

Bromley Healthcare Lived Experience Advisory Group (The 'LEAG')

Application Pack

Application deadline: 5PM on Monday 11 March 2024

[Bromley Healthcare](#) is a social enterprise that provides NHS home-based and community-based care, support and clinical services to more than 300,000 people in Bexley, Bromley, Greenwich and Lewisham. This includes [children's healthcare](#), such as community paediatrics, health visiting, school nursing, and children's therapies; [adult healthcare](#) such as district nursing and podiatry; and urgent community response services such as rapid response and single point of access.

We wish to create a 'Lived Experience Advisory Group' (LEAG) of people aged 18+ with experience of using Bromley Healthcare services, personally or as a parent, guardian, caregiver or family member of a service user.

The LEAG will meet with Bromley Healthcare teams, including clinical staff, our Chief Executive and senior colleagues, to share insight and experiences that will help guide our work and influence real change in the way people receive care from us. The Chair and Co-Chair of the group will report to our organisational board of Directors and Non-executive Directors.

Together, we want to:

- Make sure we are providing care that is built around you and your life.
- Empower the voices in our communities, especially those less heard and less able to speak for themselves.
- Create a healthcare environment that's caring, fair, and safe for everyone.

About the role

- We think that around eight 2-hour meetings will take place between April 2024 and April 2025. The first meeting will be in April 2024.
- Frequency, format and duration of the meetings will be discussed and agreed with the Advisory Group in the first meeting. We will review this with the group over time. When you apply, we will ask about what time suits you best, e.g. Morning (10-12pm), Midday (12-2pm), Afternoon (2-4pm), or Evening (6-8pm).
- You can choose to join meetings online or onsite at our premises in Orpington.
- We will only ask you to join meetings on subjects that matter to you (see list of topics below).
- There will be around 15 members attending each meeting.

- Sophie Collier, our Head of Communications and Engagement, will facilitate the meetings, and our Chief Executive, Jacqui Scott will join in each meeting. Clinical staff will also attend to present and hear your thoughts, feedback and ideas, depending on the theme of the meeting.
- During each meeting, we will ask for your comments, feedback and perspectives about our services and about our strategic programmes of work.
- The group will be a safe space and an open platform. We will set a code of conduct for the meetings based on [our organisational values](#).
- We will give you training to make sure you feel confident and supported to contribute to meetings. **An in-person welcome morning and training will take place on Wednesday 20 March 10AM-12PM, and online the following week** (timings to be confirmed). Don't worry if you can't join this one, as we can arrange another training session.
- We will send you information in advance of each meeting, so you have time to think about the topics before the discussion if you would like to.
- We may occasionally send you information and ask for your thoughts and feedback via your preferred method of contact outside of the main Advisory Group meetings.
- You will receive £37.50 in high street vouchers for each 2-hour meeting that you attend, plus training sessions and other committees/meetings attended. Group members can also claim travel, carer, and child-care expenses.

What will the group talk about during meetings?

We will aim to share a list of all 8 meeting agendas and topics with you after the welcome morning. Topics include:

- **Children's community services:** community paediatrics and special care dental services, community nursing, health visiting, bladder and bowel services, dietetics, therapies (Speech and Language, Occupational Therapy, physiotherapy), audiology.
- **Adult's community services:** district nursing, diabetes, dietetics, falls and fracture prevention, community matrons, therapies (Speech and Language, Occupational Therapy, physiotherapy), leg ulcer care, lymphoedema, neuro-rehab and support service, podiatry/chiropractic, post-COVID, respiratory, tissue viability and wound care.
- **Urgent community response:** rapid access therapy, rapid response, wheelchair and special seating, rehabilitation at Foxbury Patient and clinical safety and medicines management.
- **Addressing health inequalities** and advocating for vulnerable, seldom-heard and marginalised people and communities.
- **Innovations in neighbourhood and community care**, such as virtual wards and neighbourhood care pathways.
- **Digital change** in healthcare.
- **Improving our sustainability:** building our green plan and reducing our carbon footprint.

You don't need to have an interest or experience in all these areas to join the group.

Optional extra involvement

If you have more time to give, we may also invite you to be involved in more detailed areas of work related to Bromley Healthcare, based on your interests, knowledge and experience.

We are also looking for people who may be interested in a more 'specialist' role (with additional training provided):

- **Chair and Co-chair:** Lead discussions, represent the LEAG at the Bromley Healthcare meetings, and be a voice for patient experience in South East London.
- **Patient Safety Partner(s):** This role will help us to shape safer healthcare practices and policies from the ground up, and attend our patient safety board/committees.
- **Equality, Diversity and Inclusion (EDI) Partner(s):** This role will can advocate for community equality, diversity, and inclusion in healthcare, and will be able to champion a diversity of views. They will make sure that the LEAG considers and prioritises the experiences of service users, patients, carers and families facing health inequalities. The EDI partner(s) may be invited to other committees/invited to join other sub-groups that have a specific focus on addressing health inequalities.

Who can join?

People aged 18+ who have used any of the [Bromley Healthcare services](#), or if you are a parent, guardian or caregiver for someone who has used any of our services.

We are particularly interested in hearing from people who are:

- Advocates or champions for people in south east London who face healthcare challenges and barriers to access.
- Young people aged 18+ who have used our services as child, or are interested in joining the healthcare sector and making an active difference to healthcare in the local area.

We are looking for people who:

- Are eager to learn and understand more about healthcare
- Can listen to others' views and share their own views.
- Can discuss broader issues and suggest service improvements to help everyone.
- See and want to influence the big picture, recognising the size and scale of the healthcare system.
- Show empathy, understanding and tolerance.
- Enjoy collaborating with others, contributing ideas and solutions.

What will we offer you?

- Support to develop your skills, understand and speak about important healthcare decisions affecting local people and communities.
- New knowledge and skills, useful for CV building.
- References for job and study opportunities, formal certificate of participation.

- Access to a supportive network, making healthcare more accessible and fair.
- Work shadowing and opportunities to join other groups or workforce interview panels.
- Learning opportunities through our Learning Academy.
- Receive £37.50 in high street vouchers for training session and each 2-hour meeting you attend, as well as any additional meetings, groups or committees.
- Claim expenses for travel, child-care and carer costs (in line with [this guidance](#)).

What is the joining process?

We will assess applications against the bullet points listed under 'What skills do I need?'

To ensure a diverse range of perspectives, experiences and background are included, we will also be taking diversity of the overall group into consideration during the selection process.

1. **Send us an Expression of Interest (EOI).** If you have any questions about the role or the group and would like an informal chat, just email us at bromh.engagement@nhs.net or text/WhatsApp our Engagement Manager, Kavita, on 07745 743 996.
2. **We will get in touch with you to arrange a discussion.** This will be with Sophie Collier, the Head of Communications and Engagement, or Kavita Trevena, the Engagement Manager. This will be an opportunity for us to discuss the role together, and for you to ask any questions. We'll also discuss any extra support or adjustments you might need to take part.
3. We will confirm with you when to expect a notification of your application status.

There are also other ways of completing the application, such as a written responses via email, submitting a video or audio response to questions in the EOI. Please do contact us to discuss alternative ways of submitting your application.