Organisation: NHS North West London

Programme: Long Term Conditions

Role: Volunteer Lived Experience Representatives

Duration of role: 12 months (subject to 6-month review)

Role commencement date: May 2025

Role end date: March 2026 (with possibility for extension)

**Role description for Volunteer Lived Experience Representatives:**

At NHS North West London we want to work with our communities to:

* Improve access to health care services, and the experience of care received from these services, for residents of north west London
* Work with those who have lived experience of using health services (or supporting/caring someone who does) across a range of long term conditions
* Reduce health inequalities by working with residents and patients that represent and reflect our diverse communities.

We are actively seeking to recruit a number of volunteer lived experience representatives to join our programme group for long term conditions.

The roles are open to residents of Brent, Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Hounslow, Kensingon and Chelsea & Westminster, aged 18+. Applicants must be residents with lived experience of, or those at risk of, long term conditions, or carers, who are willing to share their experiences to improve patient outcomes and reduce health inequalities

**What you will do:**

As a volunteer lived experience representative you will be part of a group that is actively involved in the design, improvement and monitoring of the long term conditions programme team’s work.

Not only will you be a member of this wider group alongside peers but you will be able to work on specific areas and topics that interest you within the umbrella of long term care conditions.

The long term conditions covered within this role will include:

* Respiratory (lung health)
* Cardiovacular disease (heart health)
* Post-Covid care
* Musculoskeletal (joints, muscles and bones)
* Diabetes
* Wheelchair services
* Personalisation care
* Patient Transport

You will take part in group sessions, join clinical reference group and programme/project meetings, input into design and planning work, and share your lived experience expertise towards the development of work in support of our communities.

**Who are we looking for:**

* Residents with lived experience of any of the 8 long term condition areas listed above (this includes those whose experience is of supporting/caring for another)
* Residents currently living in one of north west London’s 8 boroughs that are aged 18 and over as of March 1st 2025
* These 8 boroughs are: Westminster, Brent, Harrow, Ealing, Hammersmith & Fulham, Hillingdon, Hounslow, and Kensington & Chelsea
* Residents who have an interest in getting involved in work to improve health and care services
* Residents who care about equitable and high quality health and care services for all those living in north west London, irrespective of their individual background
* You do not necessarily need to have any experience in this area of work. We want to recruit volunteers from our community, for our community. Your passion, commitment, and experience are the central features required.

**What we expect from a volunteer lived experience representative:**

* To be fully available for the initial 12-month term, commencing from April 2025 and concluding March 2026
* To attend a minimum of 3 meetings within this period
* To actively contribute to group discussions and meetings
* To be responsive in a timely fashion to written and verbal communications and requests
* To attend the induction session prior to role commencement, and to attend any other requested training or briefing sessions (with full recompense for your time)
* Providing feedback about your experience with health services
* Participating in meetings, workshops and training sessions
* Co-designing resources for patients and carers
* Advocating for the needs of patients and carers.
* To actively contribute in designing and reviewing documents and resources
* To work and communicate in a professional, kind and compassionate manner
* Though we recognise the challenging themes at the core of work on health and care, any behaviours not meeting this standard will carry the consequence of immediate termination from the voluntary role
* To support in producing and co-designing resources targeted at residents and patients
* To visibly represent and support patients, residents and communities by bringing your lived experience expertise to the role
* To notify your coordinating member of staff of any planned or emergency absences
* To be available for planned 1-1 catch-up meetings.

**What a volunteer lived experience representative can expect of us:**

* An allocated member of staff as your 1-1 contact
* A comprehensive induction session prior to commencement of the role
* Clear briefs and debriefs prior to and following meetings
* Support in navigating complex ‘jargon’ and language
* Recompense for your time in accordance with NHS England guidance
* The development of a transparent and valued relationship, so we can best work together for our communities across north west London.

**Fees and recompense:**

Volunteer lived experience representatives will be recompensed in accordance with NHS England’s [guidance](https://www.england.nhs.uk/wp-content/uploads/2017/08/B0869_Working-with-patient-and-public-voice-partners-reimbursing-expenses-and-paying-involvement-payments.pdf) on recompense for patient and public involvement.

The roles are considered as fitting within category B of the NHS England guidance (page 11): where PPV Partners are invited to join focus groups, workshops or advisory groups, either on a ‘one-off’ or ‘ongoing’ basis, their out-of-pocket expenses will be covered/reimbursed.

All commitments are to be agreed with the individual volunteer’s coordinating member of staff. Any additional time offered for recompense can only be agreed in advance of the time committed. Without agreement from your allocated staff support in advance of undertaking additional work, you will not be recompensed for this additional work.

**Who are we:**

NHS North West London is an NHS body that has oversight of the Integrated Care System (ICS) for north west London’s 8 boroughs. We work with people who live and work in north west London to plan and improve health and care services. We have an annual budget of £6 billion and serve a diverse population of 2.1m residents. We are here to help local people live healthier lives, improve the quality of healthcare, reduce inequalities and make sure the NHS makes best use of resources.

The 8 boroughs that make up north west London are:

* Brent
* Ealing
* Hammersmith and Fulham
* Harrow
* Hillingdon
* Hounslow
* Kensington and Chelsea
* Westminster.

**Complaints and support process**

Your allocated coordinating member of staff will serve as your primary point of contact for all queries relating to the role, including any challenges.

Should you need to seek an alternative member of staff, this individual contact will be provided to all volunteers during the on boarding group induction session.

**Please note the closing date for applications is midnight of 07 May 2025.**

**Application form**

Anyone interested in the role is asked to complete the following application form. Each form will then be considered by a small panel and those successful will be contact for a follow-up conversation, prior to being invited for the induction session.

Your information will not be shared publicly, and will only be seen by relevant NHS North West London staff members involved in this process.

**Please complete this application form and send to:**

James Connell, Senior Involvement Manager,[**nhsnwl.communications.nwl@nhs.net**](mailto:nhsnwl.communications.nwl@nhs.net)

by 07 May 2025. If you need any support or would prefer to complete the application form verbally, please contact us using the email address listed above.

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| --- | --- |
| **About you** | |
| Name |  |
| Phone number |  |
| Email |  |
| Which borough do you live in |  |
| How would you prefer us to contact you (email / phone etc.) |  |

|  |  |
| --- | --- |
| **Are you applying as (if questions 1 and 2 apply to you, please select both):** |  |
| 1. Someone with lived experience of using services for those living with long term conditions |  |
| 1. Someone who supports or cares for another that uses services for those living with long term conditions |  |
| 1. Please tell us which of the 8 long term conditions areas you have experience of:  * respiratory, cardiovascular, musculoskeletal, patient transport, diabetes, wheelchair services, post-covid, personalised care.(select as many as are relevant). |  |

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| **Please answer the following questions with Yes/No. You will have chance to add some text on the page if you wish to.** | |
| 1. Do you have any links with other patient or carer networks, support groups or community / voluntary services? |  |
| 1. Do you have a working phone, tablet, laptop or computer you can easily use for virtual meetings? *It’s okay if the answer is no; we might be able find a different way to involve you* |  |
| 1. Would you be willing to read and comment on documents from time to time? *Support can be provided.* |  |
| 1. Would you be willing to contribute your views in person and online at large group meetings? *Support can be provided.* |  |

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| **A bit more about you and your interest in the role** |
| Please tell us a bit more about yourself by answering the below questions. Whatever you write should be only be as much as you feel comfortable sharing and it doesn’t need to be perfectly written, we’d just like to get a sense of your interest in this role. If you have any questions about this, please let us know. |
| 1. Please tell us briefly about any relevant experience in cop or paid employment, or as a volunteer, |
|  |
| 1. What has made you decide to apply to become a volunteer lived experience expert for long term conditions, and what would you hope to get out of this role? |
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**Thank you for considering this opportunity.**