of a local service
- A charity or health trust that provides services that may come under discussion at the Citizens' Assembly

## 11 Support for you

CA Members will be offered support for their role. This will include:

- An Information pack for all members
- Support of a named person (Senate Project Officer)
- Effectively facilitated meetings where all have the opportunity to speak and be heard
- Every effort will be made to avoid jargon at meetings and glossaries to be made available for use when reviewing documents
- An assurance that members will be able to influence meeting agendas
- Regular feedback
- Opportunities for training and development
- Annual networking – Senate Assembly annual conference

## 12 Questions and answers

Q As an individual patient or carer, how can I be expected to represent the views of all patients and carers across the South West England?

A Patient and carer members join the Citizens' Assembly to ensure that discussions, work programmes and service reviews include a patient and carer 'perspective'. They are not expected to represent the views of all service users and carers, although they should have wider concerns than that of their own individual experience. Members will also be encouraged to connect with patient and public networks to assist with the gathering of

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wider patient and carer insights and to help communicate the work of the Citizens' Assembly to the wider public.

Q. Do I need to supply a reference for any of these roles?

A. Yes you will be asked to provide the name of someone who is able to confirm that you meet the qualities required for the role. This could be a chair of a patient or carer group that you have been on, a charity, NHS or social care manager or a clinician you have worked with as a volunteer.

If you would like to find out about Clinical Senate Council roles or other opportunities within the South West Strategic Clinical Network, or have any other queries, please contact: [sarah.redka@nhs.net](mailto:sarah.redka@nhs.net)

## 13 Appendix A

The Seven Principles of Public Life (from the Standing Committee on Standards in Public Life)

1. **Selflessness** - Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.
2. **Integrity** - Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.
3. **Objectivity** - In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
4. **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.
5. **Openness** - Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
6. **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.
7. **Leadership** - Holders of public office should promote and support these principles by leadership and example.

## Information table

Category	Action	Target date	Person responsible and their directorate
Involvement and consultation	This document was adopted from the CRG Information Pack and East of England SCN where it was co-produced with a patient and public project group, followed by a wider consultation process.	November 2013	Claire Bullock, Quality Improvement Lead, SW SCN
Monitoring, evaluation and reviewing	Review in one year	Updated July 2014 Updates May 2015 Updated July 2015	Claire Bullock Claire Bullock Sarah Redka/Claire Bullock
Transparency (including publication)	This is a public document, which will be widely distributed to stakeholder across the South West of England.		