

## Wandsworth Clinical Commissioning Group

### Recruiting patients with lived experience to support procurements

A re-procurement process has begun to appoint a provider for the Dementia Support Service in Wandsworth which is needed to offer support for people living with dementia, their families, carers and /or friends.

Wandsworth CCG would like to invite people with lived experience of Dementia and Carers to join the procurement panel for the selection of a provider for the following service:

#### Dementia Support Service

The service will:

- provide support for people with dementia, their carers, families and those close to them.
- be open to anyone with dementia or their carers who live in Wandsworth or are registered with a Wandsworth GP (including for people with dementia living in a care home).

The potential provider/s will need to evidence their plans to:

- develop closer working relationships and collaboration between the service and health and social care services including the voluntary sector
- increase the emphasis on working with carers including carers for residents with dementia in care homes
- develop closer work with link workers to reduce social isolation

#### Background information

Patients are at the heart of everything we do in Wandsworth, and we believe it is important that patients and the public who have lived experience of health conditions and of local services are meaningfully involved in their design and development. We are therefore looking for **two people** with experience of using and/or supporting a person with Dementia to access services, to join the procurement panel **for the interview phase** to help us select a new provider. Your perspectives and expertise are greatly valued and are crucial to ensuring potential providers are held accountable particularly regarding the continual improvement of patient experience.

#### Who should express an interest?

We are keen to hear from you if you:

- have recent experience of using or caring for someone who lives with Dementia;
- are interested in improving health and care services in Wandsworth;
- are able to keep conversations confidential;
- are comfortable working as part of a group;

- have time available to commit to the dates outlined below;
- can represent Wandsworth Clinical Commissioning Group positively.

Your experience may have been gained through personal experience of requiring access to a Dementia services and / or supporting other people to access this kind of service in the capacity of a paid or unpaid carer or service manager, provider / leader.

### What is involved?

<b>Experts by Experience will:</b>	<b>Time commitment</b>	<b>Dates / Times</b>
1. Attend a commissioner-led briefing	1 hour	23 <sup>rd</sup> December 2019
2. Read the summary service specification	1 hour	20 <sup>th</sup> December 2019
3. Read and comment on the provider bids	3 hours	3 <sup>rd</sup> January 2020
4. Attend bidder interviews as a procurement panel member and ask the agreed patient experience questions and give feedback	4 hours	6 <sup>th</sup> January 2020 9-12am
5. Visit the new service and complete a questionnaire	2 hours	April 2020
6. Complete an evaluation form	10 minutes	April/May 2020

### What you can expect from us

Wandsworth CCG commissioning team will:

- provide you with a briefing about the project
- support you through the process of reading the service provider submissions including providing you with training, if needed
- provide you with printed copies of documents, if needed, to avoid you incurring printing costs

Wandsworth CCG works to ensure patient and public representatives who work with us feel valued and are not out of pocket. We will therefore cover travel expenses and arrange any other reasonable adjustments to support you to take part.

You will be working with other patients and representatives who have also recently used Dementia services as we recognise that involvement works best when there is peer support.

### [How to express an interest](#)

Please contact us by email or phone if you are interested in working with us on this project and let us know what experience you feel you could bring.

Naomi Good

NHS Wandsworth CCG Patient and Public Engagement Manager

Email: [naomi.good@swlondon.nhs.uk](mailto:naomi.good@swlondon.nhs.uk)

Call: 07747 126 029