

Patient Representative Role Description

Post Title: East Midlands Cancer Alliance Patient Representative

Accountable to: Patient and Community Engagement Lead

Type of Role: Voluntary, unpaid role with reasonable travel expenses paid in accordance with NHS England policy.

About you

We are looking for people who have experience of cancer services as a patient, carer or relative.

You will be passionate about wanting to improve the quality of services for people affected by cancer and should be willing to share your experiences and opinions.

You should also be capable of listening to, valuing and gathering the views and experiences of other people.

Eligibility for role

- You have been treated for cancer or have cared for someone who has received treatment for cancer.
- The treatment for cancer has been received in the EMCA region.

EMCA's responsibilities to you

- Send out meeting papers in a timely manner.
- Avoid using jargon and acronyms.
- Follow NHS information governance processes in line with any policy.
- Reimburse any reasonable travel expenses incurred when travelling to take part in meetings and other reasonable 'out of pocket' expenses.
- Hold meetings in accessible venues and send clear directions about their location.
- Endeavour to time meetings conveniently for you and, whenever possible, plan for reasonable adjustments as required.
- Mentoring and support when required.
- Provide appropriate training for the role.
- Meet with you regularly (either on a 1-2-1 basis, or within a group setting) to ensure that you feel well supported and informed enough to undertake the role of patient advocate.

Your responsibilities to us

- To assist EMCA in improving services by engaging with the patients and the public.
- Attend meetings and behave professionally and courteously.
- Using information gathered from contact with patients and the public to ask appropriate questions at meetings, providing the overarching "patient's perspective" rather than one's own personal views.
- Respond to email requests for feedback and comments.
- Read meeting papers and raise any queries prior to the meeting.
- Meet regularly with representatives of the groups you are supporting.
- Provide generic feedback to the group around patient experience at a regional and local level.
- Work in a mutually supportive and collaborative way with others.
- To let us know if you need more support or training to undertake the role of patient representative.

Your skills, experience and qualities

- Experience of cancer services as a patient, carer, relative or member of the public.
- Possible recent/continued membership of a cancer support or involvement group.
- Clear and concise communicator with empathy for others.



- Ability to review complex documentation for relevant information.
- Understanding of the patient perspective in the wider context of cancer services and health care.
- Basic knowledge and understanding of the NHS.
- Approachable with a constructive, positive attitude.
- Confident communicating within mixed group of health professionals and patients.
- Ability to listen to others and express own view clearly and succinctly.
- Ability to articulate a patient perspective beyond personal experience where necessary.
- Desire to aid continuous improvement and to 'make a difference'.
- Flexibility and ability to use own initiative.

