

Lambeth Together Patient and Public Voice Member FAQs

June 2024

Residence/service usage/eligibility

I don't live in Lambeth, can I apply?

People who live in surrounding boroughs who are registered with Lambeth GP practices, or who are regular users of health and care services in Lambeth are also welcome to apply for these roles

My Mum lives in Lambeth and I'm her carer, can I apply?

If you live in Lambeth, are registered with a Lambeth GP practice, or are a regular user of health and care services in Lambeth yourself, then you are welcome to apply

I am just a member of a patient / resident group, not the organiser or chair - can I apply?

Absolutely – we're particularly interested in applicants who can help us understand broader local experiences, using your local networks. You don't have to be in charge to be involved.

I am the chair of a big VCS organisation is this for me? We have excellent VCS Members on the Board already. These roles are for private individuals rather than representatives of organisations or groups. If you live in Lambeth, are registered with a Lambeth GP practice, or are a regular user of health and care services in Lambeth yourself, then you are welcome to apply as an individual.

What if I can't make it to a meeting - can I send a deputy?

This is not possibly within the current Lambeth Together constitution/Terms of Reference.

Benefits

Is this a paid role?

No, this is voluntary position with training and development resources available. It offers an important opportunity for active citizenship, we think. Pre-agreed expenses will be covered.

Can I claim expenses?

We're keen to ensure that financial expense does not exclude anyone who wants to take up this role with Lambeth Together's leadership. You would need to have a discussion with us about the sorts of additional expenses that you think you might incur in order to participate. These might include things like travel and care, where this is not already covered. All expenses will need to be agreed in advance.

What are the benefits of being involved in this voluntary role?

Of course, first and foremost, there is an immeasurable benefit to Lambeth's health and care services and our thousands of service users in having two local service user voices at Board level. For your own communities, you'll be on a Board with all the levers of service delivery in their hands, able to work with us to ensure that the voice of local people is heard always.

For you personally, although you will need to give time and effort to the role, the benefits of volunteering on wellbeing are well documented. You will also be able to access training and

development to support your own skills development for the role, and you'll be joining a broad partnership of senior strategic colleagues at Board level, keen to share their own ideas and understanding, and hear yours. The board operates a buddy system to help and support members and this would be available to you.

Logistics

Will meetings be in person or online?

The team currently alternates between online and in-person meetings. The next Board meeting and Public Forum are due to be held in- person on 11 July. You're encouraged to come along to see the Board and how it works. You're also welcome to attend the Public Forum at 1pm, before the Board meeting, to join in one of the ways that the Board engages with residents and service users.

Where will meetings be held?

The Board meets every two months for an informal non-public discussion session, and every other two months in public. Our in-person meetings in public are usually held at Lambeth Civic Centre. We may in future look to hold meetings at other venues across the Borough.

What time of day are meetings? And what time?

Board meetings are currently always on a Thursday afternoon at 2pm, preceded by the Public Forum at 1pm. Occasional preparatory support meetings may be held , generally on Tuesday mornings or at other times in the working week.

How much time commitment will this be? Will I need to do work outside of meetings?

Realistically, we estimate that you'll need about 10-12 hours per month to fulfil the expectations of the role reasonably. There is a 3 hour board meeting each month, you'll need time to read the papers and consider your views on agenda items in advance. There'll be a short 'pre-meet' with our lay member or member of our team on offer, and you may need additional time if you need support going through paperwork, for any required training or development, or if you'd like to speak to your Board colleagues outside of formal meetings.

Access and Support

As you can see by the FAQ below, generally we cannot make personal practical arrangements on your behalf. Please always contact us at hello@lambethtogether.net to check what is claimable before you incur costs. If you're having difficulty making arrangements to attend meetings, please contact us for advice at hello@lambethtogether.net.

Can you arrange a signer for me?

No we can't, but we'll cover reasonable costs incurred by you for yours

Can you arrange childcare so I can attend?

No we can't, but we can discuss covering reasonable costs incurred by you for yours. You'd need to provide receipts.

Can you book me a taxi?

No we can't, but we can discuss covering reasonable costs incurred by you if you need to travel by taxi.

Can you pay for my printing?

We might be able to – in principle we are committed to covering reasonable costs incurred by you for yours, but we can provide printed copies of papers at meetings if requested in advance.

Performance

Can I be 'sacked' from a voluntary role?

Yes. There are standards of behaviour, values that all Board members are expected to uphold. We would hope never to get to this point though – we have a supportive review cycle to discuss your role, actions and ambitions, and you can contact us with any questions or concerns at any time.