

Experts-by-Experience and Expert-by-experience Carer Advisors – Role description

West London NHS Trust has set up a Transformation programme with its commissioning partners (Ealing, Hounslow and Hammersmith & Fulham) to work towards delivering the ambitions outlined in the Like Minded model of care and drive forward necessary changes to deliver a robust, clinically appropriate and sustainable mental health system. The programme is fully aligned to NHS Five Year Forward View and is working towards delivering priorities identified in NHS Long Term Plan. It brings together Trust clinicians and operational leads, CCG clinicians and CCG/ LA commissioning leads, service users, carers, voluntary sector representatives from the 3 boroughs. Coproduction with service users and carers is a fundamental principle that the programme is keen to continue.

The services within the scope of this programme include:

- Acute Mental Health Services (Inpatient psychiatric beds and crisis mental health services incl. liaison mental health services and s136 services)
- Community and Recovery Mental Health Services (Community mental health teams, Primary Care mental health teams, Early Intervention in Psychosis Service and Specialist MH Rehabilitation Service)
- Cognitive Impairment and Dementia Services

Key priorities for our Transformation Programme are as follows:

- To provide a streamlined adult inpatient service that best meets the needs of local population and enhances patient experience
- To optimise access to urgent care through single point of access (SPA); Provide timely, 24/7 and responsive assessment and care to patients in mental health crisis
- To increase number of patients who have timely discharge from acute (in-patient) care into community/ primary based care
- To undertake an active role in the redesign of the primary, secondary and social care pathways to improve productivity and efficiency
- To redesign rehabilitation service with increasing community focus

We're looking for people who have used services listed above or care for someone who has (in the last 2 years), to work closely with us in driving transformation work and join our Transformation Steering Groups and Transformation Board.

This will involve:

- Joining a group of people working within the Transformation Programme, including clinicians and service leads; who will work together to help make West London NHS Trust services better
- We'll usually be meeting about once a month for the Steering Group meetings which will be about 2 hours at time. If you wish you attend the Transformation Board as well, it meets every six weeks. Meetings take place within office hours, usually at Trust HQ, 1 Armstrong Way, Southall, Middlesex, UB2 4SD. Occasionally we may hold meetings at other sites.
- Occasional work in between meetings may also be required
- Induction, training and support will be provided

What will you get back?

The chance to make a difference to services, develop skills and build new relationships. We will also allocate you a named West London NHS Trust staff member who will be your contact person throughout your time with us. They will provide you with an induction and discuss any training or support needs you might have and answer any questions you have. They will arrange for you to be reimbursed for reasonable travel expenses and offer you remuneration at the West London NHS Trust rate of £10.00 per hour.

Below are the skills and experience we are looking for

Essential criteria for the role
Experience of using West London NHS Trust services in the last 2 years or caring for someone who has
Good communication skills and the ability to work well in a team
Passionate about involving carers and patients in improving West London NHS Trust services
Passionate about improving the health of West London NHS Trust patients
Desirable criteria for the role
Access to a computer and basic computer skills
Willingness to read and comment on documents (support can be provided)
Links with other patient and carer networks
An understanding of the diverse needs of West London NHS Trust patients and families

There are limited spaces within each project. However it may be that we have many people wanting to get involved. To help us select those that are best for the role we are asking interested individuals to **send us a very short statement** stating:

- **Why you are interested in the project;**
- **What experiences, skills or interests you have that you think would contribute to the success of the project;**
- **What additional support, if any, you may need to participate.**

The statement does not have to be a perfect piece of writing or be very formal, like a job application - we are interested in what you are able to bring to the work.

Please send your expression of interest by 08th August 2019

Via email to – neetika.mahan@nhs.net

Dependant on the numbers interested we may then ask to meet you in person to discuss your application.