



June 2021

Dear Public Involvement Volunteer

Public Involvement in Mental Health Patient Safety

Thank you for your interest in supporting us with this work. We are pleased to attach the role description document which explains the role, its purpose, the skills and experience volunteers will need, and the support you can expect from us. There is also an application form to download and return to us if you wish to apply for the role and get involved with this programme.

If you have any questions about the programme and role and need help completing the form, please do not hesitate to get in touch by email or phone using either of our contact details below.

Yours sincerely

Deborah Wilson

Kay Khan

Deborah Wilson

Kay Khan

**Patient Public Involvement
and Engagement Officer**

Senior Improvement Lead

Mobile: 0777 361 0741

Mobile 07971 798 040

Email: deborah.wilson@nottingham.ac.uk

msakt7@exmail.nottingham.ac.uk

Twitter: @EM_AHSN

@kkaykhan14 @EM_AHSN

Web: www.emahsn.org.uk

East Midlands Academic Health Science Network

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Delivered by:

East Midlands **Patient Safety Collaborative**
The **AHSN** Network

Led by:

NHS England
NHS Improvement



East Midlands Patient Safety Collaborative Mental Health Safety Improvement Programme

Public involvement role description

The East Midlands Patient Safety Collaborative (PSC) Mental Health Safety Improvement Programme is working with mental health services to make care as safe as possible for people who use inpatient services (services in a hospital setting). It aims to do this by focusing on three main areas:

- Reducing suicide and deliberate self-harm in inpatient settings, and the healthcare workforce.
- Reducing restrictive practice in inpatient mental health and learning disability services.
- Improving sexual safety in inpatient mental health and learning disability services.

We are committed to involving patients and carers from diverse backgrounds in our work, ensuring the direction of the programme and any service improvements are co-produced by the people who use them.

This programme is informed by national and local priorities. It is dynamic and evolving and the need to have a flexible and adaptable approach is key.

Main purpose of the role

Your role will evolve as the programme develops and could include the following:

- Contribute to service improvement by sharing your experience, views and guidance at meetings, networks, and events.
- Review reports, strategies, plans and material from a patient perspective and help produce accessible information for the public.
- Advise and advocate for others on how the programme can better serve groups and communities who experience comparatively poorer health outcomes.
- Advise how to reach wider views and/or advocating the perspectives of people, ensuring diversity of perspectives are heard e.g. people with disabilities, people from Black, Asian and minority ethnic (BAME) communities, LGBTQ+ groups, families affected by poverty etc.



Experience and skills

- Experience of using, or having had a close connection with someone who has used inpatient mental health services, and an understanding of the issues.
- Broad understanding of and interest in improving safety in mental health services.
- Ability to read, write and communicate (or supported to do so) in meetings and events.
- Access and ability to use IT or a smart phone and communicate by using phone, emails and joining meetings online (currently all meetings are online).
- Willingness to share own experience and advocate the views of wider community/groups of patients (not own opinion only).
- Sound judgement and the ability to be objective.
- Ability to take part in discussions with a range of healthcare professionals and provide feedback in a constructive and supportive way – being a critical friend.
- The nature of this work means that information and discussions may be sensitive and distressing. Therefore, volunteers will need to be in a stable phase of recovery, have self-awareness of personal, emotional and psychological safety, and the ability to ask for support when required.
- Personal integrity, high standards, good time keeping and organisational skills.
- Respect for others and a commitment to equality and inclusion.
- Ability to work within uncertainty and a dynamic, evolving environment.
- Ability to treat information and discussions confidentially.

Time commitment

- This programme is evolving, and it is not yet possible to give precise dates and times of meetings. There will be a monthly online meeting between 1 – 2 hours long. Once known, details of meetings will be communicated in advance. We will be as flexible as possible and fit in with your arrangements.

Training and support

- Induction and any relevant training to carry out this role will be provided.
- A dedicated contact person will support your involvement and meet any access requirements you may have.
- Full briefing and training will be provided to support you to work within standard organisational policies such as, treating information as confidential, awareness of health and safety, safeguarding vulnerable people and equalities and diversity.



Mental Health

- We will encourage you to consider your emotional and mental resilience and will help you identify sources of support and boundaries on your involvement.
- What you participate in and how you do it is entirely up to you. We will not question or be offended if you decide not to get involved in something we invite you to do.

Involvement payments

- Public involvement is essentially a voluntary role. However, to ensure you are not out of pocket we will reimburse reasonable out of pocket expenses such as mileage, parking, public transport and a contribution towards childcare costs as set out in our Payment Policy.
- We will give you a payment of £19.50 per meeting, as a thank you for your attendance at the monthly meetings. This is not a regular payment, nor does it form any contract of employment.
- Any participation payment received may be classed as earnings or income by Her Majesty's Revenue and Customs (HMRC) and the Department for Work and Pensions. You will be responsible for declaring this and it may affect a state benefit you receive.

If you would like to get involved and/or have any questions, please email [Deborah Wilson](#), or call her on 0777 361 0741, or email [Kay Khan](#) or call her on 07971 798 040.