

Ensuring Quality for Bristol, North Somerset and South Gloucestershire CCG

Bristol, North Somerset and South Gloucestershire CCG welcomes your interest in working with us to design a new strategic approach to quality.

Healthcare is changing rapidly, with new challenges from technology, demography and social attitudes influencing our commissioning. The development of our Sustainability Transformation Plan (STP) is specifically focused on the health and wellbeing, care and quality, finance and efficiency care-gaps. This, along with the development of new models of care, challenges our way of assuring and continually improving the quality of services that our patients experience.

We want to assure the quality of the services that we commission and provide to our patients, by focusing on effectiveness, safety and the experience of care.

The quality of the care that our patients receive defines our success. We would like to ensure that commissioning and delivery of quality services is informed by the people we serve.

We would like to take the opportunity to involve people in co-designing the Quality Strategy for the population of Bristol, North Somerset and South Gloucestershire.

The Role

We are looking for a range of individuals. We want to hear both from people who have recently experienced health care either as a patient or a carer in the last 24 months and those members of the public who have had no or little recent experience of health care.

The aim of the role is to ensure that you work with us to design our strategic approach to quality.

This could entail participating in email correspondence, reading relevant materials, responding to surveys and participating in two or three workshops and contributing to the discussions. At the end of this, we will produce a document with your input that will be

published on our website. This will inform the way we approach and deliver quality services for our population

Skills and responsibilities

- Provide lay/service user perspective, advice and review in design of our Quality Strategy
- Use any personal experience of current care services such as acute hospital care services, community care services and mental health care services together with your experience of primary care (GP services) in a constructive way to represent an objective view.
- Be available for:
 - Support opportunities to take part in workshop activities
 - Preparation for meetings by reading agenda and information sent to you
 - Participation in two or three two-hour workshops which will be likely to be held during the working week/hours.
- The experience, knowledge and skills we are looking for:
- The ability to be objective and to be able to separate your own experiences to the requirements of developing a strategy.
- Experience of working on and with multi-professional groups: e.g. NHS Trust Boards, School Governors, private sector businesses, charitable, community, cultural or faith groups.
- Ability to demonstrate listening, negotiating and influencing skills, with a personal style that is challenging, but not confrontational.
- Ability to be solution-focused and to act as a critical friend to the commissioners.
- Ability to work with others in a team and to demonstrate a commitment to non-discriminatory principles and values.

Bristol, North Somerset and South Gloucestershire CCG will provide:

- Expenses for travel in accordance with the CCGs' policy for reimbursement of expenses for lay involvement. You will need to be responsible for checking if this impacts on means-tested benefits you receive
- Support to carry out this role from a named member of the team
- And anything else you feel as necessary to help you participate effectively



Timescales

- We are expecting to launch our new Quality Strategy in October and would expect people to be involved with shaping the strategy during August and September.

How do you get involved?

Please use the survey link <https://www.surveymonkey.co.uk/r/98GV3QJ> to tell us, using no more than 400 words, how you meet the role description detailed above by 9th July and we will let you know how we can involve you.

If you cannot access the survey, please tell us in no more than 400 words how you meet the criteria above by emailing: bnssg.contactus@nhs.net with the heading Quality Strategy Co-design Process or write to Cecily Cook, Deputy Director of Nursing & Quality, Bristol, North Somerset and South Gloucestershire CCG, South Plaza, Marlborough Street, Bristol, BS1 3NX. However, in the meantime, if you have any questions, please don't hesitate to get in touch using the email detailed above.

Promoting and supporting diversity

We value and promote diversity and are committed to equality of opportunity for all. We particularly want to hear from people from black and minority ethnic communities and younger adults.

