

Patient and Public Voice (PPV)

Northern Burn Care Network

ROLE AND PERSON SPECIFICATION

1. Background

- 1.1 The role of the Northern Burn Care Network (NBCN) 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.
- 1.3 The NBCN 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 NBCN covers a population of approximately 17 million people, serving the populations of North West England, North East England, North Wales and the Isle of Man.

2. What does Patient and Public Voice (PPV) in NBCN mean?

- 2.1 In keeping with the government's desire to promote patient and public involvement in all aspects of developing services, the NBCN is keen to include the Patient and Public Voice at the heart of its decision-making process.
- 2.2 Involvement could be in the form of membership of one of the groups in the network governance structure, 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 NBCN.

3. What kind of people are we looking for?

- 3.1 In order to ensure PPV representation is as effective as possible, the NBCN would like to involve a variety of patient and public representatives.
- 3.2 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 NBCN 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.
- Are willing to talk to other patients/parents/carers about your role as a PPV representative if they are considering becoming a PPV representative with network.

4. What do we want you to do?

- 4.1 You may be asked to provide feedback and insights on the work of the NBCN 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 NBCN 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.
- 4.2 You will be able to attend and contribute to meetings (most meetings held virtually) 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.
- 4.3 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
- 4.4 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 NBCN Board's Chair.
- 4.5 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.

5. What will our commitment to you be?

- 5.1 The NBCN will reimburse any out of pocket expenses such as travel expenses and any other appropriate expenses you might have from helping us.
- 5.2 You will be provided with information in an appropriate format (as agreed with you) and have access to NBCN Management Team for support and any questions you may have during your involvement.
- 5.3 You will receive timely notification of meeting dates and papers
- 5.4 The Chair of any NBCN meetings you attend will encourage and facilitate your participation and understanding during the meeting.
- 5.5 You will have the right to step down at any time, knowing that it will not affect any future care or treatment.
- 5.6 The NBCN Manager will hold an annual review with you to ensure you are happy with your involvement with the network.
- 5.7 You will be kept informed of what has happened as a result of your involvement with clear explanations where things are not able to be done or why there are delays and what they are.
- 5.8 You can refuse to do anything that you feel uncomfortable with or find too stressful.
- 5.9 Any information about yourself shared with the NBCN will be kept confidential

6. Suggested Reading

- 6.1 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>
- 6.2 National Burn Care Standards
<https://www.britishburnassociation.org/wp-content/uploads/2018/11/BCSO-2018-FINAL-v28.pdf>
- 6.3 National Burn Care Referral Guidelines.
<https://www.britishburnassociation.org/wp-content/uploads/2018/02/National-Burn-Care-Referral-Guidance-2012.pdf>

Date agreed by Network Board: June 2022

Date of next review: June 2025