**London Ambulance Service Public and Patients Council – Terms of Reference**

1. **Purpose**
   1. The London Ambulance Service Public and Patients Council (the Council) will bring together a range of patients and the public representatives from across London at regular intervals to provide feedback to the Service on the care it provides.
   2. The Council’s membership will bring broad public and patient insight and experience to discussions, helping to shape the way care is delivered across the Trust’s full range of services, including on scene, online and on the phone (999/111). They will cover a number of broad areas of activity including:
      1. Individual care and treatment;

This could include the way in which our staff interact with individual patients (i.e. how they greet them), through to how we treat cohorts of patients with certain conditions (i.e. sickle cell patients).

* + 1. Research

This would address how we involve patients in our in-house clinical audit and research activity, which would include providing a PPI link for individual projects as required, and also providing representation on the Trust’s Clinical Audit and Research Steering Group.

* + 1. Service delivery, design and transformation

This moves away from the individual to all our patients and the public, for example the manner in which we identified the need for, the provision and impact of the mental health care service.

* + 1. Strategy and forward planning

This provides us with a formal mechanism for engaging more widely in the development of our Trust strategy and the enabling strategies.

* 1. The purpose of the Council is to:
     1. Provide a voice for patients, the public and carers in the design, development and delivery of Trust services
     2. Advise the Trust on ways to gain broader engagement, as necessary.
  2. The Council will have an agreed programme of work to allow for additional engagement activity to be conducted in advance of meetings to help bring wider insight to the membership as appropriate. The Council is not itself responsible for implementation and nor does it cut across the current statutory accountabilities of the London Ambulance Service NHS Trust.

1. **Constitution**
   1. The Council is an advisory committee of the Trust’s Board of Directors. These terms of reference are subject to amendment at future meetings of the Trust Board.
2. **Accountability**
   1. The Council will report directly to the Trust Board.
3. **Membership**
   1. The Council will have a membership of around 20 people and should ensure a diversity of age, gender, background and experience of health services.
   2. Members are appointed on an individual (not ex-officio) basis but will be drawn from a range of public and patient groups to ensure a plurality of experience. Terms of membership will be reviewed on an annual basis.
4. **Chair**
   1. The Council will be led by two independent Co-Chairs. The Co-Chairs will be appointed through a formal process and will be drawn from the Council membership.
   2. The Co-Chairs will help build and safeguard the cohesion, reputation and effectiveness of the Council.
   3. The Co-Chairs will have a role both at and between meetings in setting the Council’s agenda and ensuring that the Council is influential and impactful.
5. **Attendance**
   1. Officers from the London Ambulance Service NHS Trust and other health and social care system partners will participate in all sessions of the Council in attendance (in limited number).
   2. Experts may be invited to meetings or sessions of meetings on an ad-hoc basis to provide opinion, information and evidence on specific matters.
6. **Quorum**
   1. The meeting will be quorate provided that the following are in attendance;
      1. One of the Co-Chairs of the Council; and
      2. At least one-third of the total membership of the Council.
7. **Meeting administration**
   1. A member of the Corporate Governance Team will act as the secretary to the Council, ensuring the agreement of the agenda with the Co-Chairs of the Council and attendees, collation of papers, taking minutes and keeping a formal record of matters arising and issues carried forward.
   2. The draft minutes and action points will be available to the Council within ten working days of the meeting.
8. **Notice of meetings**
   1. Meetings of the Council shall be called by the secretary of the Council at the request of the Co-Chairs.
   2. Unless otherwise agreed, notice of each meeting confirming the venue, time and date together with an agenda of items to be discussed, shall be circulated to each member of the Council, any other person required to attend, no later than seven calendar days before the date of the meeting. Supporting papers shall be sent to Council members and to other attendees as appropriate, at the same time.
   3. Late and additional papers will be tabled at the discretion of the Co-Chairs of the Council.
9. **Frequency of meetings**
   1. Meetings of the full Council will be typically held four times per annum.
10. **Duties**
    1. Key duties of the Council will include:
       1. Reviewing and commenting on new and emerging strategies
       2. Considering proposals for new research projects
       3. Commenting on the Trust Business Plan and Annual Quality Strategy and Account
       4. Commenting on proposed new models of care/service provision.
11. **Review and reporting responsibilities**
    1. The minutes of all meetings of the Council shall be formally recorded and submitted to the Trust Board.
    2. The Council will report annually to the Trust Board in respect of the fulfilment of its functions in connection with these terms of reference. This will include an evaluation of its performance according to a standardised framework and process.
    3. All terms of reference will be reviewed annually with any changes submitted to the Trust Board for approval
12. **Equality and diversity**
    1. The Council will have regard for the NHS Constitution and ensure that it complies with relevant legislation and best practice in the conduct of its duties.

**ANNEX**

**Principles of membership**

Members must at all times:

* Observe the values and respective behaviours of the London Ambulance Service – respectful, professional, innovative and collaborative
* Observe the highest standards of impartiality, integrity and objectivity in relation to the advice they provide
* Be accountable for their activities and, as appropriate, not share or disclose information which is confidential
* Not misuse information gained in the course of their membership of the Council for personal gain or for political purpose, nor seek to use the opportunity of public service to promote their private interests or those of connected persons, firms, businesses or other organisations
* Challenge information provided if they are unclear of the meaning or if they feel the evidence for a decision/action is weak
* Not hold any paid or high-profile posts in a political party, and not engage in specific political activities on matters directly affecting the work of the Council. When engaging in other political activities, members should be conscious of their public role and exercise proper discretion.

**Declarations of interest**

Upon appointment all members of the Council will be formally required to complete a Declaration of Interest Form and a Register of Members Interests will be established and updated on an annual basis. It is the responsibility of members to declare any new interests as and when they arise and to ensure that the Register of Members Interests is kept up to date.

The Chairs will be responsible for managing declarations of interest and any conflicts of interest within the meeting and determine on what basis a member declaring a relevant interest can participate in discussion.

**ENDS**