

Patient Partner for the roll out of eConsult

East Berkshire CCG is working with GP practices across East Berkshire to roll out eConsult.

eConsult is a secure online consultation system that enables patients to self-manage and consult online with their own GP through their practice website. eConsult also provides the following features:

- Alternative access for patients to consult with their GP
- Symptom checker
- Available to patients 24 hours a day, 365 days a year
- Better health outcomes through earlier detection of significant symptoms and earlier intervention
- Better practice efficiency with more focused use of clinical capacity, shorter waiting times and fewer requests for GP appointments
- A safe, convenient way for patients to self- manage or consult with their own GP

We are looking for three patient representatives, one from each of our local areas; **Slough: Windsor, Ascot and Maidenhead; Bracknell and Ascot**, to be part of the eConsult Programme Board.

The Patient representative will help:

- Help us inform the roll out
- Give us constructive challenge
- Help us to continually focus on what is important for local people
- Help us review public facing communications

If you meet the criteria in the attached role description, we would love to hear from you. Should you have any queries or would like to discuss in more detail please e-mail eastberksccg.enquiries@nhs.net and we will arrange for someone to give you a call or email you back.

Role description: Patient Partner – eConsult

In East Berkshire we are committed to improving patient experience of health care services for our population. We are about to embark on the roll out eConsult to all GP practices across NHS East Berkshire CCG.

As part of the Government's GP Forward View, funding has been provided from April 2017 to contribute towards the costs of implementing online consultation systems in all GP practices nationally, improving access and making best use of clinician's time.

Recent years have seen rapid development of a number of online consultation systems for patients to connect with their general practice. Using a mobile app or online portal, patients can contact the GP. This may be a follow-up or a new consultation. The e-consultation system may be largely passive, providing a means to pass on unstructured input from the patient, or include specific prompts in response to symptoms described. It may offer advice about self-care and signposting to other sources of help, as well as the option to send information to the GP for a response.

NHS England has allocated £45 million nationally over three years to support the purchase of online consultation systems by practices. This will become available from 2017/18, with £15 million in 2017/18, £20 million in 2018/19 and £10 million in 2019/20. The funding for the first year has now been released and there is an expectation for CCGs to source and implement an appropriate solution or risk losing the funding altogether.

What will you gain?

- Opportunity to influence local health services and improve patient experience
- Involvement in the rollout of eConsult across East Berkshire GP practices

Person specification

Essential criteria

- Living within Bracknell Forest, Slough or Royal Borough of Windsor and Maidenhead Council areas **or** registered with one of the GP practices in our area (see list below)
- An interest in and willingness to develop an understanding of the NHS as it is now and how it could be improved in the future
- The ability to think widely and creatively about health services
- Ability to regularly attend meetings having read associated documentation, or be supported to do so

Personal qualities

- Be able to confidently and concisely express your views at meetings attended by a range of professionals (although you will also be supported to do this)
- The ability to keep asking questions until you get enough information /explanation to understand what people are talking about
- A willingness to listen to and consider different views

- An ability to challenge current thinking in ways that are both creative and supportive
- A willingness to provide constructive and on going feedback on the work of the CCG and the support given to you
- The ability to manage and plan your own time

Commitment

Meetings will normally be monthly (meetings approximately 2 hours) plus time to prepare. At some points you may be asked to attend a meeting more frequently. Should you be asked to join another Steering Group we will discuss the time commitment at that point.

Where appropriate you may be required to network with relevant patient groups or individuals to obtain wider views related to your role. You can expect to devote an hour or two a month to this, at most.

We are looking for somebody who can commit to the role for 18 months.

We will decide the time of the Patient Panel meetings based on the availability of individuals. They could be held in the day or evenings.

Membership may be terminated if the Patient Partner fails to attend three consecutive meetings.

Support

You will be offered dedicated support on all practical issues such as help with claiming expenses, access to meeting papers, support during meetings, answering queries and any additional advice as needed.

Confidentiality

You must not communicate any confidential information you learn as a result of being a member of this group. If you are unclear about whether or not information that you have access to is confidential, please seek clarification from your dedicated support. You will be requested to sign a confidentiality agreement.

Application Form: Patient Partner

If you would like to apply to become our Patient Partner please complete the following application form:

Name:	
GP Practice/ where you live:	
Telephone Number:	
Email Address (if applicable):	
Are you a Carer?	
How do you feel you meet the Essential Criteria, listed in the Role Specification?	
How do you feel you meet the personal qualities listed in the Role Specification?	
Do you have any additional qualities you feel you could bring to the role?	

Please return this form – marked Confidential – Patient Panel application to eastberksccg.enquiries@nhs.net by 19 December 2018.

GP practices in East Berkshire

Forest Health Group
Balfron and Forest End Practice
Binfield Health Centre
Boundary House Surgery
Crown Wood Medical Centre
The Easthampstead Practice
The Evergreen Practice
Great Hollands Health Centre
Green Meadows Partnership
Heath Hill Surgery
Kings Corner Surgery
Magnolia House Surgery
The Sandhurst Group Practice
The Gainsborough Practice
The Ringmead Medical Practice
The Waterfield Practice
240 Wexham Road
242 Wexham Road
40 Ragstone Road
Bharani Medical Centre
Cippenham Surgery
Crosby House Surgery
Farnham Road Practice
Herschel Medical Centre
Kumar Medical Centre
Langley Health Centre
Manor Park Medical Centre
Shreeji Medical Centre
The Chapel Practice (Slough Walk in Health Centre)
The Avenue Medical Centre
The Orchard Practice
(Willow Parade Surgery)
The Village Medical Centre
Ascot Medical Centre
Radnor House Surgery
Cedars Surgery
Claremont Surgery
Holyport Surgery
Clarence Medical Centre
Cookham Health Centre



East Berkshire
Clinical Commissioning Group

Cordwallis Surgery
Datchet Health Centre
Lee House Surgery
Linden Medical Centre
Redwood House Surgery
Rosemead Surgery
Ross Road Surgery
Runnymede Medical Practice
Sheet Street Surgery
South Meadows Surgery
Symons Medical Centre
Woodlands Park Surgery