

## SCOPE Directorate Patient Representative Group (PRG) Information Sheet

We believe it is essential that the views and experiences of people who have used our services are at the heart of how we design, plan and deliver care. To this end, we are seeking Patient Representative volunteers to work in partnership with us to help improve our services for all.

This leaflet will provide you with details about the newly formed SCOPE Patient Representative Group, made up of volunteer Patient Representatives and SCOPE therapy staff and leaders. We hope this information will help you decide if being a SCOPE Patient Representative is right for you.

### What does the SCOPE Health and Social Care Professions Directorate mean?

The SCOPE Directorate refers to a large therapy team of approximately 350 staff from the following disciplines:

- Speech and Language Therapy
- Social Work
- Clinical Nutrition
- Occupational Therapy
- Physiotherapy

### What is a Patient Representative?

A Patient Representative is someone who is willing to give us some of their time and to share their patient experiences with a view to helping us to improve our health services.

The SCOPE Directorate represents the therapy disciplines of Social Work, Speech and Language Therapy, Clinical Nutrition and Dietetics, Occupational Therapy and Physiotherapy.

## **What is involved in the Patient Representative Role?**

The role is voluntary and involves becoming a member of the *SCOPE* Patient Representative Group. Patient Representatives is this Group:

- Share their perspectives about the care they received from *SCOPE* services
- Provide insights into ways to improve care
- Bring their perspectives to *SCOPE* quality improvement projects, service developments, policy and programme development in St James's Hospital

The Group will meet twice a year in St James's Hospital and meetings will last approximately 1 - 2 hours. An agenda and other reading material may be circulated ahead of meetings.

## **Who Can be a Patient Representative?**

Patient Representatives can be patients of our services (now or in the last year), their carers or family members. Hospital staff cannot be a Patient Representative.

## **Important Characteristics for a Patient Representative**

- Respectful of others and their perspectives
- Comfortable speaking in a group and interacting with others
- A good listener
- Able to use his/her personal experience constructively
- Able to see beyond his/her own experience
- Able to see the big picture
- Non- judgmental
- Positive attitude
- Ability to work collaboratively with other families and healthcare providers
- Desire to expand his/her knowledge and skills
- Desire to participate in bringing about meaningful change
- Able to maintain confidentiality of patient and organisational information

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## Is This a Paid Role?

It is a voluntary role with no payment. A parking pass will be organised to enable attendance at meetings.

## What are the Responsibilities of the Patient Representative?

- Representatives are responsible for attending meetings.
- Representatives are responsible for preparing for meetings by familiarising themselves with materials sent out prior to each meeting.
- Representatives are responsible for sharing their views and experience at meetings where they feel it is appropriate.
- The partnership between SCOPE staff and Patient Representatives should be built on a foundation of mutually trust and respect.
- Representatives have the right to say “no” and have a choice regarding the tasks undertaken.
- Representatives should listen to and encourage different opinions amongst Group members.
- Patient Representatives should use plain language and communicate openly.
- Representatives should respect the diversity of people within the Group, their culture, beliefs, values and other characteristics such as age and gender, sexual orientation, faith, political beliefs or disability.
- Representatives should adhere to St. James’s Hospital policies, including but not limited to Infection Control and Tobacco Free Hospital policy.
- Representatives **must not** discuss confidential information outside of meetings.

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## **What you can Expect as a Patient Representative?**

- A rewarding experience and the knowledge that you are making a positive difference in how our SCOPE services are being delivered
- Mentorship and orientation from the Group Chairperson if required
- Access to meeting rooms within the hospital and storage of documentation
- Abbreviations, acronyms, medical jargon and terms clearly defined/explained or avoided wherever possible

## **Confidentiality**

All meetings will be led in a manner that assures patient and staff confidentiality. A confidentiality agreement will need to be signed by selected Patient Representatives. Representatives must not discuss patient, staff or corporate confidential information outside of meetings.

## **Will Patient Complaints be Discussed within the Group?**

Individual patient complaints will be dealt with separately through the St James's Hospital Patient Complaints Process.

## **How Can I Get Involved?**

If you would like to apply to join the Group, please complete and return the separate *Patient Representative Application Form*. It can be returned by email or post to the contact details listed at the end of this Information Sheet.

## **What is the Selection Process?**

Patients, their carers or family members are invited to apply to become a Patient Representative and join the SCOPE Patient Representative Group. During the selection process, every effort is made to achieve a mix of representation in terms of services attended, gender, age etc. Should you not be successful in your application, it is not a reflection of your personal suitability.

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- Applicants who are unsuccessful will remain on a panel and may be contacted at a later date when a suitable vacancy arises.
- Successful applicants will receive the final decision by email with two weeks of the closing date.
- On attending the Patient Representative meetings, volunteers will be required to sign a confidentiality agreement and will receive a St James's Hospital Security Identification Badge.

**For further information or to apply, please contact:**

**Email:** [scopehscp@stjames.ie](mailto:scopehscp@stjames.ie)

**Post:** FAO: Kathleen Gibbons, SCOPe Office, Occupational Therapy Department, St James's Hospital, James Street, Dublin 8, Ireland

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