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| **Name of Document**  | **Principles for the Role of the Lay Representatives within NHS England**  |
| **Category**  | Standard Operating Procedure (SOP)  **This SOP is applicable to medical and dental training within NHS England.** |
| **Purpose**  | This document is one of a suite of Standard Operating Procedures to support the management of trainees across England. This SOP is aligned to the principles of ‘A Reference Guide for Postgraduate Foundation and Specialty Training in the UK’ (The Gold Guide) and ‘A Reference Guide for Postgraduate Dental Core and Specialty Training’ (The Dental Gold Guide). Please refer to the most recent versions.Since 2020, Foundation Training is embedded within the Gold Guide. Therefore, the NHS England suite of SOPs applies to all doctors in training, including Foundation, unless specified otherwise. Please note that Foundation-specific differences are highlighted in purple font in the Gold Guide. Dental Foundation Training is covered in ‘A Reference Guide to Postgraduate Foundation Training in England, Wales and Northern Ireland’. Within the SOP, whenever reference is made to the Postgraduate Dean, it refers to the NHS England English Dean/Postgraduate Dean or their nominated representative who will be responsible for managing the process on their behalf. Throughout the document, unless otherwise stated, the term ‘trainee’ refers to postgraduate doctors in training and also applies to postgraduate dentists in training and public health trainees with a medical or non-medical qualification.  This SOP is intended to be a guide to encourage consistency of practice across England. Due to the complex nature of training, there will be occasions where Postgraduate Deans will apply their discretion in enacting this SOP to take account of individual circumstances and varying local structures (e.g. Lead Employer).  English Deans are committed to equality, diversity and inclusion (EDI), with a duty to eliminate discrimination, promote equality and ensure inclusive opportunities are available to all with regards to age, disability, gender, ethnicity, sexual orientation, religion or belief in the design and delivery of all our services. English Deans aim to meet and exceed their statutory obligations under the Equality Act 2010 by adopting a continuous improvement approach.This suite of SOPs will be routinely screened against relevant Equality and Diversity documentation. |
| **Authorised by**  | Health Education England Deans (HEEDs), now English Deans |
| **Date Authorised**  | 28/04/2021 |
| **Implementation Date (current version)** | 02/08/2023 |
| **Next Review Date**  | SOP to be reviewed in line with any future Gold Guide revisions, or every 12 months, whichever comes first.  |
| **Document Author**  | English Deans and Senior Managers Group (formerly HEED & HEED Senior Managers Group) |

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| **Version**  | **Date**  | **Author**  | **Notes** Reason for Change, what has changed, etc  |
| 1  | 28/04/2021 | HEED | Initial document |
| 2 | 11/10/2022 | HEED | Document signed off at HEED |
| 3 | 19/07/2023 | HEED | Document signed off at PGMDE Operational Oversight Group |
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| Related Documents * *Gold Guide 9th Edition: A Reference Guide for Postgraduate Foundation and Specialty Training in the UK:* <https://www.copmed.org.uk/gold-guide/gold-guide-9th-edition>
* *Dental Gold Guide: A Reference Guide for Postgraduate Dental Core and Specialty Training in the UK:*

<https://www.copdend.org/downloads-list/dental-gold-guide-2021-edition-copy/>  |

# 1. Background

Lay Representatives (LRs) support postgraduate medical and dental educational activities in an observer capacity with recruitment events, Annual Review of Competence Progression (ARCP) panels and appeals, quality activities, meetings, quality committees, and occasionally other recruitment panels (e.g. Educators). The LRs provide written/verbal reports on panels and events attended and raise concerns regarding processes via appropriate routes.

Standardising recruitment, employment, payment, tenure and activity of LRs supports consistency of practice across NHS England local offices. A generic job description/business case/advertisement example and a communication plan provide consistency within NHS England.

# 2. Recruitment

An agreed standardised recruitment process using a generic job description (Appendix A) will be used to recruit LRs via the TRAC system. This will provide access to central reporting, manage length of service and ensure consistency across NHS England local offices. An agreement for service will be offered for a period of 3 years and may be extended for a further 3 years subject to the needs of the organisation and review. LRs will not continue in the role for more than 6 years. A generic Agreement for Services as a Lay Representative document will be issued to successful applicants by NHS England Head of HR and OD for completion and return.

Lay Representatives are not contracted as employees of NHS England therefore no notice period is required, courteous management of the change in process aligns with NHS values and behaviours.

A Lay Representative recruited by one region/local office/deanery could be used by another region without a further recruitment process. The recruiting office should ask whether or not the Lay Representative is already contracted by another region. The region will invite the Lay Representative most appropriate to the task required. If a Lay Representative chooses to go to a region distant to their home base other than in extreme circumstances travel time will not be reimbursed

# 2.1 TRAC

Use the generic Lay Representative job description (Appendix A), business case (Appendix B) and standard OH Functional Requirements form, allow sufficient lead in time for approval and advertisement.

1. Follow the TRAC Manager Guidance: Establishment Control on HEE Connect (Department 5. HEE Non-Standard)
	1. Use your relevant cost code
	2. Identify how many LRs are to be recruited in FTE
	3. Job Title is Lay Representative
	4. Reason for the vacancy is honorary
	5. Job evaluation process – N
	6. Explain request in full - use standard business case narrative from ‘reason for new post’ (Appendix B)
	7. Advertising - select public, there are exemplar advertisements/posters included for the advert section on TRAC (Appendix C)
	8. Vacancy details – for contract select other and state ‘contract for services for 3 years’ in additional contract details
	9. Working pattern/hours – select other and minimum of 5 x days per annum in additional working pattern details
	10. Grade - £150 per day and £75 per half day which is 4 hours
	11. Vacancy site is relevant NHS England local office recruiting LRs
	12. Documents – include Lay Representative Recruitment Profile, functional requirements in the ‘Public Documents’ section. Add the ‘Business Case’ document in the internal document section.
	13. Longlisting/Shortlisting/Interviewers to be completed as for other vacancies

# 2.2 Advertising/promoting positions

A communication plan (Appendix D) offers guidance on various community clubs, social media platforms, GP practices and networks to promote the role of Lay Representatives.

# 2.3 Reimbursement

Reimbursement for services will be via submission of an invoice using Tradeshift (Appendix E)/NHS Shared Business Services to provide consistency, equity and effective NHS England budget management. It is appropriate that these services, which are required on an ad hoc basis, are provided on a contract for service basis and the LR is not an employee of NHS England.

Lay Representatives will receive a flat rate attendance fee of £150 per day and £75 per half day.

A day is recorded as one full operational day where the day exceeds 4 hours’ work regardless of start and end time. A half day will be paid where the work is less than 4 hours.This fee will include attendance at meetings, travel and preparation time. NHS England will reimburse travel, in line with the [Travel, Expenses and Subsistence Policy](https://connect.hee.nhs.uk/Interact/Pages/Content/Document.aspx?id=8982&SearchId=1775096&utm_source=interact&utm_medium=category_search&utm_term=travel) on HEE Connect, the recruiting NHS England local office is the base and alternative options e.g virtual platforms should be considered first. If travel is required, public transport should be considered first.

# 3. Induction and Training

NHS England will offer LRs an induction programme with update sessions held at least once per year, each local office to confirm dates when LRs are recruited.

Lay representatives must ensure they keep up to date with mandatory training including equality and diversity (every 3 years) and information governance (annually) as a requirement of the role. Mandatory training is accessed via [e-lfh](https://www.e-lfh.org.uk/programmes/statutory-and-mandatory-training/) and must be kept up to date. LRs must also ensure they remain up to date with policies, procedures and processes through attendance at NHS England LRs training and development events through attendance at NHS England LRs training and development events.

LRs must ensure they perform their duties in a manner which supports and promotes NHS England’s commitment to equality and diversity. A Lay Representative will also uphold The Seven Principles of Public Life (Committee for Standards in Public Life, 2011).

# 4. Conflicts of Interest

LRs will need to declare any actual or potential conflict of interest that they might have in carrying out the role to either the Postgraduate Dean or representative. Conflicts may relate to any relevant business interests, positions of authority or other connections with organisations relevant to the business of NHS England.

# 5. Time Commitment

To ensure that skills and experience are maintained, it is expected that LRs attend a minimum of 5 events per year, an event is either a half day or a full day.

# APPENDIX A

Recruitment Profile

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| **Job Title: Lay Representative** |
| **About the Role** | **Directorate Structure** |
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| Health Education England (HEE) exists to support the delivery of excellent healthcare and health improvement to the patients and public of England. Our work within HEE covers a range of professions, programmes and activity, from planning and commissioning, to recruiting and developing healthcare staff in a range of healthcare and community settings including acute hospitals and primary care services. Involvement of Lay Representatives in the work of HEE is to ensure transparency, robust decision making, inclusiveness and accountability by acting as an essential bridge between patient and public representation and HEE. Lay Representatives will provide scrutiny and assurance to the work of HEE indirectly supporting compliance with the GMC standards for medical education and training (‘Promoting Excellence’, GMC, 2016) and the HEE Quality Strategy and Framework.We are looking for people who are committed to developing an understanding of the role of HEE. The Lay Representative will provide externality and quality assurance on processes which will enable HEE teams to make fair decisions relating to issues affecting health education and training. We are seeking individuals with good communication and people skills to work alongside professional programme managers to ensure that the workforce of today and tomorrow has the right numbers, skills, values and behaviours, at the right time and in the right place.The Lay Representative will be expected to attend, in an observer capacity, events including recruitment, Annual Review of Competence Progression (ARCP) panels and appeals. There may also be a need for the Lay Representative to be involved with quality committees, specialty board meetings and other recruitment panels (e.g. Educators). The Lay Representative will provide written/verbal reports on panels/events attended and raise any concerns regarding processes via the appropriate routes. |

 | NOT APPLICABLE FOR THIS ROLE |
| **KEY AREAS OF RESPONSIBILITY TO SUPPORT:** To work with the Postgraduate Medical and Dental Education Teams with accountability to the local Postgraduate Dean to: * Ensure familiarity with specialty specific processes and requirements for recruitment, assessment, programme development and quality management. Lay Representatives will also be briefed ahead of all events.
* Commit to attending meetings or events either in person or remotely on a regular basis across the Health Education England local area.
* Ensure that decision making processes are consistent, robust and transparent.
* Observe, witness and challenge appropriately, where necessary, such processes to ensure equity of approach. Provide a written summary where challenges have occurred.
* To ensure non-discriminatory practices are demonstrated by all panel/committee members.
 | **RECRUITMENT*** HEE PGMDE teams lead on recruitment to a number of training programmes and hold both local and national interviews. The Lay Representatives will be asked to attend interview days to ensure agreed procedures are followed and candidates are treated equitably.
 |
| **ARCPS and APPEALS**All doctors and dentists in training are required to have an Annual Review (Assessment) of Competence Progression (ARCP) where their training achievements are reviewed by a clinical panel. * Lay Representatives are required to attend a proportion of these panels as observers.
* Where postgraduate doctors in training have received a non progression outcome at their annual review, they are entitled to appeal this decision. Lay representation on such appeal panels is mandatory.
 | **QUALITY MANAGEMENT**Lay Representatives may be involved in Health Education England’s quality processes for ensuring high quality learning environments, as set out in the HEE’s National Quality Strategy and Framework. Lay Representatives may be asked to:* Participate in HEE Quality Interventions particularly for high-risk interventions (which may be held virtually) to Local Education Providers to support quality improvement.
* Be involved in associated quality activities and meetings, particularly the Quality Committees.
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| **A LAY REPRESENTATIVE WILL BE ABLE TO:*** Engage with individuals at all levels, and build effective working relationships
* Take legible notes and complete relevant documentation to ensure transparency of process.
* Communicate clearly and effectively, including providing verbal and written feedback where required.
* Acquire and maintain a good level of knowledge of Medical and Non-Medical Education and Training structures and governance arrangements.
* Acquire an understanding of relevant stakeholders i.e. GMC, Royal Colleges and healthcare providers with the commitment to improve standards through effective regulation.
* Demonstrate motivation to help improve the quality of medical education and training.
* Handle confidential and sensitive data following relevant legislation and HEE policies.
 | **A LAY REPRESENTATIVE WILL ALSO UPHOLD** **The** **Seven Principles of Public Life (Committee for Standards in Public Life, 2011).**1. **SELFLESSNESS** Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.
2. **INTEGRITY** Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.
3. **OBJECTIVITY** In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
4. **ACCOUNTABILITY** Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
5. **OPENNESS** Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
6. **HONESTY** Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
7. **LEADERSHIP** Holders of public office should promote and support these principles by leadership and example.
 |
| **About Us**HEE provides leadership for the education and training system. It ensures that the shape and skills of the future health and public health workforce evolve to sustain high quality outcomes for patients in the face of demographic and technological change. HEE ensures that the workforce has the right skills, behaviours and training, and is available in the right numbers, to support the delivery of excellent healthcare and drive improvements through supporting healthcare providers and clinicians to take greater responsibility for planning and commissioning education and training.Our **ambition** is to be the best organisation of our type in the world by living our values every day.Our Core **Values** are that everyone feels **valued and respected** and are **included and involved** in everything that affects them; are **trusted** to make decisions with clear reasons in order to **be empowered** to deliver; are committed to clear, **effective communication**, which is transparent and open when sharing information; takes **pride and has integrity** in everything we do and recognises that everyone has a significant contribution whilst taking **personal responsibility and accountability** for actions and behaviours. |

Recruitment Profile

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| **About You**This section details the personal attributes we require for this role. If you feel these describe you we would welcome your application  |

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| **Behaviours and Values** | **Skills and Abilities** |
| * Representatives who challenge us, help us think about the bigger picture and find solutions from a lay perspective
* Confidence to question information and explanations supplied by others, who may be experts in their field. Have the ability to express views and enter into a constructive debate for decision-making.
* Ability to deal with people in a courteous, professional and helpful manner
* Flexible and co-operative approach to work and working with colleagues
* Ability to reflect on and communicate a broad public and patient perspective
* Support and promote HEE’s commitment to equal opportunities
* Conduct all duties in a manner that safeguards the health and safety of yourself, trainees and your colleagues
* Proactive, enthusiastic and committed
* High degree of integrity, demonstrating both confidentiality and probity
* Understanding of NHS Constitution
 | * Good communication and people skills
* Experience of using IT Microsoft Office suite including Excel and Word
* Experience using Microsoft Teams/Skype/other virtual platforms
* Demonstrable an ability to influence and motivate others
* A strong sense of vision and ability to innovate
* Politically astute with an ability to sensitively manage complexity and uncertainty
* Ability to problem solve and maintain objectivity
* Ability to understand and analyse often complex issues, from a variety of data sources and use it to inform decision making.
* Strong interpersonal, communication, written and presentation skills
* Ability to quickly establish personal and professional credibility with colleagues and other key stakeholders
* Excellent organisational and time management skills
* Committed to own personal development and an ability to support others to develop and progress
 |
| **Experience and Knowledge** |

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| **Qualifications and Training** |

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| * Understanding of Data Protection and diversity and equal opportunities issues and a commitment to applying these principles
* Experience of giving advice in line with guidance/procedures/regulations
* Experience of working in a collective decision-making group such as a board or committee, or high-level awareness of ‘board level’ working. (Can be voluntary setting)
* Experience of teamwork
* Experience in handing confidential and sensitive data.
 | * Lay Representatives will be members of the public without a clinical qualification and will be resident in the local area.
* Lay Representatives must not be currently employed either in a clinical /healthcare role or as a non-executive within a local healthcare provider.
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Expected Outcomes

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| **About your role**This section details the outcomes and deliverables that would be expected from the role  |

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| **Engaging People/Key Working relationships** | **Delivering Results/Functional Responsibilities** |
| * Postgraduate Dean
* Regional Director
* Staff at all levels across the geographical area covered by the local and regional offices
* Associate and deputy deans
* Training Programme Directors and clinical faculty
* Other Heads of Schools/Foundation and GP School Directors
* Royal Colleges and Faculties
* Professional and regulatory bodies
* Wider Stakeholder Network
* Local Medical and Dental Schools
* Providers and commissioners across the region
* Directors of Education
* Higher Educational Institutions
* Postgraduate Medical and Dental Education Teams
 | * Ensuring rigour and fairness in Postgraduate Medical and Dental education processes.
* A commitment to legal and ethical standards of recruitment that maintain an effective and efficient clinical workforce for the NHS.
* The delivery of high standards of education and training as defined by the General Medical Council and other national bodies with respect to training posts and other educational programmes within Health Education England
* Commitment to national vision, policies and processes for effective educational quality management
* Robust assessment and progress of medical professionals
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Benefits Information

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| **About the Benefits**This section details the benefits of working with HEE |

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| **What’s great about this position?** | **What’s the terms and conditions?** |
| We are looking for applications from the general public. It is important that applicants have a keen interest in the NHS and can listen and add value to what is being said. We need representatives who can challenge us, help us think about the bigger picture and find solutions from a lay perspective. The Lay Representative will be to identify, understand and voice the concerns of patients, carers, learners and the wider public on matters concerning the training of healthcare staff in a range of healthcare and community settings within the local region. The Lay Representative will attend and take an active role in meetings. This may involve interpreting information and making reasoned judgements and comments on drafts of written information and consultation documents. The Lay Representative will have an opportunity to contribute to the medical workforce of the future and gain a different perspective of the NHS by working with Health Education England.  | **Remuneration** | Lay Representatives will receive a flat rate attendance fee of £150 per day and £75 per half day. A day is recorded as one full operational day where the day exceeds 4 hours’ work regardless of start and end time. A half day will be paid where the work is less than 4 hours.This fee will include attendance at meetings, travel and preparation time.HEE will reimburse travel, in line with the HEE’s Travel, Expenses & Subsistence Policy. |
| **Tenure** | It is appropriate that these services, which are required on an ad hoc and intermittent basis, are provided by Lay Representatives on a contractor basis, through an agreement for services, and that Lay Representatives are not employees of HEE.The initial agreement will be offered for a period of 3 years and may be extended for a further 3 years subject to the needs of the organisation and review. Lay Representatives will not continue in the role for more than 6 years. |
| **What other opportunities are available to me?** |
| HEE is committed to support training and development required for the role of Lay Representative.When you join, you will receive an induction and have the opportunity to attend a variety of skills-related courses, some on-line. HEE will offer on the job training, shadowing and support with access to e-learning modules including equality and diversity and information governance (mandatory requirement of the role). |
| **Leave and Bank Holidays:**  | N/A |
| **Pension:**  | N/A |
| **Other useful information** |
| We are committed to implementing reasonable adjustments for people with disabilities.If you are successful, you will be issued with an agreement for services, the Lay Representative accepts responsibility for informing HMRC of payments made for their services so that HEE may fulfil the obligations upon it as a public body.  |

# APPENDIX B

**FOR NHS England INTERNAL USE ONLY**

**NHS England**

**NHS England Establishment Control Business Case**

**Part 1: The Establishment Request *(must be completed in all cases)***

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| 1. **Select a request type: External recruitment**
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| **1a. For recruitment requests (internal, external, medical and apprentice) complete the following section:** |
| Is this post within the current establishment? | Yes [ ]  | No [x]  |
| If yes, select a reason for the vacancy request:  | Click here to select a reason |
| If you selected ‘current post holder leaving or left’, please state the post holder’s name |  |
| If you selected other, please explain further: |  |
| If no, what is the reason for the new post? | Involvement of lay representatives in the work of NHS England is to ensure transparency, robust decision making, inclusiveness and accountability by acting as an essential bridge between patient and public representation and NHS England.  |
| If no, where is the funding being generated from? | Funding is already available within the PGMDE budget for payment of Lay Reps to quality assure PGMDE processes.  |
| Is there any additional information that may aid the EC decision making against request? | Please see link below |

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| **1b. For extension to contract (including temporary workers), complete the following section:** |
| What is the extension type?  | Click here to select a type |
| What will be the start and end date of the extension request?  | Start date: Click or tap to enter a date.End date: Click or tap to enter a date. |
| Where is the funding being generated from to support this extension?  |  |
| Is there any additional information that may aid the EC decision making against request? |  |

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| **1c. For change in hours, complete the following section**: |
| What is the type of change?  | Click here to select a type |
| Reduction in hours: how will the work be covered with reduced hours?  |  |
| Increase in hours: where is the funding being generated from?  |  |
| Have you completed the Flexible Working request and attached it to the TRAC request? |  |
| Is this a temporary change? | Yes [ ]  | No [ ]  |
| If yes, what is the end date or review date? | Review/End date: Click or tap to enter a date. |
| Is there any additional information that may aid the request? |  |

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| **1d. For change of grade, complete the following section:** |
| Have you attached the Job evaluation report and re-evaluation paperwork? | Yes [ ]  | No [ ]  |
| What is the JE reference number?  |  |
| Is there any additional information that may aid the request? |  |

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| **1e. For a request for a temporary worker, complete the following section:** |
| Is this request to cover a post within the current establishment? | Yes [ ]  | No [ ]  |
| If yes, select a reason for the request:  | Click here to select a reason |
| If you selected ‘current post holder leaving or left’, please state the post holder’s name |  |
| If you selected other, please explain further: |  |
| If no, what is the reason for the new post? |  |
| If no, where is the funding being generated from? |  |
| Is there any additional information that may aid the EC decision making against request? |  |

**Part 2: Checklist of alternative solutions *(must be completed in all cases)***

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| **Considerations made by recruiting manager in line with Establishment Control Process (see** [here](https://connect.hee.nhs.uk/Interact/Pages/Content/Document.aspx?id=9248&SearchId=1786184&utm_source=interact&utm_medium=quick_search&utm_term=establishement)**)** |
|  | **Yes** | **No** | **If no, state reason:** |
| Can we distribute work to other staff rather than recruit? |[ ] [x]  These individuals are and should be independent from NHS England and the NHS Services and are not NHS employees |
| Can we look across other NHS England offices for economies of scale rather than recruit? |[ ] [x]  These individuals are and should be independent from NHS England and the NHS Services and are not NHS employees. |
| Can we recruit an Apprentice in to this post? (remember apprenticeships can be offered at a number of levels up to degree level) |[ ] [x]  N/A |
| Can we recruit at a lower level than held in the establishment? |[ ] [x]  These individuals are and should be independent from NHS England and the NHS Services and are not NHS employees. |
| Can we reorganise to recruit at a lower level than held in the establishment? |[ ] [x]  These individuals are and should be independent from NHS England and the NHS Services and are not NHS employees. |
| Alternative ways of working (Please detail workforce redesign options explored) |  |

**Part 3: Risk Assessment – Impact of non-approval *(for requests that require Cat C approval ie increase to the current agreed establishment figures or posts within the establishment for 8d and above)***

**Please provide a clear narrative on your assessment of the risk should approval not be granted. Please describe how you can mitigate these risk through different means.**

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| Impact of the following dimensions | AssessmentHigh/Medium/Low | Narrative | Mitigation |
| **Impact on performance/service provision for not approving this request** |  | Involvement of lay representatives in the work of NHS England ensures transparency, robust decision making, inclusiveness and accountability of others.The lay representatives will provide scrutiny and assurance to this work supporting compliance with the GMC standards for medical education and training (‘Promoting Excellence’, GMC, 2016) and the HEE Quality Strategy and Framework.They will also contribute to the wider quality agenda within *insert NHS England local office* through work with the Quality Team and involvement in initiatives to support the multi-professional workforce |  |
| **Impact on staff in the work stream/unit for not approving this request** |  | We would not achieve the above.  |  |
| **Impact on reputation (internal or external) for not approving this request** |  | Lay Representatives are required as part of the deanery function, and are detailed in [The Gold Guide](https://www.copmed.org.uk/gold-guide/).The role of the Lay Representative is to provide objectivity by quality assuring the PGMDE processes, particularly with ARCPs and Recruitment, as part of core business functions of NHS England.  |  |

Completed and submitted by

|  |  |
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| Name |  |
| Job Title |  |
| Date |  |

# APPENDIX C

# Advert

### **Advert 1 (eg flyer)**

**Lay Representative**

The *insert NHS England local office* team of NHS England is recruiting new Lay Representatives. The role of the Lay Representative enables NHS England to put patients and the public at the heart of education, training and workforce planning process. Lay Representatives play a key role not only in the quality management of Postgraduate Medical and Dental Education (PMDE) but to the wider work of NHS England in *insert NHS England local office*.

Involvement of the Lay Representative in the work of NHS England *insert NHS England local office* is to ensure transparency, robust decision making, inclusiveness and accountability by acting as an essential bridge between patient and public representation and NHS England *insert NHS England local office*. The Lay Representative will provide scrutiny and assurance to the work of NHS England *insert NHS England local office*. The role is fundamental in representing the public interest and ultimately, in safeguarding patient safety.

We are looking for applications from the general public from individuals with a keen interest in the NHS, those who can listen and add value to what is being said. We need people who can challenge us, help us think about the bigger picture and find solutions from a lay perspective.

We are looking for people who are committed to developing an understanding of both the role of NHS England in the *insert NHS England local office* and why the patient and public voice is central to the effective decision making relating to issues affecting health education and training. Working alongside PMDE teams we are seeking individuals with good communication and people skills to ensure that the workforce of today and tomorrow has the right numbers, skills, values and behaviours, at the right time and in the right place

Do you live in the *insert NHS England local office* area and can offer 5 – 10 days per year?

Can you bring learning from lived experienced as a patient or carer to ensure that patients and the public are at the heart of education and training?

Whilst these are not salaried positions, we offer a flat rate of up to £150 per day along with out of pocket expenses.

Further information on the role and how to apply can be found on here (XXLINKXX) and the closing date for applications is DD/Month/YYYY.

Interviews are planned for *DD/MM/YYYY* and will be held in *insert location or virtually using Microsoft Teams/or insert other platform*.

Induction dates are planned for DD/Month/YYYY and DD/Month/YYYY.

Candidates interested in applying are welcome to have an informal discussion, with:-

Name: *Insert name of recruiting manager*

Email: *Insert email address*

Telephone: *Insert contact telephone number*

Please note that the closing date is given as a guide. We reserve the right to close this vacancy once sufficient number of applications have been received. You are advised to submit your application as early as possible to avoid disappointment.

### **Advert 2**

**Lay Representative**

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| Main Area: Organisation wide | Site: *insert NHS England local office* |
| Contract: Contract for Services | Town: *insert* |
| Salary: £150 per day and £75 per half day | Hours: Variable |
| Closing date: | Interview date: |

NHS England is committed to recruiting the best person for the job, based solely on their ability and individual merit as measured against the criteria for the role, through a process that is fair, open, consistent and free from discrimination, NHS England supports the values and pledges of the NHS Constitution.

NHS England is committed to being a diverse and an inclusive employer and will build a culture where all people are valued, respected and acknowledged. We strive to ensure that no individual receives less favourable treatment on the grounds of their gender identity, sexual orientation, disability, religion or belief, colour, race, ethnicity, national origin, age, pregnancy and maternity, marital or civil partnership status, transgender status, HIV status, social background, trade union membership or non-membership and is placed at a disadvantage by requirements or conditions that cannot be shown to be justifiable.

The *insert NHS England local office* team of NHS England is recruiting new Lay Representatives. The role of the Lay Representative enables NHS England to put patients and the public at the heart of education, training and workforce planning process. Lay Representatives play a key role not only in the quality management of Postgraduate Medical and Dental Education (PMDE) but to the wider work of NHS England in *insert NHS England local office*.

Involvement of the Lay Representative in the work of NHS England *insert NHS England local office* is to ensure transparency, robust decision making, inclusiveness and accountability by acting as an essential bridge between patient and public representation and NHS England *insert NHS England local office*. The Lay Representative will provide scrutiny and assurance to the work of NHS England *insert NHS England local office*. The role is fundamental in representing the public interest and ultimately, in safeguarding patient safety.

We are looking for applications from the general public resident in the local area. It is important that applicants have a keen interest in the NHS and can listen and add value to what is being said. We need people who can challenge us, help us think about the bigger picture and find solutions from a lay perspective.

We are looking for people who are committed to developing an understanding of both the role of NHS England in the *insert NHS England local office* and why the patient and public voice is central to the effective decision making relating to issues affecting health education and training. Working alongside PMDE teams we are seeking individuals with good communication and people skills to ensure that the workforce of today and tomorrow has the right numbers, skills, values and behaviours, at the right time and in the right place.

Appointments are made on a contract for services basis and for an initial period of three years.

Candidates interested in applying are welcome to have an informal discussion, with:-

Name:

Email:

Telephone:

Please note that the closing date is given as a guide. We reserve the right to close this vacancy once sufficient number of applications have been received. You are advised to submit your application as early as possible to avoid disappointment.

### **Advert 3**

**Lay Representative**

**Sessional Work within Postgraduate Medical and Dental Education and Training across the *insert NHS England local office***

*We recruit, train and support postgraduate doctors*

|  |
| --- |
| **Lay Representatives** **Required to:*** Attend, in an observer capacity, events including recruitment, assessments and appeals and provide written reports.
* Raise any concerns regarding processes via the appropriate routes.

Approximately 5 days per year under an agreement for services. Equivalent rate of **£150 per full day.**The busiest times are June and July. Some travel within the ***insert NHS England local office*** area will be required.You should possess strong inter-personal, communication and team player skills, as well as the ability to apply knowledge and common sense to make observations and recommendations consistent with evidence. This could suit a member of a PTA, Trustee for a charity, sports team coach or employment in a role which involves reviewing processes and adhering to guidance or policy.Successful applicants will receive training and ongoing support.*Lay representatives must not be currently employed in a clinical or healthcare role within a local healthcare provider.*For an informal discussion contact:Name:Email: Telephone:  |

# APPENDIX D

# Communication Plan

|  |
| --- |
| **Who?** |
| * Identify your target audience
* Aimed at general public within the area who meet the person specification.
* The recruitment strategy needs to have a more inclusive approach to reflect the diversity of the learners that NHS England in the local serve.
 |
| **What?** * Agree key messages that you want to get across to your audience
 |
| **Where?*** Agree the appropriate channels (check with NHS England Communications)
* Use of social media (Twitter)
* Expression of interest list
* Local community centres/GP/Dental surgeries/libraries/voluntary organisations
* NHSE/I
* Trust PALS
* Existing pool of Lay Reps
* NHS England events
* Local Healthwatch
 |
| Twitter@ We are recruiting lay representatives within the region. The role of the Lay Representative ensures appropriate externality and accountability to our work in NHS England. More details and how to apply can be found here *LINK*.Lay Representatives act as independent and impartial advisors representing the public interest. We are recruiting Lay Representatives – more details and how to apply can be found here *insert link.*Lay Representatives provide an external view on local processes to ensure that decision-making is consistent, robust and transparent.Lay Representatives ensure the public voice of the local population is heard and contribute to a wide variety of local activity. |
| **When?*** Agree when the best time to communicate your message
* Application open date use Twitter during open advert
 | **Why?*** Set your objective for each piece of communication
 |
| **How?*** Agree the approach
 | **Evaluate*** Measure your activity
* How many applications
* Number of telephone calls for information
 |

# APPENDIX E

Tradeshift Suppliers User Guide (double click to open).

