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# Membership of the London Ambulance Service Public and Patients Council

# Information pack

# December 2021

# Submitting an expression of interest

Thank you for your interest in becoming a member of the London Ambulance Service Public and Patients Council.

Please read the information pack before submitting an expression of interest to ensure that you fully understand the process and to determine if you have the skills, experience and time to be an effective member of the Council.

If you wish to register your interest in becoming a member of the Council, please:

* Email a short 300 biography about yourself and approximately 300 words about why you want to be part of the Council and how your experience will benefit the group
* Include your: full name; address; telephone number; and, email
* Send expressions of interest to [londamb.las.ppc@nhs.net](mailto:londamb.las.ppc@nhs.net) and mark the title ‘London Ambulance Service Public and Patients Council’.

If you would like to request a call to discuss the role please do email [londamb.las.ppc@nhs.net](mailto:londamb.las.ppc@nhs.net) to schedule a conversation.

There are currently 18 Council members and we aim to have 22 members in total, including co-chairs. Applications will be reviewed on a first come basis.

Once we have received your expression of interest you may be contacted to arrange a brief telephone or in-person interview.

# Background

The London Ambulance Service handles over 1.9 million emergency 999 calls each year and we attend more than 1.2 million incidents. We also deliver a 24 hour NHS111 integrated urgent care service in London handling circa 1.4 million urgent care calls a year.

To help ensure we deliver the best possible care for our patients and their families, we work with a wide number of patient groups and charities to seek their advice and input into the decisions we make.

The way we deliver care is changing and the services we provide to the people of London is expanding. With this in mind, our Board decided in 2020 to create the London Ambulance Service Public and Patients Council.

# About the Council

The Council brings together a wide range of patients and the public representatives from across London at regular intervals to provide feedback on the services we provide and to help shape the way care is delivered.

The Council covers a broad range of areas, from individual care and treatment we provide to patients, research and service design/delivery through to transformation, strategy and forward planning.

The purpose of the Council is to: provide a voice for patients, the public and carers in the design, development and delivery of Trust services; advise the Trust on ways to gain broader engagement, as necessary.

A ‘terms of reference’ for the Council, which gives more information about how we expect it to operate and how it will influence our work, is attached. You can also find more information about the Council on our website: <https://www.londonambulance.nhs.uk/getting-involved/london-ambulance-service-public-and-patients-council/>.

**About the Membership**

The Council has approximately 20 members and two co-chairs (Dame Christine Beasley and Michael Bryan).

The Council meets about four times a year in central London (virtually during the COVID-19 pandemic). Whilst membership is voluntary, we cover expenses.

Members are appointed based on their individual knowledge, skills and experience, not to represent a specific organisation. To ensure a variety of experience we aim to appoint a balanced and diverse membership drawing from across different stakeholder groups including: patient, carer and public voice networks; and, voluntary and community sector.

# Membership role on the Council

As a member of the Council you will be expected to:

* Actively participate in Council meetings, drawing on your experience and knowledge to contribute thoughts, knowledge and views to discussions around the service provided by the London Ambulance Service
* Work in a collaborative way with the other members and attendees of the Council, respecting differences of opinion, finding common ground and working towards consensus
* Contribute to discussions beyond your own areas of specific interest or experience for the benefit of all people who use our services
* Actively utilise your connections, influence and reach into wider networks to advance the work of the Council
* Comply with relevant sections of the ‘terms of reference’ for the Council, and with the principles of membership, respecting the confidential nature of discussions.

# Personal experience, qualities and behaviours

Members should be able to demonstrate as many of the following as possible:

* A commitment to the values of the London Ambulance Service:
  + Respectful
  + Professional
  + Innovative
  + Collaborative.
* A knowledge, understanding and interest in healthcare issues, the NHS and the wider environment in which it operates
* Experience of participating in similar forums with ability to interact with multiple stakeholders at management level
* Ability to understand and evaluate a range of information and evidence
* Good understanding of, and commitment to, equality and diversity
* Be an active member of a wider patient/public voice organisation, network or forum at local, regional or national level
* Have strong networks and connections within the voluntary or community sector
* Have experience of collaborating with and influencing leaders
* Have a credible reputation among peers
* Have a proven track record of working in collaboration
* Have an ability to influence beyond your own organisation.

# Remuneration and time commitment

The Council meets circa four times each year. You may also, as a Council member, be asked to participate in activities outside full meetings.

Members will participate in the Council on a voluntary basis and should have the backing of their organisation to do so.

Members will be able to claim appropriate travel expenses. This will be clarified with individuals on appointment but if you want to discuss this with someone in advance of submitting an expression of interest please email [londamb.las.ppc@nhs.net](mailto:londamb.las.ppc@nhs.net) to schedule a conversation.

# Tenure

Membership will be made for an initial period of one year with the ability to extend appointment annually.

# 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
* 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
* 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 co-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**