

Bristol Mental Health Contract, Quality and Performance Meetings – Bristol Independent Mental Health Network (BIMHN) User Representative(s) Draft Role Description

Contract, Quality and Performance Meeting (CQPM)

At Bristol Clinical Commissioning Group (CCG), we would welcome involvement from Service Users to contribute to the performance management meetings to help us oversee the development of the recently re-commissioned Bristol Mental Health services.

We are looking for “User representatives” to join Bristol CCG’s performance management meetings on behalf of BIMHN, for the range of services that form the Bristol Mental Health System.

These include:

- Recovery Partnership (Assessment and Recovery Service; Crisis service; Complex Psychological Interventions Service; Early Intervention in Psychosis)
- Specialist Services (ADHD, Eating Disorders, BASS)
- Adult Inpatients
- Employment Service
- Assertive Contact & Engagement Service (ACE)
- Community Rehabilitation Service
- Dementia Wellbeing Service
- Community Access Support Service
- Bristol Sanctuary
- Wellbeing Therapy Services (IAPT)
- Men’s Crisis House
- Women’s Crisis House
- Recovery College

Purpose of meeting

The purpose of the performance management meeting is to ensure the delivery of operational and quality standards for the services as commissioned. It is also intended to obtain assurance that the new services will contribute to improving Mental Health services for the people of Bristol. The meeting is also an opportunity to provide support to providers in resolving risks and issues which cannot be managed at an operational level.

Governance

The performance management meetings reports into the Mental Health Governance meeting at Bristol CCG, where issues that require escalation can be addressed if they cannot be resolved at the performance meetings.

The Role

The aim of the role is to ensure that the Service User voice is represented at a senior level, and that these views inform wider views of Service Users.

The representatives on the performance management meeting will:

- Provide the perspectives of people who use the services in the mental health service being monitored, at the discussions of the performance management meeting.
- Provide advice and scrutiny from a wider patient perspective.
- Use any personal experience as a patient of the current services in a constructive and objective way to ensure views are as representative as possible.
- Be available to attend performance management meetings which will take place during the day, normally on a Tuesday at a central Bristol location, on a monthly basis.
- Prepare for performance management meetings by reading the meeting agendas, minutes and other associated papers which, at times, may be complex and specialist in nature.
- Understand that they may be asked to respect the confidentiality of items discussed by the performance management meetings
- Contribute to feedback on presentations given at the meetings, some of which will be made by people who use are currently using, or have used the services.
- Feedback to BIMHN on matters discussed at the performance management meetings, and gather views from the network and other Service Users; support will be provided to deliver this.

The sort of experience, knowledge and skills that we are looking for in this role include:

- Personal experience of someone using the services covered by the performance meeting (desirable).
- The ability to be objective and able to separate your own experiences as a user of the service from the need to provide a broader user perspective on the service.
- Membership of, or involvement with, a patient group which would enable your contribution to be informed by the views of other users and carers.
- Experience of working on, and with, multi professional groups e.g. NHS Trust Boards; School Governors; Private Sector Business; charity, community, cultural or faith groups.
- Ability to demonstrate listening, negotiating and influencing skills, with a personal style that is challenging, but not confrontational.
- Ability to be solution focused, and to act as a critical friend to the programme.
- Ability to work with others in a team, and demonstrate a commitment to non-discriminatory principles and values.
- The ability to represent the perspective of people from disadvantaged backgrounds who use services, including those whose voices are seldom heard
- An understanding of equality and diversity, and the ways different groups can be impacted that use Mental Health services

Bristol CCG and BIMHN will provide the following support to the Service User representatives on the performance meeting:

- An allowance of £12.00 per hour for reading papers (up to one hour) and attending the meeting and any other task in relation to meeting that may be required, expenses for travel, in accordance with the Bristol CCG policy for re-imbursment of expenses for Service Users. You will need to check if this impacts any means-tested benefits.
- Support to carry out your role from Bristol CCG and BIMHN.

Timescale

The future monthly meeting dates will be:

- **XXXXday XX MONTH 201X**

All meetings are at XX:XX a.m. – XX:XXX p.m.

An Information Pack containing the Terms of Reference, for the meeting, example of previous agenda and papers is available upon request, for people interested in the role.

For more information about the role(s) and to register your interest, please contact the BIMHN Secretary, Tom Renhard, by emailing: contactbimhn@gmail.com.

Supporting Statement

We are asking applicants to write no more than 400 words stating how they meet the criteria listed in the experience, knowledge and skills section, by email or letter.

If you need more advice or help please feel free to contact Tom.

Please do specify if you have personal experience of this service as part of your supporting statement.

Expressions of interest should be emailed to contactbimhn@gmail.com or posted:

**C/o Glenn Townsend
Bristol CCG, 5th Floor, South Plaza, Marlborough Street, Bristol, BS1 3NX**

Deadline

The initial deadline for expressions of interests, with a written statement of no more than 400 words on how you meet the listed experience, knowledge and skills, must be received no later than **5p.m. on Monday 1st August 2016**

Promoting and supporting diversity

We value and promote diversity and are committed to equality of opportunity for all. We particularly want to hear from people from all protected characteristics and are happy to have a chat to explain the available roles in more detail if it would help.