

# NHS North Central Integrated Care System Data Access Group

## Resident Champion Volunteer Role

**The successful applicants will join as standing participants on Data Access Group (4 Resident Champions):**

Across North Central London (NCL), we want to prevent people getting sick, act sooner when they do, support them to best manage their own health and reduce health inequalities.

GPs, hospitals, care providers and voluntary organisations are working together to support healthier lives for all our residents. We are joining up your health and care records and using this information to help us plan and design services that will improve the health, wellbeing, and care of all NCL residents.

The Data Access Group (abbreviated to DAGr – pronounced “dagger”) makes decisions on the uses of patient data across the North Central London integrated care system. These uses may be for personal (direct) care or for service planning / review.

It is critical that the community are involved in this decision making due to the sensitivity of the data issues. For this reason 4 participants are needed, and the quorum for resident champions will be 2.

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*For clarity, integrated care boards (ICBs) have responsibility for commissioning most NHS services on behalf of the ICS. They have replaced Clinical Commissioning Group (CCGs) and also carry out several functions that were previously carried out nationally by NHS England. They facilitate integration between local NHS organisations in their area and are legal entities and public authorities.*

*Integrated care systems are a partnership of organisations in the same geographical area that come together to plan and deliver health and care services to improve the lives of people who live and work in their area. They are not a legal entity.*

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DAGr is formally supported by the North Central London Integrated Care Board (NCL ICB) team and the role is managed by the ICB. Your formal engagement will therefore be with the ICB.

## Responsibilities of the Resident Champion & Eligibility Criteria

### Role Responsibilities

Resident Champions sitting on an NHS North Central London ICS (NCL) Committee / group will be expected to demonstrate the highest standards of integrity and commitment, and to use their skills and personal experience as patients, carers or members of the public to:

- Actively participate during meetings to represent and advocate for patients and residents, ensuring that the local patient, public and community voice is heard and informs the Committee's work
- Bring a resident's views, perspective and challenge into the group, championing a service user, patient and carer viewpoint
- Constructively support and help the Committee to scrutinise topics from an independent perspective.
- Engage positively and collaboratively in discussion of agenda items and act as an ambassador for the local patient, public and community voice.

Resident Champions will play an important role in helping the NCL Integrated Care System to join up the breath of resident and patient engagement work both at borough-level and across NCL. As part of this, Resident Champions sitting on Committees / groups will have opportunities, and be supported, to build links with others in similar roles sitting on the ICS borough-level engagement groups, and with local voluntary and community partners.

### **Time commitment**

It is estimated that as a minimum the role requires around a day a month. This would include preparing for and attending a two-hour meeting and participating / supporting business in between meetings (for example, attending seminars or roundtable discussions).

The DAGr meets once a month on the **second Tuesday of the month at 1430**. It is anticipated that this frequency will reduce at some point in the future once initial requirements have been delivered.

### **Reimbursement / remuneration**

While you will not be employed by the NCL Integrated Care Board, we will reimburse you for your time and any out-of-pocket expenses. Given the time commitment for the role is about a day a month, you will be reimbursed in line with our guidance, currently this would be £150 per month where a meeting occurs to compensate you for your time. You are also able to claim legitimate travel expenses to attend meetings. We would expect you to use public transportation unless you require alternative transport and this has been specifically agreed.

### **Eligibility criteria**

**Please note that NCL ICS welcomes all applications and please do not be concerned if you if you do not feel you have experience in every aspect of the role. The ICS will ensure that Training and Development is provided to help people to settle and evolve in the role.**

To be considered, you must:

- Be a resident of Barnet, Camden, Enfield, Haringey or Islington; and

- Be able to commit to approximately one day a month to group activity, including attendance at the monthly meeting on a regular basis.

Please review the following carefully and include evidence in your application statement outlining how you meet the following:

### **Skills, knowledge and experience requirements**

The following skills, knowledge and experience are essential:

- Ability to understand and evaluate a range of information, evidence and reach informed position
- Good oral and written communication skills and interpersonal skills, including the ability to communicate with a range of stakeholders
- Awareness of and commitment to equality, diversity and inclusion

The following understanding/ knowledge is desirable, but training will be given:

- To work effectively as a resident participant of a formal group and contribute an independent viewpoint.
- An understanding of public service values and accountability: we will be accountable to our staff, local populations and system partners and ensure that we have appropriate arrangements in place to discharge our functions; and we will be open, honest and communicate with transparency.
- Relevant previous experience and/or ability to evidence a passion for improving healthcare or health outcomes for residents
- An understanding of the structures of the NHS and the wider environment in which it operates.

### **Role Boundaries**

Resident Champions will not be representing the local Voluntary, Community and Social Enterprise sector (VCSE), patients and the public, but are selected to contribute an independent viewpoint and voice to ICS issues.

### **Role Accountability**

Resident Champions will be accountable to the Chair of the group for carrying out their responsibilities.

### **Role Support**

Resident Champions will be provided with a general induction to the ICS/ICB and group role. This will provide an opportunity for you to meet key people and ask questions before the first formal meeting. Ongoing support will be offered to you from the group chair and the NCL ICB communications and engagement team, to enable you to participate confidently and fully in group business. Training and scheduled catch up meetings will be held with other Resident Champions on a quarterly basis.

To help support our Resident Champions, we will offer the opportunity for training. The aim is to support Resident Champions to develop the skills required to fulfil the role. We will ensure that you will be supported to understand the content of the reports and documents and any use of NHS terminology will be explained. If you require any additional support such as: BSL interpreter for the meetings, hard copies of papers, etc. we will ensure that appropriate support is in place for you to be able

to carry out your role, but we encourage you to clearly state your needs on the application form so we can discuss your needs with you at the recruitment stage.

### **Declaration of interests and ensuring public confidence**

If you have any business or personal interests that might be relevant to the work of a Group, and which could lead to a real or perceived conflict of interest were you to be appointed as a Resident Representative, please provide details in your application.

Should you be successful in your application, if there is anything in your professional history that if brought into the public domain may cause embarrassment or disrepute to the organisation, please provide further details in your application. Failure to disclose such information could result in the ICB terminating the honorary/voluntary agreement. You should particularly note the requirement for you to declare these interests on appointment, which will be entered into a register available to the public.

### **Equality, diversity and inclusion**

North Central London ICS and ICB are committed to commissioning the best care for the diverse population we serve. We are committed to diversity and equality and aim to promote equality of opportunity and eliminate discrimination. All individuals engaged by the ICB will be afforded equality of treatment and opportunity in employment irrespective of sex, sexual orientation, age, marital status, pregnancy and maternity, race, religion or belief, gender reassignment or disability. The ICB welcomes all applications from people from all backgrounds.

Resident Champions are required to observe this policy in undertaking the responsibilities of their role and their conduct and conduct towards internal and external stakeholders.

### **Confidentiality**

All those engaged by the ICB shall at all times keep confidential and not use (except to the extent that disclosure and/or use is authorised by the ICB and/or is required for the proper performance of their responsibilities) any information obtained by them during their term of office which is of a confidential nature.

### **Health and Safety**

All those engaged by the ICB have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. All accidents must be reported and all office holders must participate in accident prevention by reporting hazards and following relevant policies and procedures.

### **Acceptance of Gifts and Hospitality**

The conduct of Resident Champions in the public service should be scrupulously impartial and honest and in this context any offers of gifts or hospitality should be discussed with the NCL ICB Assistant Director of Communications and Engagement, prior to acceptance.

### **North Central London ICB Reimbursement Guidelines for Public and Patient Involvement**

NCL ICS and ICB are committed to ensuring that people, communities and carers are at the heart of all that we do. Informing, involving, and engaging with local people, communities and carers helps us to understand, and work with the local population to build on their strengths and respond to needs, and to make decisions on health services. The development of effective structures and processes for involvement, engagement and feedback are central to improving our services.

Offering reward and recognition and valuing the contributions of our local communities, people and carers when working with us is fundamental to the delivery of our Working with People and Communities Strategy, as well as our population health improvement approach. It will enable us to ensure our services to be more tailored to the needs of local people and address the health inequalities experienced in NCL.