

## Patient/Citizen Leaders Programme

This programme is for individuals across the North East and North Cumbria who are - or wish to become - patient/citizen leaders in our communities. It will include an introduction to some of the key skills, knowledge and qualities required to engage positively and effectively in the wider health and care system.

Patient/citizen leaders are formal or informal patient representatives who act to influence decision making. They might include:

- Patient governors
- Lay member representatives on service improvement initiatives committees and steering groups
- people involved as volunteers or employees of Healthwatch organisations
- members of patient or carer groups in our communities

The programme aims to increase patient and citizen involvement in service improvement initiatives and planning across health and care organisations.

It will help to develop a skilled, prepared, energised and motivated group of patient/citizen leaders who are focused on the current and future challenges for the NHS. It will also look at key strategic partners to actively develop networks and engage in opportunities for improving care and outcomes for patients and service users, carers and the general public.

### The programme will cover topics and skills including:

- Negotiation, influencing and communication skills.
- Political, personal and organisational awareness.
- Understanding organisations, system working and the leadership challenges.
- Questioning - using coaching methodology.
- Self awareness.
- Basics of service improvement methods.
- Understanding personal strengths, resilience and managing emotions.

### By participating in the programme you will achieve:

- An understanding of the context of patient/citizen leadership within the current political and health and care environment.
- Skills in effective communication to get your voice heard and in order to achieve your aims.
- Skills development for influencing and negotiation.
- Skills to be a credible and respected voice for the patient/citizen.
- Skills to manage difficult behaviours and conflict.
- Self-awareness (understanding self and responses to others and specific situations) and confidence to work strategically alongside other stakeholders and effectively representing the patient/citizen voice.
- An understanding of coaching in order to release people's resourcefulness and work with change.
- Skills to motivate others and champion change.

## Patient/Citizen Leaders Programme Registration Form

To apply for the Patient Leaders Programme please complete the registration form and send via email to [Cdda-tr.nelacademy@nhs.net](mailto:Cdda-tr.nelacademy@nhs.net) by 5pm on **Friday 31 August 2018**

Places will be confirmed by no later than Friday 21 September 2018

Before applying please seek organisational approval or sponsorship and ensure diary commitments allow attendance on all days.

Module 1 – 5th Oct	9:30am to 4:30pm
Module 2 – 9th Nov	9:30am to 4:30pm
Module 3 – 30th Nov	9:30am to 1:00pm

Location – Palatine House, Belmont Business Park, Durham, DH1 1TW

- *Places on this programme are funded.*
- *Travel expenses will be reimbursed for public transport, standard rail travel and mileage at 0.45p per mile as per HMRC guidelines*

Personal Details	
First Name	
Surname	
Title	
Home Address	
Post Code	
Telephone No	
Mobile	
Email Address	
Please provide details of any special dietary, access or other requirements:	

<p>Please describe your <b>reasons for applying</b> for the programme</p>	
<p>What are the <b>personal strengths</b> that you will bring to the programme?</p>	
<p>What <b>skills, qualities and knowledge</b> would you like to develop on the programme?</p>	
<p>How do you think developing yourself as a patient leader <b>could improve NHS service and delivery</b>?</p>	
<p>Are you already involved within health and/or social care as a <b>patient/service user leader or representative</b>? Please outline briefly any roles – formal or informal – you have or have had in the past.</p>	
<p>Have you ever come across any <b>barriers or challenges</b> to getting across your views or those of other patients/service users? If so briefly outline these.</p>	
<p>Is there anything else you want to tell us about yourself?</p>	
<p>Please <b>indicate your agreement</b> with the following statements (delete as applicable).</p>	<p>I am committed to supporting my local health system and sharing the learning of the programme, where necessary (YES/NO)</p> <p>I confirm my commitment to attendance all listed dates and to fully participate on the programme (YES/NO)</p>
<p>Signed</p>	
<p>Date</p>	

**Sponsor/Nominator Details (This may be a professional working in Health, Social Care or the Third Sector)**

Name	
Role	
Organisation	
Relationship to applicant	
Telephone Number	
Email	
<b>Sponsor/Nominators Testimony</b> Please detail applicant's suitability for programme	
What support would be offered post programme?	Support/Frequency/By Whom:
Commitment (delete as applicable)	I confirm my commitment to enabling attendance and supporting participation on the programme YES/NO
Signed	
Date	