

Job Description

Job title:	Patient and Public Involvement and Equalities Coordinator
Directorate:	Engagement and Communications
AfC grade:	Band 6
Reports to:	Patient Public Involvement Leadership Lead

Job summary

The East Midlands AHSN (EMAHSN) operates as the innovation arm of the NHS in the East Midlands and is part of a connected network of 15 AHSNs with complete coverage of England.

Our role is to drive to the adoption of innovations and technologies with the potential to transform patient outcomes. This mission is underpinned by our commitment to patient involvement and equalities.

This new post is a key role for our organisation, based within our small but dynamic and passionate Patient and Public Leadership Team.

The team works across our organisation to embed effective PPI and equality, diversity and inclusion, and offers expertise to our many health and care partners to support their own work and build their awareness, capacity and capability.

This role will focus on two key areas:

- Effective delivery of EMAHSN's Patient and Public Leadership programme - ensuring PPI is embedded across our activities and programmes, and also providing support and expertise to our external health and care partners
- Ensuring EMAHSN embeds a robust approach to equality, diversity and inclusion through implementation of our Diversity Pledges and through production of equality assessments for all of our programmes, and by providing support and expertise to our external health and care partners to support internal equality, diversity and inclusion best practice.

This is an office-based role on normal office hours located in our offices on the University of Nottingham's Innovation Park, Triumph Road, Nottingham NG7 2TU.

The post holder will be required to sit at a desk for long periods of time, making use of VDU equipment for a large proportion of the day.

During the ongoing Coronavirus pandemic our staff are home-based and our offices are closed; this is being continually reviewed and we expect to return to our office base in Nottingham during 2021.



About the East Midlands AHSN

We are one of 15 Academic Health Science Networks (AHSNs) around England that operate as the innovation arm of the NHS.

We bring together partners from all sectors involved in health and care including the NHS, social care and public health, patients, research, third sector and industry – to identify, test and spread new technologies and better ways of working.

We save the NHS money, generate economic growth, empower health and care staff, and improve lives for patients.

We work closely with our health and care stakeholders to establish their priorities then provide support. As part of a national network of AHSNs, we import evidenced solutions from other AHSN regions and export our successful East Midlands programmes on a national basis.

We have a range of objectives, but our overarching aim is always to make a difference for patients.

Our values

We are unique – no-one else does what we do and what makes us truly special is the passion and expertise of our team.

Every day our focus is to transform lives within and beyond the East Midlands, and together we are:

Navigators – *guiding innovators around the complex NHS and social care system.*

Experts – *a passionate group of multi-professional experts from a wide range of backgrounds, representative of the organisations we serve.*

Advocates - *we act as champions for innovators, patients and citizens and the health and care workforce and work tirelessly to support them to bring about positive change.*

Connectors - *we are the only NHS bodies that collaborate across all sectors with a role in health innovation, transformation and improvement.*

Responders - *we seek out and respond to the needs of our stakeholders – we listen and act a neutral and honest partner.*

Key job responsibilities

Responsibilities related to Patient and Public Involvement

- Support effective and coordinated delivery of EMAHSN's Patient and Public Leadership Programme, to enable meaningful, effective engagement with patients, carers, the public, communities, EMAHSN projects and partner organisations.
- Coordinate, administer and develop the East Midlands Patient Public Involvement Senate, including nurturing direction, collating activities, impact and evaluation.
- Establish robust links with patients and the public including groups and networks and create opportunities for meaningful engagement / involvement of people from diverse communities in delivery of EMAHSN objectives.
- Collate cutting edge and innovative PPI information and resources and oversee production of the 'Public Face' newsletter, other newsletters and publications, ensuring high standards of interest, accuracy, quality and accessibility.
- Maintain the PPI section of EMAHSN's website, ensuring information is accurate, relevant and of high quality, and explore innovative ways to develop useful content to build engagement with stakeholders.

Responsibilities related to Equality, Diversity and Inclusion

- Coordinate activities to ensure the EMAHSN activities are compliant with the Equality Act 2010 and Public Sector Equality Duty, and support delivery and promotion of the AHSN Diversity Pledges.
- Establish and evaluate documents, systems and processes for effective Equality Analysis and deliver training to ensure staff are confident with completion.
- Proactively seek opportunities to address health inequalities, support delivery and promote EDI related to the innovation and transformation agenda, both within EMAHSN and across the East Midlands health and care system.
- Maintain and develop EDI information and resources including data sheets related to inequalities within the East Midlands.

General responsibilities

- Provide high level support to EMAHSN programmes and projects and external bodies to embed PPI and equalities in their service plans and delivery including measuring impact, using a range of methods such as 'How To' Guides, events, master classes, webinars and training sessions.

- Gather and promote evidence based and innovative approaches to PPI and develop initiatives to promote the spread of excellent PPI and equalities across East Midlands.
- Support wider communications; contributing to development and management of tools to engage stakeholders, such as newsletters, website updating, social media, monitoring systems and developing / managing stakeholder contacts.
- Embrace and encourage principles of best customer care, equality, diversity and inclusion; supporting the involvement of patient, carer and public involvement using co-productive and inclusion principles and proven based approaches.
- Establish, facilitate and support meetings, events, focus groups and other methods working collaboratively with patients, carers, the public and staff, including the East Midlands Patient and Public Senate and Expert People's Panel.
- Produce high quality feedback using a range of communication methods of changes to practice resulting from engagement activity through reports, presentations, summary documents, events and EMAHSN's website.
- Coordinate collection and analysis of engagement/involvement data (within DPA and GDPR protocols) and maintain databases including the PPI Senate, stakeholder contacts, activities etc. using the Customer Relationship Management system and other systems.
- Manage EMAHSN's system for payment of expenses for public participation, and maintain a record of PPL activity, ensuring alignment to the PPL Programme.
- Always behave as an ambassador for the organisation and exhibit the highest professional and personal standards.
- Undertake any other duties according to the needs of the service.

Key relationships

Within EMAHSN

- Patient and Public Leadership Lead and team members
- Director of Communications and Engagement
- Strategic (Executive) team
- Managers of EMAHSN teams and programmes
- EMAHSN Independent Chair and Independent Board members

External relationships

- Members of the East Midlands PPI Senate and Expert People's Panel
- PPI and EDI professionals from East Midlands health and care partners
- PPI and EDI colleagues within other AHSNs

- Other key partners e.g. patient representative groups and voluntary organisations.

About Nottingham University Hospitals NHS Trust

Whilst a standalone NHS organisation, the East Midlands AHSN is hosted within Nottingham University Hospitals NHS Trust (NUH).

Although employed by the Trust we are totally independent with our own work programmes, separate offices, budgets, governance arrangements, branding and visual identity, emails and website. Below is the vision, mission and general duties of our host trust, which we support.



1. **Patients** – we will ensure our patients receive consistently high quality, safe care with outstanding outcomes and experience
2. **People** – we will build on our position as an employer of choice; with an engaged, developed and empowered team that puts patient care at the heart of everything it does

3. **Places** – we will invest in our estate, equipment and digital infrastructure to support the delivery of high quality patient care
4. **Performance** – we will consistently achieve our performance standards and make the best use of resources to contribute to an affordable healthcare system
5. **Partners** – we will support the improvement of the health of the communities we serve through strong system leadership and innovative partnerships to deliver integrated models of care
6. **Potential** – we will deliver world-class research and education and transform health through innovation.

NUH Values

NUH values are:

- Caring and helpful
- Safe and Vigilant for our patients and colleagues
- Being Clinically Excellent and driving innovation to meet the needs of our patients; Using our Resources wisely whilst
- Providing Quality products, services and experiences for staff and patients.

General duties

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below.

Infection Control

To maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

Safeguarding children, young people and vulnerable adults

Nottingham University Hospitals is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

Information Governance

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all NHS records effectively in line with the Health Record Keeping Policy and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust's legal, regulatory and accountability requirements.

Health and Safety

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to their manager any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Governance

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health and Wellbeing

Employees are expected to take all reasonable steps to look after both their physical health and mental health. To support employees to achieve this NUH offers a wide range of health and wellbeing activities and interventions. The full programme can be viewed at on the staff intranet.

Line managers are expected to encourage and support staff to look after their health and wellbeing, including the release of staff to attend health and wellbeing activities and interventions.

General Policies Procedures and Practices

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

This job description was created at July 2021

