

NO MORE SILOS
Belfast Trust Service User and Carer Reference Group
Information and recruitment pack

We are seeking members of the public (service users and carers and community representatives) to apply to join a No More Silos Service User and Carer Reference Group for Belfast Trust. We are interested in recruiting people who have had experience of unscheduled care services within the past 2 years, including the following services:

- Emergency Department or other unscheduled care services
- GP out of hours
- Acute Care at home
- Discharge from hospital
- Experience of care homes

This pack provides background information and an Expression of Interest form.

Background information

The COVID-19 pandemic has created many challenges across all areas of health and social care, including increased waiting times, reduced face to face contact and issues with accessing services. 'No More Silos' (NMS) has been developed by the Department of Health to address these challenges.

A No More Silos regional network has been set up and this is a new collective way of working. The network has developed action plans focusing on ten key actions in order to ensure that urgent and emergency care services across Health and Social care can be maintained and improved in an environment that is safe for patients and staff. These actions are:

- Introduction of Urgent Care Centres
- Keep emergency departments for emergencies
- Rapid access assessment and treatment services
- 24/7 Telephone clinical assessment services – “phone first”
- Scheduling unscheduled care
- Regional anticipatory care model
- Acute care at home
- Ambulance arrival and handover zone
- Enhanced framework for clinical and medical input into care homes
- Timely discharge from hospital

The term 'unscheduled care' includes services that cannot always be planned for ahead of time including Out of Hours services, Emergency Departments' services and the discharge processes from hospital into different care settings, including returning home.

All Health and Social Care Trusts are required to put plans in place in relation to:

- Providing care for people at home, avoiding the need for hospital attendance/admission.
- Providing walk in, rapid-response services for patients on a same-day or next-day basis, avoiding the need for patients to be admitted to hospital.
- To ensure patient flow through hospital, both before and after the patient being declared medically fit.

No More Silos is a regional initiative which covers services in hospitals as well as in the local community.

For more information on No More Silos, please click here:

www.health-ni.gov.uk/NoMoreSilos

We are seeking members of the public (service users and carers and community representatives) who have had an experience of unscheduled care services, to join us in this valuable work and help us develop services in the Belfast Trust area.

By working together, we hope to:

- **improve** timely access to a range of services such as Emergency Departments or Out of Hours services
- **improve** how patients move between services within the hospital setting
- ensure that patients can be discharged in a timely way as appropriate to their need and also their family/carers needs, so that **patients do not have to stay in hospital longer than necessary**
- **improve joined-up care** between hospital and community providers
- **ensure a positive experience** for individuals of any age (and their families) who use these specific Health and Social Care services
- Improve communication and information available to service users. Carers and the general public

We are seeking to recruit people who have had an experience of unscheduled care services in the past 2 years to be part of a Belfast Trust Service User and Carer No More Silos Reference Group. This includes people with experience of:

- Emergency Department or other unscheduled care services
- GP out of hours
- Acute Care at home
- Discharge from hospital
- Experience of care homes

We want to work with this reference group to listen to their thoughts and views on unscheduled care delivery and then use this experience to help us shape plans and influence decisions to design and deliver future unscheduled care services.

We are seeking to recruit service users and carers who:

- have a good level of knowledge in any area of Health and Social Care, and
- have a lived experience as a service user and/or carer, and
- are committed to a shared vision for Health and Social Care

The reference group will meet virtually via Microsoft Teams and will meet every 4 weeks. Meetings will last no longer than 60 minutes. Training will be provided for those people recruited to the reference group.

We hope that participants on the reference group will:

- Participate and contribute to discussions which are beyond personal experience to consider the needs of those people living in the Belfast Trust area.
- Attend meetings and actively contribute as required.
- Draw on your experience and connections to wider networks to inform and help to shape the discussions, plans and decisions regarding improving unscheduled care.
- Read all relevant paperwork in preparation for the meetings.
- Feel confident to both support and challenge Trust staff in relation to proposed service developments.

In turn, we will ensure that the principles of co-production inform our work – these are:

- Valuing people
- Building a representative network
- Building people's capacity
- Reciprocal recognition
- Cross boundary working
- Enabling and facilitating

We will:

- Listen and consider the advice, guidance and expertise to help inform and shape plans and decisions.
- Provide service user and carer representatives with all necessary information, training and protection under the relevant Health and Social Care policies (including health and safety, data protection, confidentiality etc.).
- Reimburse service user and carer representatives through our Reimbursement Guidance for expenses incurred while contributing to the work of the group.

- Promote equality and diversity by ensuring our work practices reflect our commitment to promoting equality and encouraging diversity. We will provide support for participation in our work which is tailored to individual needs and circumstances.
- Ensure all relevant information and papers for the meetings are sent at least one week in advance of the meeting date.
- Be available to meet with service users and carers, at a mutually convenient time, to discuss any queries they may have relating to their role or the programme reform process.

If you are interested in getting involved, please complete the attached expression of interest form and return to PPI@Belfasttrust.hscni.net

All expression of interests will be considered. Should we receive a large number of expression of interests, we will undertake an information and interview session. This will help to clarify expectations, both yours and ours, in relation to getting involved. Service users and carers will be involved in the recruitment process.

No More Silos – Service User and Carer Reference Group

Expression of interest form

NAME:

ADDRESS:

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TEL: MOBILE:

EMAIL:

Please tell us about your experience of using unscheduled care services within Belfast Trust. This can include emergency department, GP out of hours, acute care at home, experience of care homes or discharge from hospital and should be within the past 2 years.

Please tell us about any experience you have of working with reports, papers and correspondence, and giving views on these:

Please tell us about any experience you have of participating in groups or on committees:

Are you able to attend monthly meetings of the group (these will be virtual in the first instance)?

Yes

No