



# **Lay Representatives for Health Education and Improvement Wales**

## **Induction Information**

---

## Table of Contents

<b>LAY REPRESENTATIVE INDUCTION INFORMATION</b> .....	3
<b>Your Role</b> .....	3
<b>Profile of HEIW</b> .....	3
<b>The role of Lay Representatives</b> .....	4
<i>Interviews</i> .....	4
<i>Annual review of competence progression (ARCP)</i> .....	4
<i>Appeal panels</i> .....	5
<i>Quality visits</i> .....	5
<i>Committees</i> .....	6
<b>Eligibility</b> .....	7
<b>Time Commitment</b> .....	7
<b>Term of Office</b> .....	7
<b>Training and Support</b> .....	8
<b>Conflict of interest</b> .....	8
<b>Remuneration</b> .....	8

## LAY REPRESENTATIVE INDUCTION INFORMATION

### Your Role

Welcome to your new role as a Lay Representative with Health Education Improvement Wales (HEIW). We are most grateful that you have agreed to help us to monitor and improve the quality of postgraduate medical and dental training within Wales. This document will hopefully serve as a brief introduction to HEIW, the role of the Lay Representative and some of the processes and procedures with which you will need to become familiar over the next few weeks. It is intended that this document is complemented by an induction meeting with a senior representative of HEIW and by a more thorough information pack including samples of the forms that you are likely to be filling in and a glossary of commonly used terms and abbreviations. Please don't feel that you are going to need to have all of this information at your fingertips in time for your first event as a Lay Representative – there will always be an opportunity to ask for clarification or more detail about any of the information presented or the processes being undertaken.

Should you have any questions or queries regarding this document, please contact [HEIW.QA@wales.nhs.uk](mailto:HEIW.QA@wales.nhs.uk).

### Profile of HEIW

Sitting alongside Health Boards and Trusts, HEIW are the only Special Health Authority within NHS Wales. It has a leading role in the education, training, development, and shaping of the healthcare workforce in Wales, supporting high-quality care for the people of Wales.

Established on 1 October 2018, HEIW brings together three key organisations for health: the Wales Deanery; NHS Wales's Workforce Education and Development Services (WEDS); and the Wales Centre for Pharmacy Professional Education (WCPPE).

HEIW is responsible for commissioning, overseeing and monitoring the provision of education and training for some 2,800 doctors and dentists in postgraduate training posts in the NHS across the length and breadth of Wales. All Health Boards in Wales are commissioned by HEIW to support training. A summary of hospital training sites can be found in the additional information pack.

Our goal is to deliver excellence in postgraduate medical and dental education for Wales by ensuring that all training grade doctors and dentists in Wales have access to high quality postgraduate facilities and educational support so that they can achieve their potential in service provision to the NHS in Wales. HEIW works closely with the Welsh Government, NHS Wales, other Schools within Cardiff University, the Medical Royal Colleges and other professional bodies.

## The role of Lay Representatives

HEIW is required to ensure that there is impartial, external input to our processes for recruiting to postgraduate medical and dental training programmes, monitoring the progress of a trainee through such a programme and managing the quality of the training that is offered. Lay Representatives act as independent and impartial advisors to these processes and help to ensure that they remain fair and non-discriminatory. They help to maintain the quality of training and to verify that all relevant standards are being met, enhancing the accountability of the panels and committees involved and questioning assumptions where relevant. As an independent voice, Lay Representatives should provide an external view on HEIW processes and help to ensure that decision-making is consistent, robust and transparent.

The core processes involving Lay Representatives are as follows:

### *Interviews*

Clearly it is important that recruitment processes are open, fair and transparent. Lay Representatives will usually act as impartial observers during an interview – moving between different interview stations as appropriate in order to ensure that a satisfactory overview of the entire process is obtained. The Lay Representative would not be routinely expected to pass judgement on a candidate's suitability for the post (though occasionally may be asked for their perception upon professionalism and communication skills) but would need to give feedback to the interview panel on the reliability and reproducibility of the process and to offer a view upon whether appropriate care and attention is paid to the necessary standards with regards to equality and diversity. This feedback would typically need to be offered verbally to the interview panel and in writing via a specific feedback form and can include general comments and suggestions to improve and streamline processes in the future as well as highlighting specific issues observed. A sample feedback form can be found in the Lay Representative Handbook (Lay Representative recruitment summary form).

### *Annual review of competence progression (ARCP)*

ARCP panels are convened, according to national training guidance (the Gold Guide - see below), to review evidence of each trainee's progression through their training programme. Trainees submit evidence for consideration by the panel and a decision is then made on whether their progress has been satisfactory. The review by the panel is a mandatory requirement before the trainee can be considered for progression to their next year of training and further responsibility for patient care.

The Gold Guide requires lay representatives to be involved in the ARCP review of at least 10% of trainees from each specialty. The Lay Representative will sit in on the preparatory review of portfolio evidence and on the face-to-face interview with the trainee. As with a recruitment interview, the Lay Representative will be asked to review the processes followed with a particular view to ensuring that they are consistent, fair and transparent and aligned with relevant equality and diversity guidance. The Lay Representative will not typically contribute an opinion upon whether a trainee has achieved the required standards for progression through training but may be encouraged to pass comment upon professionalism and insight, particularly where these issues may potentially impair progress through training. Again, the Lay

Representative will be encouraged to provide feedback verbally and in writing using a specific form and to comment upon ways to improve upon the processes in the future. A sample ARCP panel lay representative report form can be found in the Lay Representative handbook on page 12.

### *Appeal panels*

Unfortunately, not all trainees will progress smoothly through all stages of their training program and, naturally, whenever an ARCP panel concludes that extra training time is needed or that a trainee should be released from a program, the trainee has a right of appeal. The appeal process can involve a review by the original ARCP panel or a new hearing with completely different panel members. Either way, the need for impartial, independent overview is no different to that which was necessary during the original ARCP meeting. Again, the role of the Lay Representative is to ensure fairness and transparency with adherence to appropriate standards and processes. The Lay Representative may be asked for an opinion on the insight or professional behaviour demonstrated by the trainee but not to judge whether they have the required clinical competence to overturn the original decision. As with interviews and ARCP hearings, the Lay Representative will be encouraged to offer feedback both verbally and in writing and to offer suggestions for improving the processes used.

### *Quality visits*

Feedback from trainees on their working conditions and the quality of their training is routinely collected via a number of different routes including ARCP reviews, end of placement evaluation forms and an annual online survey administered by the General Medical Council. If the collective feedback on a particular training placement indicates a significant cause for concern, then HEIW instigates a targeted quality visit in order to obtain more detailed, up-to-date and specific information and to work constructively with the training department in order to improve matters. Such visits to hospitals and Health Boards will involve a detailed review of the quality of training and, in particular, any patient safety concerns related to training. Lay representatives are key members of the visiting panels and their role involves the ensuring of externality, fairness and transparency as well as to represent the interests of the wider public if there are concerns that training practices might put patient safety at risk. Typically, a Lay Representative involved in such a visit will be given the opportunity to review relevant paperwork (including trainees' feedback and a summary of measures already taken to improve matters) beforehand. They will sit in whilst trainees are interviewed and then whilst trainers and other representatives of the health board are given the chance to offer their views of the difficulties reported. The Lay Representative would usually be offered the chance to ask questions of trainers and trainees and to contribute their views during the process of formulating recommendations for action. As with the activities described above, the Lay Representative will be encouraged to offer feedback on the processes followed, both verbally and in writing, and to make suggestions for improving the processes in the future. A sample targeted visit Lay Representative report can be found in the Lay Representative Handbook.

### *Pharmacy Advisory Boards*

In pharmacy there are five work streams: Pharmacy Workforce, Pharmacy Technicians, Pre-foundation Pharmacists, Foundation Pharmacists and Advanced Practice Pharmacists. The Lead for each workstream chairs a strategic group which shapes the work programme for that area of pharmacy practice and keeps the Pharmacy Dean and Medical Director informed through the HEIW Pharmacy Advisory Board. All pharmacy groups mentioned include lay representation so you may be asked to sit on one of these. The groups put forward the priorities for education, training and development of the pharmacy workforce which will support citizens and health care professionals to get the best therapeutic outcomes from medicines to improve health in Wales.

The 'purpose' of each pharmacy workstream is listed below for information.

Name of Group	Purpose
Pharmacy Advisory Board	To provide a source of information and intelligence to HEIW (Pharmacy Dean) to inform the educational development and delivery, commissioning and planning of the pharmacy workforce in Wales.
Pharmacy Technician Workstream	To determine, develop and maintain an all Wales approach to pre and post registration quality assured training and development for all pharmacy technicians.
Undergraduate and Pre-Foundation	To develop and maintain a centralised multi-sectorial quality assured pre-foundation training programme that aligns to the initial education and training standards for pharmacists.
Foundation Programme	To provide a competency development programme that aligns to a UK recognised foundation-training framework for all new pharmacy registrants working within Wales
Advanced Practice	To determine advanced practice roles within Wales for the pharmacy team and develop appropriate development programmes for all pharmacy registrants.
Pharmacy Workforce	To provide strategic oversight of pharmacy workforce information and planning activity in Wales for a sustainable pharmacy workforce, integrated within multidisciplinary teams, delivering on public health and social care outcomes across all care settings.

### **Committees**

Many of the committees which contribute to the smooth-running and strategic overview of various aspects of postgraduate medical and dental education within Wales invite Lay Representatives to become standing committee members. Currently, there is lay representation upon the Quality and Postgraduate Education Support committee, Trainer Recognition Group and some of the Specialty Training Committees. As with any other committee member, the Lay Representative would be expected to review necessary paperwork beforehand and to attend and contribute actively to the meetings as they are in progress. The primary roles of a Lay Representative on such a

committee would be to provide externality and impartiality and to represent the interests of the general public. As ever, contributions and comments upon the fairness and transparency of the procedures followed and suggestions for improvement in the future would be welcomed. The writing of reports or delivery of presentations to the committee would not be a routine part of the Lay Representative role.

## **Eligibility**

In order to ensure independence Lay Representatives should not have a clinical background or background in the health professions. They should not be working for the NHS at the time of application to a Lay Representative role, or have done so within the last two years.

HEIW is keen to ensure that the pool of Lay Representatives reflects the geographical and ethnic spread of communities within Wales. It is expected that candidates will live within the location of the communities served by the NHS in Wales. Whilst the majority of panel meetings will probably take place in South East Wales, a number of panel meetings will also occur in the other regions of Wales. The ability to travel to regional training sites is essential.

## **Time Commitment**

Applicants for Lay Representative roles must be available for up to 10 days per year. There will be occasions when preparation time is needed to allow relevant papers or other documents to be read and understood before a panel sits.

## **Allocation to events**

New Lay Representatives will become incorporated into the pool of Lay Representatives and will be contacted by administrators in each specialty training school in order to invite representation at events such as interviews, ARCPs and targeted visits. New Lay Representatives may be offered the opportunity to shadow an experienced Lay Member at their first event.

Allocation to specific committees will be discussed with individual representatives as the need and opportunities arise.

## **Term of Office**

Following an application and successful appointment to a Lay Representative role, the initial period of office will be for a fixed period of 1 year. Potential extensions to this term can be discussed with the Associate Dean with a portfolio for Lay Representatives towards the end of the initial term.

## **Training and Support**

Lay Representatives will be provided with Induction training prior to undertaking their duties. Such training will enable Lay Representatives to undertake the role and develop their understanding of the work of HEIW. It is mandatory that Lay Representatives have received, or will undertake, Equality and Diversity training. We encourage Lay Representatives to debrief on each event attended with the chair of the panel in order to obtain reassurance that their input has been useful and pertinent. This can happen as part of the two-way discussion during which the representative offers feedback to the chair of the panel on how the event has been perceived. An annual summary of our Lay Representatives' collective input to HEIW events will be made available via an annual report and at a regular Lay Representatives' forum. This takes the form of an annual meeting during which our team and Lay Representatives can meet up, give and receive useful feedback on the development of quality management processes and the evolution of the Lay Representative role. We endeavour to keep specific training events to a minimum as we wish to avoid compromising the externality of the Lay Representative role by 'coaching' our representatives to think and act in specific ways.

## **Conflict of interest**

Lay Representatives should not form part of a panel considering the performance of an individual or a particular organisation if that Lay Representative has already been personally involved in the issue in another capacity e.g. as a Community Health Council member. It is expected that any conflict of interest will be declared as soon as it becomes apparent.

## **Remuneration**

Lay representatives will be remunerated under the Casual Worker Scheme at a rate of £40.25 per half day. They are also eligible to claim travel and subsistence costs necessarily incurred on HEIW duties. Please refer to the Lay Representative Handbook for further information on submitting timesheets and expenses claims.