

Patient Advisory Forum  
Annual Review 2019

# Involving Patients and the Public in the decisions of Health Education England





## Message from the Chair

The Patient Advisory Forum (PAF) plays an important role in helping us to make sure that we listen to and capture the views of patients, carers and the public on our key areas of work.

This review provides a comprehensive overview of the wide range of ways that HEE has benefited from the influence of PAF.

Our Non-Executive Director, Mary Elford, has been at the helm of PAF from the very beginning, and the Forum has benefited immensely from her leadership over these past few years. She has been integral in ensuring that PAF continues developing year upon year and strives for improvement always.

I would like to take this opportunity to thank Mary for her tireless work and immense contribution to promoting PAF.

A handwritten signature in black ink that reads "David Behan". The signature is written in a cursive style with a large, looped initial 'D'.

**Sir David Behan**  
Chair, Health Education England

## Introduction

Welcome to the second annual review of the work of Health Education England's (HEE) Patient Advisory Forum, known as PAF. Ensuring everything we do at HEE is informed by the views of patients, carers and the public, in line with the values of the NHS constitution, is very important to us. Our PAF members come from a broad range of backgrounds and bring with them a vast amount of talent, insight and lived experience that keeps the patient and public voice firmly at the heart of our work.

In the five years since its inception, PAF has made sure that the patient and public voice is a key factor in education and workforce planning across health and care. Members provide valuable individual support across HEE programmes, working on significant work streams including the ground-breaking Topol technology review, the successful development and deployment of the new nursing associate role and promoting diversity and inclusion throughout HEE and beyond.

As my term as HEE Non-Executive Director, and as Chair of PAF, comes to an end, I wanted to take the opportunity to say a few words of thanks to all those of you who have made my tenure so productive, worthwhile and enjoyable. It has been a privilege to work alongside PAF members and HEE colleagues alike, and to be a part of the excellent work that takes place in this arena.

I wanted to congratulate our executive lead, HEE Chief Nurse, Lisa Bayliss-Pratt, who has just taken up the post of Pro-Vice Chancellor at Coventry University on secondment from HEE. Thank you for your leadership and insight over the past few years. Congratulations also go to PAF member Fatima Khan-Shah on her appointment to the NHS Assembly, which advises the joint boards of NHS England and NHS Improvement on the delivery of the NHS Long Term Plan.

I would also like to extend my warmest thanks to all of the members of PAF for the significant amount they have achieved in 2018/19, only a snapshot of which is captured in this annual review - as well as thank you and goodbye to those PAF members whose terms are now coming to an end: Steve McNeice, David Burbidge, Natasha Jentle and Joanne Bussey. I would also like to thank the communications subgroup for their hard work producing this excellent review.

We were all saddened by the death of our valued PAF colleague, Barbara Wood, this year after a period of illness. Barbara was kind and encouraging, with a sharp mind and wit that could dissect the most obscurely presented arguments. She was dedicated, committed and admired by all that knew her within HEE and the wider NHS family. We all miss her terribly, particularly her wide-ranging contribution to the group, her wise words and the tremendous support she offered us all.

Finally, I would like to thank Sir Keith Pearson, HEE's previous chair and former co-chair of PAF for his commitment to our work over the years. There are some exciting changes afoot, more of which you will read about later in this review. I am sure I speak on behalf of the whole of PAF when I say that we are thrilled to celebrate reaching this point, and look forward to achieving even greater impact in the year to come.



*Mary Elford*

**Mary Elford,**  
Non-Executive Director and PAF Chair,  
Health Education England

## Reflection on this year's work by the communications subgroup

PAF continues to go from strength to strength, and this year has been an extremely busy and fruitful one for our members. Among the many highlights, we were pleased to meet HEE's new Chair Sir David Behan and the Chair of NHS Improvement, Baroness Dido Harding, who explored potential partnership working with the PAF in the future. We've played a role in the development and outlining of the Long Term Plan and the corresponding Interim People Plan and these have positively informed PAF meetings and members' activities.

Outside of PAF meetings, our members have actively represented the views of patients and the public in HEE's work. For example, a small cohort of members participated in a very productive dental focus group and shared their own experiences of using dental services, considered barriers to access faced by some communities but also made various recommendations for improvement. Members were also able to share in celebrating the excellent and innovative work of health professionals at the 2019 HEAT (healthcare education and training awards) run by HEE, with a PAF member representing the patient and public voice on the judging panel. These awards celebrate the importance education, training, leadership and workforce planning play in delivering high-quality compassionate and safe healthcare in the NHS. At another level, members continue to attend HEE board meetings and gain valuable insight in relation to the strategic direction of HEE. We remain committed to doing our very best to support the continuous improvement and development of the NHS workforce.

As the communications subgroup, we strive to ensure that HEE's work with patients and the public is evidenced and reaches a wide audience. This has been much more visible in the past year with members taking part in major conferences and panel discussions; for example at Confed19, a PAF member who had been instrumental in the work of the Topol review joined eminent scientist Eric Topol and other key players on stage to discuss putting technology at the centre of service delivery. PAF members have also participated in other key conferences.

We hope that this review provides further valuable insight into the work of the Patient Advisory Forum and showcases the way that the patient and public voice forms an intrinsic part of HEE's work.

### PAF communications subgroup Anna Gill, Kiran Bali and Priscilla McGuire



## Communications:

PAF's communications subgroup ensures that HEE's work with patients and the public, in line with the NHS values, is evidenced and reaches a wide audience. Alongside HEE's communications team, they have produced PAF web pages, encouraged the use of a **#HEEPAF** hashtag on Twitter and produced a communications plan for the coming year. This covers communications with both internal and external HEE stakeholders. This year, PAF members have taken part in conferences including NHS Expo, Confed and HEE's stakeholder conference, with an A5 flyer about the work of PAF created and shared at all three events.

Moving forward, individual PAF members will be sharing their stories and experiences further through HEE channels, including blogs, vlogs and on social media.



## Purpose of the Patient Advisory Forum

Capturing the views and advice of those people who use health and care services, along with their carers, is integral to the way HEE works and one of the ways we demonstrate the values of the NHS Constitution. This includes supporting individuals to promote and manage their own health and wellbeing, involving them in discussions about their care whenever possible so they are not just passive recipients, and tailoring services to their needs and preferences.

To this end, HEE set up PAF in 2014. The Forum is made up of 18 patient and public voice partners, some of whom have been with the Forum since the beginning, some who have joined along the way and some who have been welcomed these past few months.

PAF's terms of reference, summarised below, are reviewed regularly and set out the Forum's purpose, function and roles. We assist, advise and challenge HEE's Board to provide assurance that:

- the patient and public voice is a key factor in the education, training and workforce planning process
- patient and public views are invited, gathered and acted on as part of decision making processes
- decisions relating to patients and the public are taken in an open and transparent way
- due attention to equality, diversity and inclusion is embedded in decision making.

## Role

Our core role is to support HEE's Board as it delivers its mandate and the ambitions set out in the Long Term Plan in a way that truly reflects the values set out in the NHS Constitution. Our Forum helps HEE close gaps between what we know about people's current and future requirements for health and care services and what this means for the workforce.

We share a determination to use our experience as patients and carers to inform the education and training of the healthcare workforce.



Liz Fenton RN, QN  
@Liz\_HEE

Really important conversation @ #HEEPAF on how we make the LTP real - focus on local people & communities plan what's right for them @carerphil @maryelford @noella\_bc @hee\_lisaBP



## Function

Our members are embedded across a number of HEE's workstreams, on national and regional programmes and projects, and represented on each of HEE's four local education and training boards (LETBs).

A diverse group of people, PAF members come from a wide range of backgrounds. We all have at least one thing in common, however, our experience as service-users and carers. This means that between us we bring a broad perspective, both as individuals and within our networks, which is important in making sure HEE's work is representative of the communities served by the health and care system.

As a result, we are well-placed to support HEE in ensuring the patient and public voice helps shape HEE programmes and initiatives right from the outset. We offer advice, insight and guidance on education and training in health and care, and on the skills, behaviours and attitudes the health workforce should have to meet people's needs as partners in care. We also share our knowledge and expertise on how to engage with patients and the public, and ensure their voice is heard, with colleagues right across HEE, as well as at Board level. As part of this work, this year we undertook work to review the consistency of patient and public involvement (PPI) responsibilities in every part of HEE and established principles to get the most out of our members' involvement in individual programmes and projects.



## PAF involvement in Local Education and Training Boards

PAF members are represented on each of HEE's four regional Local Education and Training Boards (LETBs). These are responsible for the training and education of NHS staff, both clinical and non-clinical, within their areas. Ensuring the patient and public voice is represented on HEE's LETBs is integral; the rest of the membership of each LETB is made up of representatives from local providers of NHS services in each area.

### **Jane Barrie, LETB chair in the south, said:**

"HEE in the South has welcomed the contribution of two PAF members on the LETB. They have been excellent contributors and always bring the discussion back to putting the patient at the centre of our work. Among the many work streams that they have supported us with, they had a key role in the development of the HEE South Stakeholder engagement strategy.

"They have also attended and made important contributions to all of our regional AHEAD (Advancing HEE's Equality and Diversity) group meetings. Our discussions and work programme have been enriched by their input and the positive impact they make on behalf of the patient."



## Membership

During 2018/19 PAF had 18 patient and public voice partners. The main contribution provided by PAF members is their lived experience, and many act as lay representatives on other bodies, including medical colleges. What we all bring to the Forum is considerable knowledge of using health services – including as patients with complex and long-term needs, carers, or both – and a genuine commitment to improving them.

Although HEE did not recruit any new members in 2018/19, we have said goodbye to some members in 2019 and are recruiting new ones for 2019/20. This involves an interview and selection process and an induction, which means that new members will be in position ready for the first meeting of the year in autumn. HEE takes all reasonable steps to provide additional support to PAF members, when necessary, so they can participate, such as rest areas and large print versions of documents.

PAF members are appointed for an initial three-year term, and approximately half of our current members are serving for a further three years; the other half have not reached this point yet. The Forum meets formally four times a year as a whole group, but also operates as a virtual network at other times, and members are encouraged to attend the HEE Board's public meetings.

At the start of the year the PAF was co-chaired by HEE non-executive director Mary Elford and HEE Chair Sir Keith Pearson, with the new Chair, Sir David Behan, taking on the Forum co-chair role when he became HEE's Chair in December 2018. The senior responsible officer and executive lead for our work is HEE's Chief Nurse.



**Lisa Bayliss-Pratt**  
@hee\_lisaBP

Thanks @didoharding for taking the time to come to #HEEPAF to share your thinking on the the LTP with us @DavidBehan15 @NHS\_HealthEdEng - exciting times ahead!



**Fatima Khan-Shah** @shutcake · Jun 26

Really productive meeting with @NHS\_HealthEdEng @CarersUK @HolzhausenEmily @DFullwoodNHS #heepaf discussing progress and activity on developing elearning resources for carers as part of the #nhspeopleplan its starting to get really exciting! @Prerana\_Issar @didoharding



## Sir David Behan and Dido Harding meet PAF

Sir David Behan, chair of HEE, and Baroness Dido Harding, Chair of NHS Improvement, joined the Patient Advisory Forum meeting in January 2019. The meeting provided an opportunity for Sir David and Baroness Harding and PAF to discuss the role of the Forum within HEE and within the context of the newly-published Long Term Plan. They both showed their appreciation for PAF and thanked them for their important role in representing patients, carers and the public.





## Governance

We provide HEE's Board with a report of each quarterly PAF meeting. In this we highlight particular issues we wish to bring to the Board's attention.

In our meetings, we often receive, consider and advise on reports on HEE projects from other PAF members, high-level updates from HEE directors and presentations about other work taking place across the organisation. This provides us with a strategic overview of the organisation's work and provides programme leads with the opportunity to seek guidance and advice from the Forum.

PAF members represent the patient and public voice on each of the four LETBs. This encourages open communication about the supply of the local health and care workforce, providing NHS funded services and supporting national workforce priorities.

Individual members also provide direct input to specific programmes of work (both internal and external), projects and other initiatives, such as short-term task and finish groups. Those running a programme or

project will produce an expression of interest document explaining how they hope we can contribute to and support their work, and individual members are invited to apply for these opportunities. HEE staff may seek the Forum's advice on particular issues as well.

Members report back to the Forum at meetings using the 'Closing the loop' mechanism – short summaries of each activity they have been involved in during the previous quarter. This enables us all to keep abreast of different programmes and projects, and build a broader picture of healthcare workforce development and cross-cutting issues around patient and public voice.

HEE works on the principle that nobody should face barriers to participation or be out of pocket because they are speaking up on behalf of patients and the public to improve the healthcare workforce, education and training. This includes PAF members, who are supported to this end.

In 2018, PWC, HEE's internal auditors reviewed PAF to ensure that appropriate governance arrangements are in place and that it meets its stated objectives. The resulting report provided useful guidance to develop PAF further and an action plan is now in place. We were delighted with the overall substantial rating.



## Diversity and Inclusion

HEE's Diversity and Inclusion Committee gives assurance to the organisation that diversity and inclusion is being advanced throughout. The committee meets on a quarterly basis to conduct thematic deep dives into the work of HEE and provide recommendations to the Board.

PAF members are an integral part of the committee alongside Executive Team members, a regional LETB chair and director, HR and staff side representatives.

### **Lisa Bayliss-Pratt, HEE's Chief Nurse, said:**

"Making sure that the NHS workforce is representative of the communities it serves is integral to making sure patients and the public get the care that they need and deserve. This is why it has been essential to have PAF members contributing to HEE's work around diversity and inclusion. As members of Diversity and Inclusion Committee, which is a sub-committee of the HEE Board, they challenge and improve HEE process and decisions, helping us make sure diversity and inclusion is a focus throughout all of our areas of work, that our staff are valued and that we promote a discrimination free workplace."

### **Kiran Bali, PAF member, said:**

"PAF members have been instrumental in developing 'Equality and Diversity - Our Strategic Framework' for 2018-2022 which sets out our vision and goals over the next four years.

"The Equality Diversity and Inclusion committee is a formal subcommittee of the board and PAF members are working with diverse stakeholders to on HEE'S commitment to continue advancing in these areas.

"As a member of the Patient Advisory Forum, my contribution has been genuinely embraced and endorsed in equal partnership. This has resulted in a significant incorporation of the patient voice and experience to advance equality, diversity and inclusion by 'seeing beyond compliance' on a collective journey of quality improvement."

### **Rosemary Whitehurst, PAF member, said:**

"Following on from the inspiring work of the National and Regional Diversity and Inclusion committees, an important role for all PAF members is to seek assurance that issues of equality have been taken into account in the planning, delivery and monitoring of all the programmes with which they are associated."



Making sure that the NHS workforce is representative of the communities it serves is integral to making sure patients and the public get the care that they need and deserve"



## Ways of working

As PAF members we do all we can to champion the NHS Constitution and put patients, carers and their families first, act as HEE ambassadors and lead by example. In practice this means ensuring everyone on the Forum has an equal voice and that our conduct is of the highest ethical standard.

Not only do we have a 'can do' approach, we actively listen to other people, and treat their input with respect. At the same time we are ourselves open to challenge. We always bear in mind the need for confidentiality and the importance of communicating what happens as a result of patients and the public giving their perspective.

We also make a specific commitment to how we represent PAF on work groups, programmes and projects. We come fully prepared to any meetings or events, and actively contribute to discussions. We look at the work being done with a fresh perspective and offer constructive comments as well as overall support to achieve positive outcomes.

We have this year produced guidance [see document entitled Principles to apply when engaging Patient Advisory Forum (PAF) members within your programme or project on page 18] which forms a set of principles to help those running work programmes and projects to get the most out of PAF involvement and the particular knowledge and expertise of the chosen PAF representative. It covers practicalities, such as travel and communication arrangements, as well as the importance of briefing a PAF member properly, being prepared for them to challenge others' thinking from a patient and public perspective, and clarifying what information might be confidential. Our principles also point out that PAF input to a project is no substitute for patient and public engagement.

We also ensure that we capture good practice and feedback from individual PAF members after they have attended a project or programme meeting in the form of the 'Closing the loop' mechanism mentioned earlier, alongside further discussions in our meetings.

## Values Week

Values Week is an NHS-wide week in July celebrating the NHS Values and led by HEE. The week highlights the values in the NHS Constitution and is also an opportunity for NHS organisations to celebrate, and for staff to share their own individual values. Several PAF members agreed to visit HEE offices to talk to staff about their interpretations of the NHS Values. Others also shared what the NHS Values meant to them as part of a wider campaign across social media. While the people who attended the talks found them really valuable, actions for next year will include working with the communications team to ensure as wide an audience as possible gets to experience the talks, perhaps by filming and sharing across HEE channels.

### **Janet Down MBE, PAF member, said:**

"I was asked to go to the Leicester Office of HEE and speak to the administrative staff about my experience, from a carers perspective, of the NHS Values in action. I focused on three of the values: compassion, dignity and respect and commitment to quality of care. There were about 10 people with a further number of offsite staff logged in remotely and it was a real privilege to share part of my late dad's journey through the NHS."

### **Craig Trembirth, Communications Manager at HEE, said:**

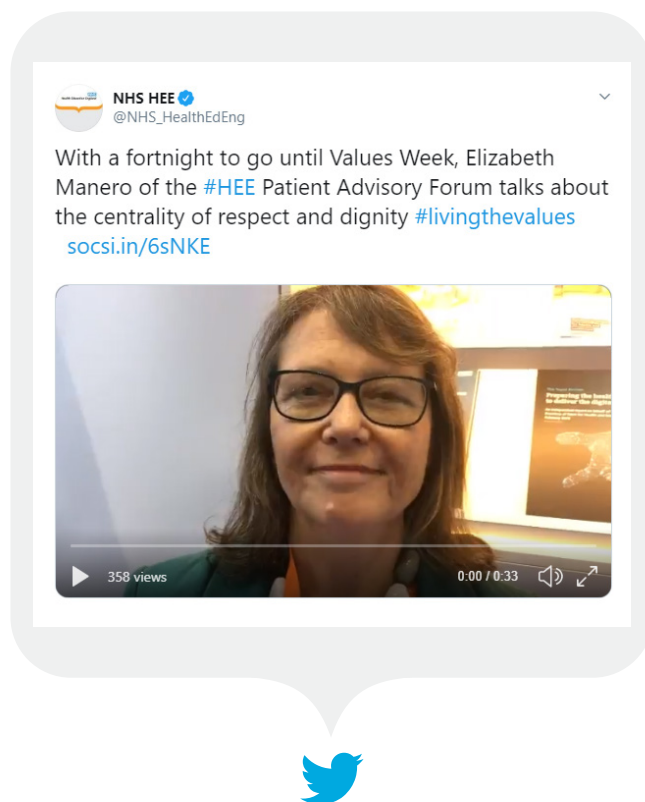
"Staff at Westbridge Place found Janet's talk incredibly engaging and really connected with both the positive elements as experiences they could learn from, and the negative experiences she had been faced with. Janet really brought the memory of her father to life in her talk and we saw him as a person as well as a patient – there was a lot of humour in the session. Sometimes these sort of talks can be solemn, but this was very uplifting and was a positive inclusion to our Values Week agenda. Thank you Janet for coming and sharing your experiences with us."

## The work programme

Much of our work in 2018/19 was focused around priorities set by the government's mandate to HEE. These included: building the workforce for the future, particularly to improve out of hospital care; preventing ill health and supporting people to lead healthier lives; creating the safest and highest quality health and care services possible and employing digital technology and transparency to make them better; and delivering value for money.

We held a workshop to plan our core work for the year. This included ongoing PAF involvement in projects and programmes, as well as an understanding that we must be flexible and respond to opportunities, requests for advice, and invitations that may arise.

We take note of potentially cross-cutting areas of work. For example, we recognised that common themes were likely to emerge from the Topol review, self-care and carers, and volunteers workstreams as these progressed during the year. So we began a mapping exercise to identify these and make recommendations, and checked that they were in line with the NHS Long Term Plan.



## Nursing programme

**Liz Fenton, Deputy Chief Nurse at HEE, said:**

“It is so important to our nursing programme that our work is co-produced with those who use health services. It is imperative that our work to recruit, develop and retain the nursing and care workforce is shaped by what patients and families need and deserve. Our PAF members supporting our work streams have kept our focus on what matters to people, been our critical friends and our champions. They have been instrumental in the design and delivery of a number of key pieces of work. These include the development of the new nursing associate role, our RePAIR programme which focuses on reducing attrition from undergraduate programmes as well as HEE’s work on the important diversity and inclusion.”

**Phil Hough, PAF member, said:**

“Nurses play a pivotal role in delivering the best healthcare possible - be that community nurses, health visitors, theatre practitioners, nursing associates or mental health nurses. To make this as effective as can be, we need to make sure that those very patients that are being looked after are at the heart of any care provided. This is the key to better outcomes and patient experience. PAF supports and develops the patient experience as part of any good healthcare worker’s education and training,

ensuring that their learning is developed and based upon those people who are receiving care. This does and will continue to ensure the delivery of excellent patient-centred care.”

**Maggie Stubbs, PAF member, said:**

“My reflections on the development of the new family of healthcare workers – the nursing associate - are very impressive. I was fortunate to be involved at its inception as a member of the Patient Advisory Forum in the assessment of the first pilot sites. The framework used then showed genuine partnership collaboration with the buy-in of organisations both within the National Health Service (NHS) but also organisations external to the NHS.

“The enthusiasm of the students, their commitment and innovation demonstrated is to be commended. Their insight, innovation and excitement has added value not only to construction of a new service delivery, but to the patient’s journey. The career pathway that the programme gives has also enabled future personal development.

“I have continued my involvement not only in the relevant meetings attended, but with information from social media. I often wondered where those excellent people have been before they had the opportunity to enter the programme, and that so many talents would have been lost.”



## The Topol review

In late 2017 the Secretary of State for Health and Social Care commissioned an independent review, led by cardiologist, geneticist, and digital medicine researcher Dr Eric Topol, into how to prepare the healthcare workforce, through education and training, to 'deliver the digital future'. This was part of wider work towards the national health and care workforce strategy to 2027.

The review was supported by HEE in many ways, including project management and subject matter expertise. Seven of our members – Elizabeth Manero, Anna Gill, Phil Hough, Graham Jagger, Gareth Davies, Priscilla McGuire and Steve McNeice – contributed to the work of the Topol review board, expert advisory panels and subgroups, including offering the patient and public perspective on the key areas of artificial intelligence, robotics and genomics.

The review's report was published in February 2019. HEE chair Sir David Behan has praised our members' involvement as a 'text book example of how PAF works successfully', using the tools at our disposal (including methods of communication).

Elizabeth Manero represented PAF on the review's organisational development workstream, and was heavily involved in drafting the health inequalities section of the Topol report. She also joined Eric Topol on stage at Confed19 to discuss the review, its findings and the important role played by the patient and public voice.

We were involved in several related events during the year, including a Topol mental health digital workshop, attended by a mix of clinical leads, NHS digital and computer science specialists. PAF member Phil Hough contributed to some useful discussion on getting the right balance between patient needs and what new technology could offer, ensuring that the digital agenda did not overpower what people actually wanted. It was agreed that patients, carers and staff required support and education so everyone could be 'digitally aware' and prepared for a more technology-focused NHS.



**Phil Hough** @carerphil · Jun 19

Listening to the excellent panel on the #Topol report, @EricTopol Elizabeth #heepaf talking about patients and Carers and the gift of time #technology can give @NHS\_HealthEdEng @Liz\_HEE @maryelford @hee\_lisaBP @Confed19 #confed19



Phil also ran some sessions at a Topol stakeholder event on using technology to support older people, generating discussion on systems still not being not flexible or patient driven enough, and the value of early co-production and using patient experience as the catalyst to create new things.

Our members remain very much involved in work following on from the review, such as the new technical skills partners group. This focuses on what can be delivered in 2019/20 before the next comprehensive spending review, and our PAF representatives found it encouraging that at only its second meeting there was much discussion about how to increase productivity through technology without compromising the patient experience. It was also explicitly acknowledged that patient education on technology – a key Topol recommendation – falls within the HEE remit.

**Sue Lacey-Bryant, Topol Review Programme Manager, said:**

"The involvement of patient representatives in the Topol Review ensured that the Board, Advisory Panels and staff team 'kept it real' – and I believe this is one of the reasons the report makes such a compelling

read. It was essential that discussions of the remarkably powerful set of technologies considered by the Review should be grounded in the real world of lived patient experience, allowing for the many different capabilities, needs, wants and expectations of patients, carers and their families.”

**Elizabeth Manero, PAF member, said:**

“The benefits that technology can bring to health are undeniable and exciting. These benefits will require the active participation of patients and carers as never before. This means that it must work for them, make sense to them and be activated by their informed decision-making. The patient involvement in the Topol review was therefore particularly important - building in that perspective from the beginning. It also means that we must be mindful of the risk of new health inequalities emerging whereby those whose daily lives do not revolve around technology, are confronted with something unfamiliar at a time when they may be at their most vulnerable. PAF representatives were very pleased to be given the chance to contribute during the review and we look forward to seeing the patient perspective woven in, throughout its implementation.”



The benefits that technology can bring to health are undeniable and exciting.”



Vicki Diaz @NHSVicki · Jun 19

Elizabeth Manero our patient rep on the #topolreview talks of technology reducing the face to face interaction where needed that will give patients and carers the gift of time #confed19 @NHS\_HealthEdEng



## Strategic planning

Part of every PAF quarterly meeting focuses on a particular area of HEE work. The relevant programme lead and the PAF member working on it will usually give a presentation, followed by discussion among the whole Forum. This helps us develop a strategic overview of the organisation's work.

During the year, such debates covered – among other topics – managing the risk of workforce shortages (including the potential impact of EU exit), the HEE quality framework, and medical education reform and which changes to doctors' training could make a big difference to patients.

**Alan Ryan, Director of National Programmes at HEE, said,**

“Having PAF is very important to National Programmes. PAF representatives bring an objective and relevant addition to our strategic steering groups. Although not a substitute for wider engagement, representatives offer a pragmatic approach as unbiased members of the public bringing a grounding effect, challenging programme leads on their chosen direction in a safe place. Of particular importance PAF members keep programme teams focused on our ultimate goal - great patient care.”





## Next steps

PAF welcomed its new chair, Liz Mear, HEE non-executive director, in November 2019. We are working with her to shape the work plan for 2020/21. We are also looking forward to welcoming and inducting new members into the group, and strengthening the voice of young people on PAF.

If you would like to find out more about our work, you can contact us at [paf@hee.nhs.uk](mailto:paf@hee.nhs.uk).

**Fatima Khan-Shah**  
@shutcake

Replying to @Liz\_HEE @noella\_bc and 3 others

Really interesting discussion so exciting to be involved in shaping the future career framework of nursing. Can't wait to see next steps #HEEPAF



## Paramedic and ACP programmes

**Matthew Aiello, National Programme Lead, Urgent and Emergency Care, Paramedic Workforce at HEE, said:**

“PAF members have been a valuable, objective and relevant addition to our strategic steering groups. The physical presence of PAF has a grounding effect on people - helping NHS members keep in mind that we are discussing matters which impact on patient safety, human wellbeing as well as (responsible) management of public funding.

“While their operational understanding is sometimes not as advanced as NHS staff, they often bring an objective and pragmatic approach as unbiased members of the public, which is always useful during project planning. Having someone unrelated to my projects who can challenge me on my chosen direction in a safe space is a vitally important part of project management in my view. I would always advocate having a PAF member in groups - not necessarily as subject experts but more as objective humans to ask questions that NHS staff may not feel enabled or comfortable to do.”

**Graham Jagger, PAF member, said:**

“As a PAF member on HEE workforce transformation programme boards, I work with healthcare professionals and educationists in planning and overseeing the development of new and changing roles in the delivery of patient care in hospitals and the community (for example, Physician Associates, Advanced Clinical Practitioners and clinical pharmacists in care homes).

“My role is to provide an objective, independent perspective and voice without vested interest and focusing on the need to maintain public understanding and confidence in the competence of the different healthcare professionals that patients meet. Discussion in meetings is sometimes vigorous, but I have always been able to present the public/ patient perspective and feel that my voice is welcome.”

## PAF guidance referenced on page 11 - Principles to apply when engaging Patient Advisory Forum (PAF) members within your programme or project

- Be clear about what you are asking of your PAF representatives in terms of knowledge and experience as well as the time commitment required
- Recognise the range of expertise and experience PAF members bring and consider how to maximise these benefits
- Be prepared for your PAF members to challenge your thinking by bringing the service user and carer perspective into your work
- PAF members understand the importance of confidentiality so be clear when discussion or papers are not to be shared
- Be aware that PAF members have other commitments and give time to PAF over and above these.
- Recognise that PAF members may be familiar with parts of the NHS but most do not have a clinical background so avoid jargon and acronyms except where necessary and provide a glossary.

### Your specific commitments are to:

- **At the start:**
  - Set out in your Expression of Interest document the PAF contribution and how members will be asked to contribute to and support your work
  - Agree the involvement fee, travel and expenses
  - Ensure your PAF colleagues are briefed about the work and any potential areas in which you are looking for their specific input.
- **At all stages:**
  - Remember PAF members will welcome feedback on their input into your work
  - Recognise that while PAF members bring a valuable service user/ carer perspective to your work, this is not a substitute for public engagement.

- **Before meetings:**

- Provide timely information about the dates and location of meetings and access to venues
- Liaise with your PAF representatives well in advance regarding any travel arrangements and tickets required, and make these bookings
- Address any specific requirements such as mobility, dietary needs, and caring responsibilities – for example they may need an Anytime ticket home so they can leave in the case of an emergency
- Consider if remote access to meetings is a viable option.

- **At each meeting:**

- Make suitable arrangements to meet PAF members when they arrive, particularly their first meeting
- Ensure PAF colleagues are introduced to other group members
- Please offer suitable refreshments, remembering many will have travelled considerable distance.

- **After meetings:**

- Ensure that you process invoices in a timely way.

### PAF member's commitment to your work is to:

- Come to meetings and events prepared, having read the supporting papers
- Bring a fresh eyes approach to your work
- Actively contribute to discussions, offering constructive challenge and feedback
- Contribute the voice of patients and the public
- Champion and support your work in order to achieve positive outcomes.



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