



If you are keen to help the NHS make the best of what it has, improving the lives of patients, families and staff across the whole health and care system, join us and help shape the future of care.



*If you want to know why Mr Potato Head is pictured here then join us and find out!*



South West  
Academic Health  
Science Network

Get in touch



call: **01392 247903**  
email: **quipps@swahsn.com**



visit: **www.swahsn.com/quipps**

South West Academic Health Science Network  
Pynes Hill Court, Pynes Hill, Exeter, EX2 5AZ

## Quality Improvement Partner Panels

**A new way for your voice to improve  
the quality of health and care services**

Quality Improvement Partner Panels (QulPPs) will support the work of health and social care organisations, ensuring the voice of the public is involved in improvement projects.

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The aim of the panels is to provide support and advice to health and social care teams working on a range of quality improvement projects. These may be small improvements on wards, or in general practice and community settings, or on strategic planning for system-wide implementation.

Anybody can apply, and those who are successful in completing the training programme will become a QulPPs member.

**To apply, please send an email in the first instance stating what skills and experience you have that will benefit the QulPPs. If you have a CV or pen portrait, please include it, but don't worry if you don't.**

**Email: [quipp@swahsn.com](mailto:quipp@swahsn.com)**

**Applications for membership are open at any time, however you must apply before noon, 3 September to join the 2018 training programme.**

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### Great training to get involved

In order to help you get the most out of being a member of the QulPPs group, you will begin by attending four training days in quality improvement.

- **A brilliant team supporting you to get involved**
- **Being able to share your talents and experience with the NHS**
- **Knowing that you are making a difference and contributing to improvements**
- **Be involved in an exciting change movement within the NHS and social care**

Following the training, you will become an active member of both an online community with other quality improvement partners, and also have the opportunity to join other quality improvement teams across the South West of England.

All training costs will be met and expenses covered to undertake this role.

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### Time commitment for QulPPs Members

For new members, there is an initial four-day training programme. Should you qualify, you will be invited to become a full panel member.

Panel members are asked to commit four hours a month: 1.5 hours to read any emails and papers connected to the QulPPs work, and 2.5 hours to attend an online video conference.

There will also be one annual celebration event and refresher training session. All panel members will be required to attend.

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# Quality Improvement Partner Panels (QuIPPs)

## Briefing Note and FAQ's

### Purpose of this briefing note

To provide a summary outline of the QuIPPs to assist you with having further discussions with anyone who may express an interest in joining. The accompanying leaflet '*Quality Improvement Partner Panels – A new way for your voice to improve the quality of health and care services*' can be given to anyone who is interested in finding out more.

### An Outline of QuIPPs

QuIPPs is a new approach across the South West to engage with a wide range of people to gain feedback and advice on any area of health and social care where improvements are being planned, designed, tested and implemented. Members of the public are being recruited to act as **partners** and to participate in **panels** in order to give their views wherever such improvements are being proposed and considered.

What makes QuIPPs different is that **partner panel members** will receive training in the same quality improvement methodology as those working in the health and social care system. This will mean that partners and those working on improvements will have a shared understanding of the approaches being used, including terminology and the science behind the improvements. This will support and enable a greater level of efficient and effective input from the panels, and collaborative working with health and social care teams.

### The QuIPPs Panels - how will it work?

There will be four separate partner panels: one for each of Cornwall and the Isles of Scilly, Devon and Somerset, each of which will look at local improvement projects and a fourth panel for the whole of the South West, looking at region-wide projects.

Panel meetings will take place once a month through a video conference, with panel members completing some preparation work, such as reading papers, beforehand. The total time commitment per panel is expected to be approximately four hours per month.

Individuals will participate in either one or two panels.

### When will the panel meetings start?

It is envisaged that the first QuIPPs meetings will start at the end of February 2019. After this, panels will meet monthly.

### What training will be provided?

Partner panel members will attend four days of training in quality improvement methodology. These training days will take place one day a month during November, December, January and February, and the training will take place in central Exeter.

After this, there will be an annual activity for refresher training.



All training costs and expenses will be covered.

### **I am interested, how do I know if I am suitable to be a Partner Panel Member?**

Anyone can apply to become a Partner Panel Member. You may be a current or former patient or a family member of a patient, equally you may be a member of the public with a genuine interest in supporting those working in health and social care with making improvements to the services and system.

All we ask is that you have a reasonable knowledge of and access to IT in order to operate video conferencing (full training will be provided), be a good listener, and able to provide constructive feedback. Direct or personal knowledge of the NHS and/or any social care systems, whilst helpful and welcomed, is not essential to apply. Further information on the health and social care systems will be provided through the training days.

### **Where can I find out more information? What do I need to do if I am interested in becoming a Panel Member? What is the deadline?**

There are several ways you can find out more information:

- The accompanying leaflet provides further information and contact details
- Visit the SW AHSN website for more information: [www.swahsn.com/quipps](http://www.swahsn.com/quipps) - (this includes links to the Terms of Reference and the Role Description for panel members)

To express your interest and apply to become a panel member, please send an email to [quipps@swahsn.com](mailto:quipps@swahsn.com) stating your skills and experience. If you have a CV and/or a pen portrait, please attach this too. Please also provide two personal referees who may be contacted by the SW AHSN for reference purposes.

The deadline for applications to be considered for the next training programme (starting in November 2018) is **noon on Monday 3 September 2018**.



## Quality Improvements Partner Panels (QuIPPs)

### VOLUNTEER ROLE DESCRIPTION

**Role title:** Member of Quality Improvement Partner Panels (QuIPPs)

**Purpose:** The QuIPPs member serves as an individual partner who wishes to support the South West Academic Health Science Network's (SW AHSN) mission, which is to support quality improvement projects across Cornwall and the Isles of Scilly, Devon and Somerset. The QuIPPs members shall meet for panel meetings once a month for up to two hours per panel membership through an online video conference, and provide additional time for preparation and support for each panel.

**Location:** All training and face-to-face meetings will take place in Exeter, all other meetings will be held online through a video conference. There will be four days of initial training provided for panel members covering Quality Improvement methodology. Following this, there will be an annual event for members which will include relevant training and information updates. It is mandatory for all members to attend the initial training and the annual events.

#### Key responsibilities:

- Members will meet online once a month for each panel that they are involved in. Individual members will participate in no more than two panels.
- Members will actively engage in discussion of benefits and risks for quality improvement projects that are brought to the panel for advice and feedback from an individual partner's perspective
- Members will provide any advice and feedback through the panel from a personal perspective only, and will not be representing any other organisation whilst participating in a panel. Members are recruited for their experience and not for their affiliation to outside organisations.
- Members will actively promote the work of the panels and the use of quality improvement methodology within health and social care settings.
- Members will take part in all training.
- Members will take on other duties as they feel able and wish to do so. This may include attending conferences or promotional work for the SW AHSN.

Panel members will be coordinated by the Patient Lead and the Clinical Director for the SW AHSN.

#### The length of appointment:

- Potential panel members will take part in a four one-day training sessions at the beginning of their involvement with the QuIPPs.
- On the successful completion and assessment of the initial training programme, individuals will be offered either a twelve month/one-year or twenty-four month/two-year panel membership as a QuIPPs member.



- At the end of the first term of membership, panel members may be offered a second term of membership on the same panel. If so, this will be of a different length to their first term. For example: if a member is offered a first term of two years, they may be offered a second term of one year, and vice versa.
- No member will be able to serve more than two terms of office (which will include a one-year and two-year membership), meaning the maximum period a member will serve will be three years in total on any single panel.

**Time commitment from you:**

- Four hours per month per panel you sign up to, and no more than one full day per month maximum if you sign up to be a member of more than one panel.
- The initial training programme will be held over four days in Exeter. All travel expenses will be reimbursed, or travel can be arranged in advance by the SW AHSN team as per the requirement of the member. All travel will be standard travel by public transport and mileage will comply with HMRC regulations.

**Experience required:**

- Knowledge and use of a personal computer with internet access to operate video conferencing (training will be given on video conference software)
- Pleasant manner and friendly approach including good listening skills
- Able to share and convey own feedback and views in a constructive manner
- Patience
- Problem-solving ability, keen to find solutions and improvements
- Dependability and reliability

**Experience desirable:**

- Basic knowledge of the NHS and health and social care systems (information will be covered in training)
- Empathy including the ability to understand other people's point of view
- Personal knowledge of health and or social care from a non-clinical perspective
- Ability to discuss and thoughtfully consider complex health issues without personalising the issues discussed

**Support:** Training in quality improvement methodology will be provided in order to become a member of QuIPPs. Also, the Patient Lead will be available for questions and assistance where possible.

**Age requirement:** Over 16 years.

**Dress Code:** Smart casual for meetings both face-to-face and online due to the use of video conference tools.



### **Development opportunities:**

- Opportunities are expected to arise to join quality improvement teams working for health and social care providers within the local region.
- Members who wish to apply for these will do so through a short application process stating why they believe they are suitable for the panel. Applications will be assessed by local quality improvement leads and members will abide by all of the requirements of the organisation leading the project.
- There may be additional opportunities to support the work of the SW AHSN by attending conferences or becoming involved in national work streams.

The SW AHSN will not be responsible for any expenses whilst on duty for another organisation however there is an expectation that organisations asking members to do additional work will ensure that NHS England's policy on Patient and Public Voice is used to determine appropriate remittance for work carried out.

### **Confidentiality and security checks:**

- At the start of their tenure, members will be required to sign a confidentiality agreement as items of a business nature may be discussed at panel meetings.
- It is not envisaged that through the work of the panel that panel members will come into direct contact with patients or people of a vulnerable nature, however the SW AHSN may ask members to provide details for DBS checks or ask members to apply for a DBS.
- Members will also be asked to provide details of two personal referees who may be contacted by the SW AHSN for reference purposes.

All members are required to sign an agreement that states they will notify the benefits agency of their involvement of the QuIPPs and report any income that they receive either from the SW AHSN or other health and social care providers.



South West  
Academic Health  
Science Network



# Quality Improvement Partner Panels QuIPPs

A new way for your voice to improve the quality of  
health and care services.

The NHS and social care has long wanted to understand the views of people, and people have long wanted to understand the NHS and social care. Now, thanks to QuIPPs, both are talking the same language. The quality improvement message is loud and clear; quality improvement works best when patients, carers and families (members of public) are all at the centre and listened to within the process.

Working together to achieve  
better health and wellbeing





## Quality Improvement Partner Panels (QuIPPs)

### Terms of reference

#### Title of the group

The group shall be called the South West Academic Health Science Network Quality Improvement Partner Panels. Its short known name will be QuIPPs.

#### 1. Aims of the Quality Improvement Partner Panels (QuIPPs) are:

- 1.1. To provide a network and panel of partners who wish to support the NHS and social care providers and commissioners with quality improvement projects, and also who are trained in the quality improvement methodology used by health and care providers and commissioners in South West England.
- 1.2. To work collaboratively and positively with the South West Academic Health Science Network in order to improve services and facilities for users of Health and Social Care services, and to act as a sounding board for quality improvement teams on issues affecting health and social care services from improvement or reconfiguration works.
- 1.3. To build two-way communication and co-operation between all local providers of health or social care; service users; other individuals and organisations in healthcare; and the wider community to the mutual benefit of all.
- 1.4. To act as a non-biased representative group to support NHS and social care organisations patient and public involvement themes, and influence improvements in local provision of health and social care.
- 1.5. To raise the profile of quality improvement methodology and service user involvement which in turn will help to build good and consistent services for the benefit of patients.



## 2. QuIPPs structure and membership

- 2.1. Membership of the QuIPPs shall be open to any person living or working in the SW AHSN region of influence. Membership will reflect the community profile and be widely representative and inclusive of different genders, ethnicities, ages and abilities.
- 2.2. New members will be recruited on an annual basis. The normal closing date will be in August or September each year, and potential members will need to apply in writing. Applications will be shortlisted using the criteria set out in the role description.
- 2.3. All successful applicants for QuIPPs will be required to undertake the full four-day training and induction process before they start work as a panel member. Further training will also be offered on an annual basis and all members will be required to attend an annual conference and skills refresher day.
- 2.4. Panel membership will normally commence in February each year. The term for any QuIPPs panel member will be either for 12 months or 24 months. At the end of the first term, the panel member may be offered a further term of a differing length. The total maximum period of time for an individual to be a QuIPPs panel member is no more than three years per panel.
- 2.5. The QuIPPs members will be non-political and non-sectarian at all times. Members will respect diversity and exemplify a commitment to the principles contained within the Equality Act. Members will be required to sign and understand an agreement to follow the Nolan Principles of Public life. All members will be required to declare any financial declarations of interest or pecuniary interest.
- 2.6. The leadership of the project reserve the right to remove a member from the panel if they do not operate in an ethical and respectful manner at all times, or who does not act in a manner reflective of the expectations of the SW AHSN. There will be no form of appeal should this process be followed.

## 3. QuIPPs leadership arrangements

- 3.1. The QuIPPs will be facilitated by the Project Leader appointed by the SW AHSN. In the absence of the Project Lead, an alternative chair will be appointed by the SW AHSN. This may or may not be a member of the QuIPPs group. The SW AHSN will provide secretariat support to all QuIPPs members to help with any business which directly relates to the work of the group. Members will be provided with the details of how to contact the secretariat directly.



- 3.2. Meetings of the QuIPPs group will be scheduled and managed by the SW AHSN project team. All meetings will be scheduled in three month blocks and members will have access to any required reading at least five days in advance of any meeting. Pre-meeting documentation will be kept to a minimum and will only be provided electronically, unless a disability is identified that requires other formats.
- 3.3. The QuIPPs group will consist of no more than 100 members who will work across the region. QuIPPs members will be assigned into panels that will support either Cornwall and the Isles of Scilly, Devon, Somerset or whole South West region.
- 3.4. Members may be asked to take part in improvement projects directly with health and social care providers after they discuss projects at the panel. This additional work will be undertaken directly between the QuIPPs member and the requesting organisation. The SW AHSN will not provide support or remuneration for this work, however all requesting organisations should sign up to the NHS England Patient and Public Voice (PPV) arrangements that will include how to support volunteers working as experts.
- 3.5. Meetings of the QuIPPs group will be held online through video conference software. Appropriate training and support will be given to members to access this application but no equipment will be made available to members. Members will be expected to use their own personal computers to take part in meetings. Those who do not own a computer will be able to access meetings through telephone but may not be able to take part in all of the group discussions and voting procedures.

#### **4. Management of the face-to-face QuIPPs and the virtual QuIPPs**

- 4.1. The QuIPPs group shall aim to meet face-to-face annually for a learning and networking event.
- 4.2. Meetings are subject to a quorum of five members of the QuIPPs. Apologies for absence should be sent to the Secretariat prior to the meeting. In the absence of any apologies or available explanation, any member recorded as not attending three consecutive panel meetings will be deemed to have resigned from the QuIPPs.
- 4.3. The Project Leader or SW AHSN may invite relevant professionals or patients to specific meetings. Any such persons shall respect the confidentiality of the QuIPPs.
- 4.4. Decisions shall be reached normally by consensus among those present. However, should a vote be required, decisions shall be made by simple majority of those present and voting. In the event of a tied outcome, the Project Lead may exercise a casting vote in addition to his/her deliberative vote. Consideration of the views of members of



the QuIPPs members who have given apologies and noted a comment with the Chair will have their views taken into account.

- 4.5. The Secretariat shall produce minutes of meetings to be considered and approved at the following meeting of the QuIPPs and subsequently be sent to members of QuIPPs and made available in the public domain through the SW AHSN website.

## **5. Membership**

- 5.1. Membership of the QuIPPs group should be for no less than one year and no more than three years per panel membership.
- 5.2. The Project Lead of the QuIPPs will convene an annual learning event open to all members. The date, venue and time shall be published at least one month prior to the meeting. All members will be supported to attend.
- 5.3. Members may resign at any time of their choosing without prejudice or the need to give a reason for the decision.

## **6. Confidentiality**

- 6.1. All members of the QuIPPs must be made aware of the need to maintain absolute patient confidentiality at all times. Any member whose work on behalf of the QuIPPs includes work with a health or social care provider or consulting with other patients or members of the public will fully abide by the SW AHSN Confidentiality Agreement. All meetings will be conducted under the Chatham House Rules of confidential meetings and these rules will be issued to members at their induction.

## **7. Code of conduct**

All QuIPPs members must abide by the Code of Conduct shown at Appendix 1.

## **8. Activities of the QuIPPs**

- 8.1. Make reasonable efforts to review its membership to ensure that it is representative of the communities it serves.



- 8.2. Promote that QI projects obtain the views of patients who have used the services delivered by the provider and obtain feedback from registered patients about those services.
- 8.3. Review any feedback and data collection received about the services delivered with quality improvement leads and staff of relevant organisations along with the relevant members of the QuIPPs with a view to agreeing the improvements (if any) to be made to those services.
- 8.4. Contribute to decision-making for any quality improvement project and consult on service development and provision where appropriate, expressing opinions on these matters which will support the needs of patients and communities. However, the final decisions on service delivery rest with the quality improvement project lead or responsible director from the organisation asking for input and advice.
- 8.5. Act as a sounding board to provide feedback on public understanding and views as well as patients' needs, concerns and interests and challenge the quality improvement project members constructively whenever necessary.
- 8.6. Communicate information which may promote or assist with health or social care quality improvement and be a positive public voice supporting the NHS wherever possible.
- 8.7. Explore overarching ideas and issues identified which will lead to positive outcomes for patients taking into account any supporting evidence from professional bodies.
- 8.8. Attend and support any additional activities of the SW AHSN to ensure a positive patient and public voice is available in conferences and other work streams. Any additional activity will be supported by the SW AHSN only if they have issued a formal invitation directly to members, and not if a member attends due to a publicly available invite.
- 8.9. Act as a forum for staff at the SW AHSN to raise issues about any project or work stream that they wish to have a public and patient voice on.
- 8.10. Act as a forum for ideas on health promotion and self-care and support activities within the SW AHSN to promote wider engagement.
- 8.11. Raise awareness of issues that affect the work of the SW AHSN and share intelligence on health and wellbeing issues within the community including thinking outside the box and raising issues that may have been overlooked or missed by health and social care organisations.



## Signed agreement

To ensure a jointly agreed approach by the SW AHSN and QuIPPs member, this section should be signed by each member of the Quality Improvement Partner Panels.

Signed by QuIPPs member: ..... Dated...../...../.....

On behalf of the SW AHSN: ..... Dated...../...../.....

Term of office for the above will be from:                      until:

Training completed on: \_\_\_\_\_

Annual refresher completed on:

Year 1: \_\_\_\_\_

Year 2: \_\_\_\_\_

Year 3: \_\_\_\_\_



## Appendix 1

### QuIPPs Code of Conduct

The QuIPPs Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian at all times respecting diversity and exemplifying a commitment to the principles contained within the Equality Act. All members will act as an individual and will not be representing any other organisation that they may be a member of. All views expressed in discussions will be taken from a personal standpoint and will not be attributable but must be given in a respectful and dignified way.

All members of the QuIPPs group will make this commitment:

1. To respect all organisational, member and patient confidentiality at all times.
2. To treat each other with mutual respect and act and contribute in a manner that is in the best interest of all patients.
3. To be open and flexible and to listen and support each other.
4. To abide by the seven Nolan Principles of Public Life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.
5. Not to use the QuIPPs as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
6. To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
7. Otherwise to abide by principles of good meeting practice, for example:
  - 7.1. Reading papers in advance
  - 7.2. Arriving on time
  - 7.3. Switching mobile phones to silent and avoiding other distractions in the home setting
  - 7.4. Allowing others to speak and be heard/respected

## Appendix 2

### Sample meeting agenda

**Name of group**

**Meeting/Annual general meeting**

Day/Month/Year | Venue | TIME (allocate time per item)

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1. Apologies for absence
2. Approval and adoption of pre-circulated minutes of day/month/year
3. Matters arising
4. List items for discussion
5. Any other business, including topics introduced by the chair/group
6. Date of next meeting: Day/Month/Time
7. Meeting to close by 14:00

If you are unable to attend please contact:

.....



## Appendix 3

### Equality

#### Equality Act 2010

Q: What is the purpose of the Act?

A: The Equality Act 2010 brings together a number of existing laws into one place. It sets out the personal characteristics that are protected by the law and the behaviour that is unlawful. Simplifying legislation and harmonising protection for all of the characteristics covered will help Britain become a fairer society, improve public services, and help business perform well. A copy of the Equality Act 2010 and the Explanatory Notes that accompany it can be found on the [Home Office website](#)

Q: Who is protected by the Act?

A: Everyone in Britain is protected by the Act. The "protected characteristics" under the Act are (in alphabetical order):

- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Gender
- Sexual orientation

You can find a copy of the equalities act guidance here

<https://www.gov.uk/guidance/equality-act-2010-guidance>



## Appendix 4

### Chatham House Rule

*"When a meeting, or part thereof, is held under the Chatham House Rule, participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed".*

### Explanation of the Rule

Meetings, events and discussions held at Chatham House are normally conducted 'on the record' with the Rule occasionally invoked at the speaker's request. In cases where the Rule is not considered sufficiently strict, an event may be held 'off the record'.