



Quality Improvements Partner Panels (QuIPPs)

VOLUNTEER ROLE DESCRIPTION

Role title: Member of Quality Improvement Partner Panels (QuIPPs)

Purpose: The QuIPPs member serves as an individual partner who wishes to support the South West Academic Health Science Network's (SW AHSN) mission, which is to support quality improvement projects across Cornwall and the Isles of Scilly, Devon and Somerset. The QuIPPs members shall meet for panel meetings once a month for up to two hours per panel membership through an online video conference, and provide additional time for preparation and support for each panel.

Location: All training and face-to-face meetings will take place in Exeter, all other meetings will be held online through a video conference. There will be four days of initial training provided for panel members covering Quality Improvement methodology. Following this, there will be an annual event for members which will include relevant training and information updates. It is mandatory for all members to attend the initial training and the annual events.

Key responsibilities:

- Members will meet online once a month for each panel that they are involved in. Individual members will participate in no more than two panels.
- Members will actively engage in discussion of benefits and risks for quality improvement projects that are brought to the panel for advice and feedback from an individual partner's perspective
- Members will provide any advice and feedback through the panel from a personal perspective only, and will not be representing any other organisation whilst participating in a panel. Members are recruited for their experience and not for their affiliation to outside organisations.
- Members will actively promote the work of the panels and the use of quality improvement methodology within health and social care settings.
- Members will take part in all training.
- Members will take on other duties as they feel able and wish to do so. This may include attending conferences or promotional work for the SW AHSN.

Panel members will be coordinated by the Patient Lead and the Clinical Director for the SW AHSN.

The length of appointment:

- Potential panel members will take part in a four one-day training sessions at the beginning of their involvement with the QuIPPs.
- On the successful completion and assessment of the initial training programme, individuals will be offered either a twelve month/one-year or twenty-four month/two-year panel membership as a QuIPPs member.



- At the end of the first term of membership, panel members may be offered a second term of membership on the same panel. If so, this will be of a different length to their first term. For example: if a member is offered a first term of two years, they may be offered a second term of one year, and vice versa.
- No member will be able to serve more than two terms of office (which will include a one-year and two-year membership), meaning the maximum period a member will serve will be three years in total on any single panel.

Time commitment from you:

- Four hours per month per panel you sign up to, and no more than one full day per month maximum if you sign up to be a member of more than one panel.
- The initial training programme will be held over four days in Exeter. All travel expenses will be reimbursed, or travel can be arranged in advance by the SW AHSN team as per the requirement of the member. All travel will be standard travel by public transport and mileage will comply with HMRC regulations.

Experience required:

- Knowledge and use of a personal computer with internet access to operate video conferencing (training will be given on video conference software)
- Pleasant manner and friendly approach including good listening skills
- Able to share and convey own feedback and views in a constructive manner
- Patience
- Problem-solving ability, keen to find solutions and improvements
- Dependability and reliability

Experience desirable:

- Basic knowledge of the NHS and health and social care systems (information will be covered in training)
- Empathy including the ability to understand other people's point of view
- Personal knowledge of health and or social care from a non-clinical perspective
- Ability to discuss and thoughtfully consider complex health issues without personalising the issues discussed

Support: Training in quality improvement methodology will be provided in order to become a member of QuIPPs. Also, the Patient Lead will be available for questions and assistance where possible.

Age requirement: Over 16 years.

Dress Code: Smart casual for meetings both face-to-face and online due to the use of video conference tools.



Development opportunities:

- Opportunities are expected to arise to join quality improvement teams working for health and social care providers within the local region.
- Members who wish to apply for these will do so through a short application process stating why they believe they are suitable for the panel. Applications will be assessed by local quality improvement leads and members will abide by all of the requirements of the organisation leading the project.
- There may be additional opportunities to support the work of the SW AHSN by attending conferences or becoming involved in national work streams.

The SW AHSN will not be responsible for any expenses whilst on duty for another organisation however there is an expectation that organisations asking members to do additional work will ensure that NHS England's policy on Patient and Public Voice is used to determine appropriate remittance for work carried out.

Confidentiality and security checks:

- At the start of their tenure, members will be required to sign a confidentiality agreement as items of a business nature may be discussed at panel meetings.
- It is not envisaged that through the work of the panel that panel members will come into direct contact with patients or people of a vulnerable nature, however the SW AHSN may ask members to provide details for DBS checks or ask members to apply for a DBS.
- Members will also be asked to provide details of two personal referees who may be contacted by the SW AHSN for reference purposes.

All members are required to sign an agreement that states they will notify the benefits agency of their involvement of the QuIPPs and report any income that they receive either from the SW AHSN or other health and social care providers.