# Whipps Cross Redevelopment Healthcare Services Strategy

**Patient Representative Task Description**

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| **1** | **Name of Activity** | **Whipps Cross Healthcare Services Strategy Working Groups** |
| **2** | **Patient Rep Role** | **Patient Representative on the XX work stream (please detail which work stream you are interested in) planned to start in September 2020 dates to be agreed** |
| **3** | **ACTIVITY OBJECTIVES** | * Attend monthly meetings of the XX work stream contributing to the Healthcare Services Strategy (HCSS) which will once agreed inform the Architects of the design of the new (Please see Terms of Reference attached) * Contribute to the meetings using your own lived experience and represent others to ensure the Patient Voice is heard * Share relevant information from the meetings with the wider Community particularly groups who use the services the work stream covers * When appropriate actively seek out feedback from Users of the service in the community that will contribute to the subjects covered in the meeting |
| **4** | **USEFUL SKILLS / EXPERIENCE** | * Experience of using relevant services at Whipps Cross within the past 2 years * Some understanding of the wider context of the NHS e.g. 5-year plan * Links to Communities using the relevant services * The ability to sensitively represent the views of service users   • Organised and reliable  • Confidence to offer constructive challenge to professionals when necessary.  • Ability to listen to and respect different perspectives, display empathy, and be open to other points of view.   * Ability to understand and comment on financial and clinical information where relevant * Ability to engage via Microsoft Teams, with support if needed |
| **5** | **TIME COMMITMENT and LOCATION** | * 1 hour Monthly – This commitment could change over time as the plans develop planned to start September 2020 * Whipps Cross Hospital TBC / Virtual by Microsoft Teams |
| **6** | **MENTOR** | **Name** Marie Clough  **Job Title:** Patient Experience andEngagement Lead, WhippsCross  **Contact details**: [marie.clough2@nhs.net](mailto:marie.clough2@nhs.net), 07776165538 |
| **7** | **TRAINING / SUPPORT PROVIDED** | * Regular peer support meetings with other Patient Representatives * Support from Chair of Meetings where needed * Training opportunities as and where appropriate |
| **8** | **CHAIR of MEETING** | Various to be confirmed once appointed |