

Job description

Title:	Patient member representative on MARAG
Directorate:	Corporate
Grade:	Volunteer (non-salaried) but entitled to claim reasonable expenses incurred in connection with their duties in accordance with the trust expenses policy.
Reports:	MARAG Chair
Accountable:	Responsible Officer
Commitment:	One meeting every two months (approx. 2hrs duration) plus preparatory reading.

BACKGROUND:

In 2012 the General Medical Council (GMC) published guidance which sets out the requirements doctors need to meet in order to maintain a licence to practise (i.e. to be 'revalidated'). Medical revalidation strengthens the way that doctors are regulated, with the aim of improving the quality of care provided to patients, improving patient safety and increasing public trust and confidence in the medical system. The GMC expects and the Trust requires all doctors to participate in an annual appraisal process as a prerequisite for revalidation.

MARAG Aim:

Maintenance and development of NUH's Enhanced Medical Appraisal and Revalidation systems and processes for all career grade doctors across NUH.

MARAG Purpose:

- To create and update the Medical Appraisal and Revalidation Policy and Procedures documents.
- To provide quality assurance of the appraisal and revalidation process and outcomes.
- To provide assurance to the board against the GMC, NHS England and Royal College Standards for appraisal and revalidation by way of an annual report.
- To make recommendations to the Responsible Officer regarding the revalidation of individual doctors.
- To select and train the appraiser faculty.

JOB SUMMARY:

By engaging with the people who use NUH services, MARAG can ensure that patients and public are at the heart of our decision making. The role of the post holder will therefore be:

- To oversee and ensure that NUH medical appraisal and revalidation processes remain focused on improving the quality and safety of care provided to patients, and increasing public trust and confidence in the organisation.
- To provide MARAG with guidance on its approach to creating and updating the Medical Appraisal and revalidation policy and procedure documents, ensuring they are consistent with the needs and views of patients/carers and the wider local community.
- To assist MARAG in understanding the perspectives of patients and public, including identifying other potential opportunities/roles for patients and the public to be effectively involved in appraisal and revalidation processes.
- To assist MARAG in appointing new Lead Appraisers as necessary.

VALUES AND BEHAVIOURS:

NUH has a set of values and behaviours to improve the experience for our patients and our staff (*We are here for you*). This means that in undertaking this role the post holder is expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful patient care and continuous improvement as detailed in the table below.

Thoughtful Patient Care	Continuous Improvement
<p>Caring and helpful</p> <ul style="list-style-type: none"> • Polite, respect individuals, thoughtful, welcoming • Helpful, kind, supportive, don't wait to be asked • Listening, informing, communicating 	<p>Accountable and reliable</p> <ul style="list-style-type: none"> • Reliable and happy to be measured • Appreciative of the contribution of others • Effective and supportive team-working
<p>Safe and vigilant</p> <ul style="list-style-type: none"> • Clean hands and hospital so patients <i>are</i> safe • Professional, ensure patients <i>feel</i> safe • Honest, will speak up if needed to <i>stay</i> safe 	<p>Best use of time & resources</p> <ul style="list-style-type: none"> • Simplify processes, to find more time to care • Eliminate waste, investing for patients • Making best use of every pound we spend
<p>Clinically excellent</p> <ul style="list-style-type: none"> • Best outcomes through evidence-led clinical care • Compassionate, gentle, see whole person • Value patients' time to minimise waiting 	<p>Innovation for patients</p> <ul style="list-style-type: none"> • Empowerment to act on patient feedback • Improvement led by research and evidence • Teaching the next generation

KEY ROLE REQUIREMENTS:

The role will require the following qualities:

- The ability to understand the broader range of patient/public perspectives beyond personal experience, and to use that to inform the work of MARAG.
- Good communication skills, the ability to listen to others, summarise issues and express views objectively with a constructive purpose.
- Experience of working as a member of a team and with a broad range of people.
- An understanding of the difficulties facing the NHS, as well as opportunities for improving the NHS in the future.
- An interest in introducing change through new systems and processes.
- The ability to give input to the design, testing and implementation of new systems, e.g. collection of patient feedback.
- A willingness to contribute to project communications as appropriate – e.g. patient information notices, newsletters etc.
- An understanding of the importance of maintaining confidentiality at all times.
- A willingness to declare any conflicts of interest where appropriate.

A willingness to undertake training as necessary for the role and to identify any personal needs for further training or support.