

Apollo

Become a lead patient influencer

Help us build our digital future



Position:	Lead patient influencer and member of the Apollo patient panel
Staff contact:	Holly Salisbury, Engagement Manager
Estimated time commitment:	<p>One and a half days a month, on average. This time will be spent in patient panel meetings, workshops, and design boards (a type of programme workshop.) The one and a half days a month average is based on a lead patient influencer attending 1-2 patient panel meetings and design boards a month, and choosing to attend 1-2 workshops per month.</p> <p>Go to the What will we ask you to do? section on page 4 to find out more about the flexibility of this role, and the options available to you.</p>
Preparation time:	<p>We will give you all the information you need in each workshop, but we can send information to you ahead of time if that is helpful.</p> <p>Lead patient influencers will also be required to attend design boards and other key meetings to act as a representative of the wider patient panel. You may be required to read papers for these meetings ahead of time.</p>
Length of events and meetings:	<ul style="list-style-type: none"> • Workshop meetings will be between 1 hour and 2.5 hours (plus breaks) • Design board and other meetings where you will represent the patient panel will be between 30 minutes and 1 hour • Other patient panel events will be between 1 and 1.5 hours

What is the Apollo Programme?

We want to provide the best possible care, and support our staff to work efficiently and have more time to spend with our patients. This is why Guy's and St Thomas' NHS Foundation Trust (including Royal Brompton and Harefield) and King's College Hospital NHS Foundation Trust are working together to transform the way we deliver patient care across South East and West London. This programme of work has been named 'the Apollo programme.'

Apollo will bring staff and patients together to design an electronic health record (EHR) system. This will replace multiple systems that don't always 'talk to' each other. By joining up patient records we can make them easily accessible to both clinicians and patients, and give patients more opportunities to manage their healthcare online.

Why do we need patients to be involved?

Having an electronic healthcare record system will change the way patients contact and communicate with services, so we want patients, parents and carers to help us to design and test:

- A digital kiosk that patients can use to check in for appointments and find out waiting times
- An online patient portal where patients can access their health records and complete tasks to help manage their care
- An online app for patients staying at hospitals or community care units that patients can use to access educational materials and information on their healthcare, and to communicate with their care team
- Patient communications and training courses and materials
- Alternative patient pathways for those who can't or don't want to use digital services

Who are we looking for?

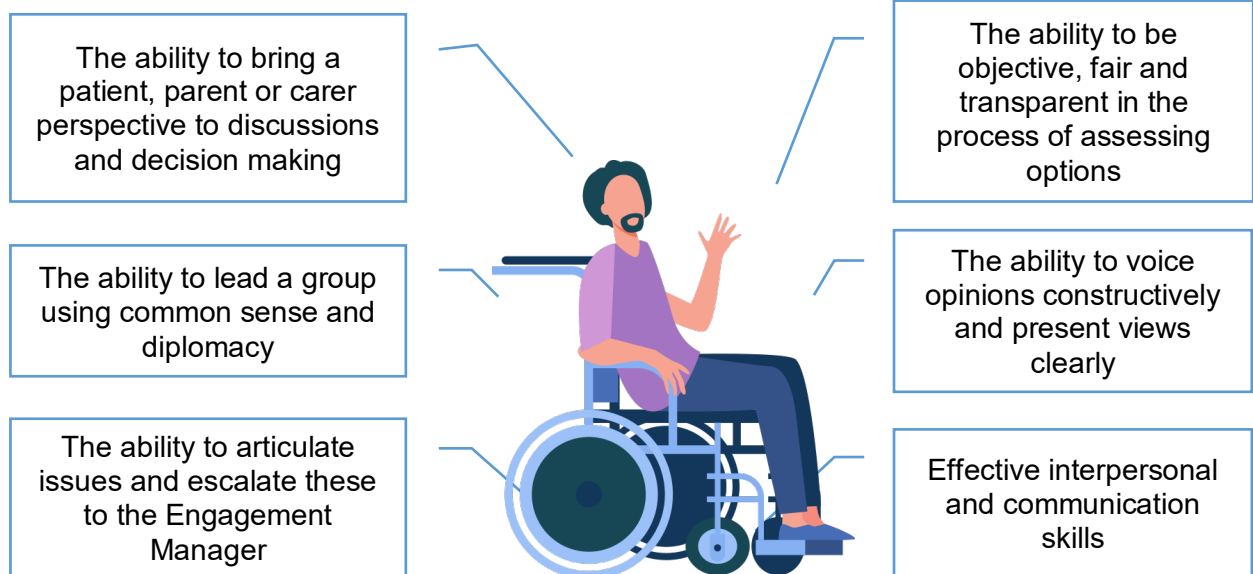
We know that our patients, parents and carers have a wide range of experiences and skills. We want to hear from you if you:

- have used one or more services at Guy's and St Thomas', Royal Brompton and Harefield or King's College Hospitals within the last 5 years
- have some understanding and interest in how digital technology can be used in healthcare
- have leadership experience
- have experience in chairing meetings and managing groups of people
- are age 16 or over (applicants between the ages of 16-18 will need written permission from a parent, guardian or carer in order to take part)

We want to involve a wide range of people, including those who:

- are not confident in using digital services
- are confident in using digital services
- are a parent of a patient who is under 16
- you have experiences and perspectives that we can learn from, including (but not limited to) those who:
 - have learning disabilities, and their carers
 - have sensory disabilities, and their carers
 - have mobility disabilities, and their carers
 - use assistive technology
 - have one or more long term conditions
 - have to travel to access hospital services
 - are over 75
 - speak English as an additional language
 - do not speak English as their primary language
 - come from a range of ethnic groups
 - are LGBTQIA+
 - are moving from paediatric to adult services
 - may feel socially excluded

Lead patient influencers will have:



What will we ask you to do?

Lead patient influencers will attend a patient panel welcome meeting, where we will tell you our plans for involving patients in designing and testing as part of the Apollo programme. Following this meeting, you will be able to choose which Apollo working groups you want to sign up to:

Direction working group: September 2021 to May 2022

In this working group patients will be asked about the design of the patient facing aspects of the system

- Series of design workshops (choose which ones you want to attend)
- Design boards and other key meetings where a lead patient influencer will act as a representative of the wider patient panel
- Patient panel meetings

Testing working group: June 2021 to December 2022

In this working group patients will be asked to test elements of the systems that patients will use

- Testing workshops (choose which ones you want to attend)
- Design boards and other key meetings where a lead patient influencer will act as a representative of the wider patient panel
- Patient panel meetings

Communications and training working group: January 2023 to April 2023

In this working group patients will help us to design our communications for patients about the system

- Design boards and other key meetings where a lead patient influencer will act as a representative of the wider patient panel

- Patient panel meetings

Implementation working group: April 23 – end date to be confirmed

In this working group patients will explore future improvements to the system

- Implementation workshops (choose which ones you want to attend)
- Design boards and other key meetings where a lead patient influencer will act as a representative of the wider patient panel
- Other patient panel events

As part of the lead patient influencer role, you will need to:

- sign up to one or more working groups
- attend as many workshops as possible for each of the working groups you have signed up for
- Attend Rapid Design Groups (a type of programme workshop) and represent escalations to relevant boards (with support from the Engagement Manager) when required
- act as point of contact for the Apollo Programme Engagement Manager
- Attend working groups with patient influencers and act as meeting chair when required
- Represent the views of all patient influencer during various workshops and meetings
- where appropriate, prepare for each meeting, workshop, Rapid Design Group or board by reading any relevant information provided
- be willing to undertake appropriate training, development and support activities that are offered

How would we support you in this role?

We will:

- offer to recognise and reward your time for each meeting and workshop you attend, in line with Trust policy (you can choose whether you want to receive this reward or not)
- reimburse your reasonable expenses for each meeting event, in line with Trust policy (you can choose whether you want to receive this reimbursement or not)
- help to facilitate discussions and support you where you are required to lead or act as chair in discussions, and give other individual support tailored to your needs
- support you to prepare for each meeting or event by sending materials ahead of time, if you think this will be helpful to you
- answer any of your questions ahead of meetings and workshops
- offer the opportunity for you to sign-up for newsletters and be a part of an online Apollo patient panel community

Incentives and reimbursements

We would like to offer lead patient influencers the following reimbursement and incentives opportunities in recognition of your time and commitment given to the programme:

- Reimbursement of time spent in workshops and meetings in line with Trust policy
- Reimbursement of travel expenses:
 - Transport within London
 - Transport outside of London
- Childcare costs
- Carer costs
- Access to IT training
- [Foundation Trust Membership](#) (for those 18 years of over).
- Job references
- Apollo reward scheme and entry into our prize draw

Next steps

If you would like to:

- Have an informal conversation about the role
- Request the form in a different format

Please contact Holly Salisbury at Apollo@gstt.nhs.uk or on 07770084970

If you are ready to become a lead patient influencer please complete an application form and send it to Apollo@gstt.nhs.uk or send via post to:

Holly Salisbury,
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1 Lower Marsh,
London
SE1 7NT