

APEX Member Role Description

Role Title	:	APEX Member
Department	:	Patient Services Directorate
Location	:	Trust wide
Time Commitment	:	Variable however willing to attend meetings on the 1 st Tuesday of the month for 2-3 hours
Reports to	:	Patient Experience and Involvement Officer

About APEX

The aim of APEX (Advising on Patient Experience) is to establish a group of patient representatives who can advise the Trust on a number of service developments and ideas. As an APEX member you will contribute as part of a group, providing considered advice, support, offering feedback and act as a conduit to further volunteer support for projects. You will provide a level of scrutiny and challenge to the Trust, acting as a critical friend as necessary ensuring that effectiveness and statutory remits and responsibilities are fulfilled.

Panel members will have a shared responsibility for ensuring that the decisions made by the panel are fair, equitable and transparent. This is essential in ensuring that the panel acts in the best interests of the local population at all times by helping to ensure that the decisions made are based on robust information which supports safe and effective treatment; provides best use of public money, improving quality and, most importantly, takes into consideration the views of patients and the public.

Purpose of the role:

To provide unbiased advice to the Trust on the patient, carer and public perspective and in turn bring about improvement for all patients.

APEX members will have two main competencies:

- **In general**, where they gain an overview of how the Trust designs and delivers its services and works with staff to identify where improvements can be made.
- **In a specific condition**, where they have experience as a patient and carer.



Description of main tasks specific to the role:

- To attend monthly meetings to hear about Trust developments, quality projects and initiatives and offer a patient or public perspective.
- To take part in adhoc groups and projects with the aim of improving the patient and carer experience.
- Act as a key link between the Trust and the public
- Act as the lay voice to the Trust and be prepared to raise issues that are important to patients, carers and the public
- Help organise events, forums and public stands to help promote the Trust
- Attend patient events and seminars
- To have regard to and consider the views of seldom heard individuals and groups within the community

Details of any specific skills / attributes required by volunteer:

- To have an interest in influencing healthcare
- To have an interest in reflecting the views of patients, carers and members of the general public To commit the time necessary before each Panel meeting in order to consider documentation and analyse data provided
- Excellent communication skills, both written and oral
- Friendly, approachable manner
- Able to use own initiative, reliable, confident
- Understands confidentiality
- Enthusiastic
- Volunteers will need to obtain satisfactory clearance from DBS and the Trust Occupational Health Service

Desirable skills and attributes:

- Knowledge and understanding of the NHS including governance and operational systems
- Have current or previous experience of using Trust services as patients or carers of patients

What can you gain from the role?

- Increased awareness of Trust activity, quality and service improvement projects
- Knowledge that the role is contributing to enhancing the patient experience
- Supervision and support from a dedicated member of staff
- Trust Induction and local training and support to help you carry out your responsibilities



A volunteer is a valued member of Newcastle upon Tyne Hospitals NHS Foundation Trust and is expected:

- To volunteer within the guidelines agreed by Voluntary Services and named contact for the placement
- To carry out their duties with consideration and respect to all staff, general public, Foundation Trust members and patients at all times
- To maintain confidentiality at all times, while on placement and once the placement is complete
- To maintain good standards of communication with staff, general public and patients at all times
- To comply with the Trust's Health & Safety Policy

Newcastle upon Tyne Hospitals NHS Foundation Trust will at all times actively support, encourage and develop the voluntary services provided by individuals on placement. It commits to treat its volunteers with respect and courtesy and ensure that they receive appropriate training for the placements they undertake.

Newcastle upon Tyne Hospitals NHS Foundation Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

You have a responsibility for contributing to the reduction of infections.

This is not a contractual relationship between Newcastle upon Tyne Hospitals NHS Foundation Trust and the volunteer.

