

Recruitment and Management of Lay Representatives Standard Operating Procedure

Yorkshire and the Humber Deanery

Workforce Training and Education, Yorkshire and Humber, NHS England



Name of Document	Recruitment and Management of Lay Representatives		
Category	Standard Operating Procedure (SOP)		
Purpose	This document is one of a suite of Standard Operating Procedures to support the management of trainees across England. This SOP is aligned to the principles of 'A Reference Guide for Postgraduate Foundation and Specialty Training in the UK' (The Gold Guide) and 'A Reference Guide for Postgraduate Dental Core and Specialty Training' (The Dental Gold Guide). Please refer to the most recent versions. This SOP is for internal use within the Yorkshire and Humber Deanery.		
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1	23/01/2024	Zoe Robb	Reason for Change, what has changed, etc New guidance.

Document Status

This is a controlled document. Whilst this document may be printed, the electronic version posted on the SharePoint site is the controlled copy. Any printed copies of this document are not controlled.

This document is not intended to be interpreted as a policy statement. This is a local guidance document for faculty and staff in the Yorkshire and Humber Deanery to enable consistency of application, it is not intended to be published on the website. It is recognised there may be exceptional circumstances when deviation from this guidance may be required.

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1. The Purpose of Lay Representatives

1.1. Purpose

The Yorkshire and Humber Deanery are committed to promoting high-quality education and training, to ensure these are responsive to the changing needs of patients and local communities and represent value for money. This commitment will be supported by the standardisation and a corporate approach to lay representation.

Lay representation enables the Deanery to put patients and the public at the heart of the education, training and workforce planning processes. Their involvement in our work ensures transparency, robust decision making, inclusiveness and accountability.

The purpose of this document is to outline and support the Lay Representative process.

1.2. Scope

This SOP applies to all Lay Representatives in YH and outlines the corporate approach which must be utilised and referenced by those involved in lay representation. This SOP includes the internal procedure for recruitment, management and training of Lay Representatives.

1.3. Purpose of lay representatives

Lay Representatives act as critical friends by observing and advising on the processes of education and training across Yorkshire and the Humber, to deliver better training, leading to better patient care, outcomes and experiences.

Lay Representatives provide externality and quality assurance on processes enabling the Deanery to make fair decisions relating to issues affecting education and training; ensuring that decision making processes are consistent, robust and transparent. They observe, witness and challenge appropriately, where necessary, such processes to ensure equity of approach and non-discriminatory practices are demonstrated by all panel/committee members.

Lay Representatives are involved in a wide variety of activities to support us, including:

- Recruitment and selection
- Annual Reviews of Competence Progression Panels (ARCPs)
- Appeals
- Quality Interventions
- Meetings
- School Boards

Through this public and patient involvement, the Deanery endeavour to connect the quality of patient care directly to the delivery of high-quality education and training.

1.4. National Context

GMC Standards for curricula and assessment systems (General Medical Council, 2010), The Gold Guide (Department of Health, 2022 9th Edition) and the Dental Gold Guide (COPDEND, 2023) highlight the importance for external scrutiny of decision making because of the important public role we undertake and the implications of its decisions for individuals.

2. Roles and responsibilities

The following section outlines the responsibilities for each stakeholder in relation to Lay Representatives.

2.1. Lay Representatives

The roles and responsibilities for Lay Representatives are stated within the Recruitment Profile for the role.

2.2. Portfolio Management Office (PMO)

The PMO will lead the administrative processes which engage with lay representatives on behalf of the YH Deanery. The specific responsibilities of the PMO are the recruitment and management of Lay Representatives which is outlined in sections 4 and 6.

2.3. Directorates

All directorates within the Deanery can access the pool of Lay Representatives. They are responsible for involving lay representatives in processes or activity; this includes when there is a requirement stipulated within a SOP or policy.

2.4. Associate Dean Lead

The Associate Dean Lead is the Postgraduate Dean's nominated deputy for Lay Representatives. They are responsible for the management of the Lay Representatives and chairing the Update Meeting every six months.

The Associate Dean Lead is responsible for following up on any complaints or feedback on, or from, Lay Representatives.

2.5. Process Lead

The individual leading the process in which a Lay Representative has been involved will be responsible for providing feedback about the Lay Representative.

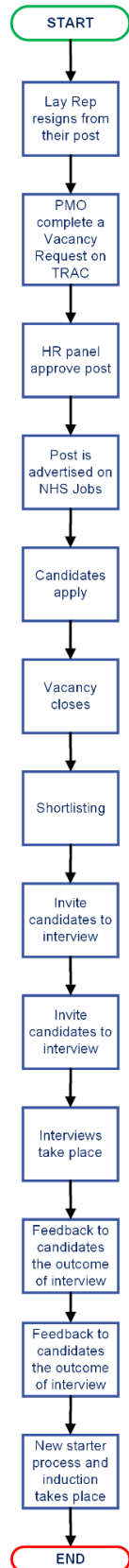
3. Funding Arrangements

Lay Representative claims will be funded from the budget of the requesting Directorate, e.g. a Lay Representative claim for an Anaesthetics ARCP panel will be funded from the Anaesthetic School budget.

4. Process

4.1. Process for recruiting to lay representative roles

YH Deanery Recruitment of Lay Representatives Process



4.2. Booking a Lay Representative process

YH Deanery How to book a Lay Representative Process

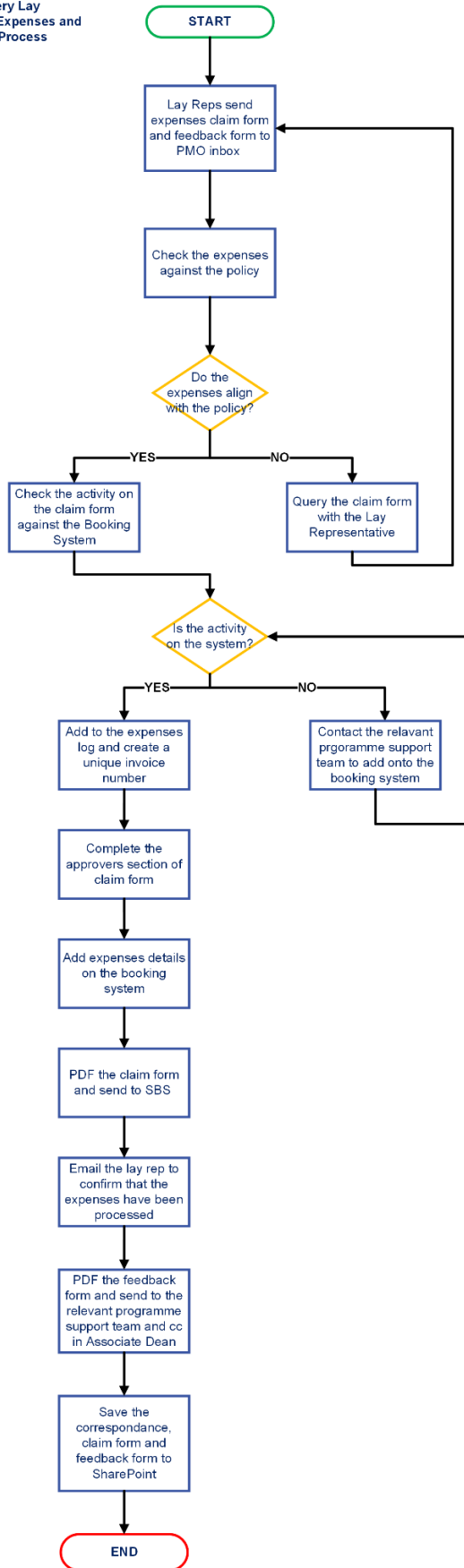


4.3. Liaison between directorates and lay representatives

Directorates are responsible for booking the Lay Representatives according to the relevant SOP, e.g. ARCP Operational Guidance. They are responsible for notifying the Lay Representative of the date, time, venue, preparation work and any changes or cancellations in a timely manner.

4.4. Processing Lay Representative Expenses

YH Deanery Lay Representative Expenses and Feedback Process



5. Recruitment of Lay Representatives

The administrative processes regarding the recruitment and appointment of Lay Representatives are the responsibility of the Portfolio Management Office (PMO).

Recruitment will be carried out by a formal appointment process (via TRAC system) with the ethos of open and fair competition.

5.1. Eligibility

It is expected that candidates will live within the location of the communities served by the NHS in Yorkshire and the Humber. Lay Representatives will be members of the public without a clinical qualification. Lay Representatives must not be currently employed either in a clinical/healthcare role or as a non-executive within a local healthcare provider.

5.2. Role and Responsibilities

The role and responsibilities of Lay Representatives within their various remits and settings are detailed in the Recruitment Profile, Appendix A of the National SOP.

5.3. Terms and Conditions

The appointment of Lay Representatives is subject to the terms and conditions set out within the NHS Contract Agreement for Services.

5.4. Period of Appointment

The initial appointment is for 3 years, with a view to extending for a further term subject to the needs of the organisation and review.

Lay Representatives will not normally continue in the role for more than 6 years.

6. Remuneration

In line with [national framework](#), Lay Representatives will be reimbursed at £150.00 for a full day and £75.00 for half a day (up to 4 hours), plus travelling (56p/mile) and parking expenses.

6.1. Cancellation of Events

We recognise the inconvenience to Lay Representative's when events are cancelled at short notice, therefore the Lay Representative will be able to claim a fee for any cancellations made as follows:

- Less than 2 working days - payment in full.
- Less than 5 working days - payment in half.

No reimbursement will be made where more than 5 working days' notice is provided.

Reasonable notice (of at least 48 hours) should be given to the Yorkshire and Humber Deanery if a Lay Representative is no longer able to attend an event they were scheduled to take part in; under these circumstances no fee will be paid.

6.2. Preparation Time

If an event involves a substantial amount of preparation time Lay Representatives are entitled to claim for this time. The agreement of preparation time should be decided by the relevant team/person booking the Lay Representative and agreed in advance of an event/meeting.

Preparation time will be reimbursed as follows:

- Less than one hour this would be included in the half daily/daily fee.
- Up to 4 hours would be paid at the half daily rate.

7. Management of Lay Representatives

The PMO will undertake administrative processes relating to the oversight of the Lay Representatives process which includes:

- Maintaining a central log of Lay Representatives on the online booking system and a personal profile.
- Allocating Lay Representatives to the various teams/specialities.
- Maintaining a record of all lay representative activity.
- Ensure all lay representatives have completed mandatory training via E-Learning for Health and maintain a record of their training.
- Processing expenses claims.

After a period of three years Lay Representatives will rotate and be re-assigned new Specialities/Teams to ensure an appropriate level of externality/independence are maintained.

7.1. Review/Appraisal

To ensure the Lay Representatives have the required knowledge and skills and sufficient support to undertake their role, feedback will be given on their performance and contribution for example, ARCP assessment panel members, quality intervention panel members.

Feedback provided by previous groups on the performance of the Lay Representatives will be sent to the Associate Dean Lead who will deliver feedback to the Lay Representative.

Any themes or good practice will be collated and will be used as part of a group appraisal at the training and development day.

7.2. Time commitment

Lay roles with the Yorkshire and Humber Deanery provide no guarantee of work. The time commitment required will vary and availability will be mutually agreed with the Lay Representative before each event.

Lay Representatives will be expected to attend a minimum of 5 events per year, to ensure that skills and experience are maintained. For those events which last longer than a day these will count as 2 events e.g. recruitment over 2 days. In those circumstances where 5 events are not achieved the Associate Dean Lead and Lay Representative will discuss the circumstances.

The role requires the Lay Representative to demonstrate a degree of flexibility and a willingness to make themselves available for Deanery events. Therefore, if a Lay Representative is unavailable on three consecutive occasions for events at which their attendance has been requested, we may need to review their appointment.

Lay Representatives may be required to attend events across various locations in YH in person. Most events will be scheduled for weekdays; however, on some occasions there may be early starts/late finishes outside normal office hours and during a weekend. Lay Representatives are expected to accommodate these conditions as far as possible, giving advance notice to directorates or PMO where circumstances will not allow early starts/late finishes and weekend commitments.

A number of events will be in a virtual format, and this will be clearly communicated in advance.

7.3. Confidentiality

In the course of their duties Lay Representatives will access confidential and sensitive information; the constant exercise of discretion and tact and the maintenance of confidentiality are therefore crucial.

Particular attention should be paid to the need to protect personal data in accordance with the principles of the Data Protection Act. All such information derived directly or indirectly during the Lay Representative's work should be treated confidentially and should not be disclosed to any unauthorised person.

7.4. Concerns and Complaints

Lay Representatives are required to complete Lay Representative Feedback Questionnaires following events. If there are any matters they wish to raise they can do so via the feedback form (Appendix A) or by contacting the PMO Programme Support Manager and/or Associate Dean Lead. Where concern is raised, this may be considered further or investigated.

Any feedback (positive or concern) about the performance or conduct of a Lay Representative should be raised with the PMO using the Lay Representative Feedback Questionnaire (Panel Chair). Positive feedback will be shared directly with the Lay Representative and Associate Dean Lead.

If concern is raised about the behaviour or conduct of a Lay Representative, a review will be held with the Associate Dean Lead, PMO Programme Support Manager and the Lay Representative in attendance. Notes and actions of the review will be recorded. A copy will be kept on file and a copy sent to the Lay Representative.

7.5. Notice Period

Lay Representatives are expected to give at least one months' written notice if they wish to terminate their appointment.

The Deanery will give at least one months' notice to terminate the appointment of a Lay Representative. During this time, the Deanery reserve the right to cancel a Lay Representative's previously requested attendance at any arranged events.

7.6. Training and Development

All appointed Lay Representatives will be provided with appropriate training and development. A training and development programme will be set out to ensure the Lay Representatives have the required knowledge, skills and sufficient support to undertake their role. This will include an induction at the time of appointment.

The table below sets out the minimum mandatory training requirements:

Training	Frequency
Equality and Diversity	Kept up to date and refreshed every 3 years
Information Governance/ Data Security Awareness Level 1	Kept up to date and refreshed every year
ARCP Training	Face to face training to be completed on appointment and refreshed every 3 years
Update Session	2 per year at six monthly intervals, online via MS Teams

In addition, the PMO and Associate Dean Lead will be responsible for providing training and updates for Lay Representatives regarding any relevant policies and procedures relating to the work they are undertaking. This may include involving other teams/directorates to support training.

Lay Representatives will be paid for the attendance at any mandatory training and development.

7.7. Communication with Lay Representatives

The PMO Team will communicate with Lay Representatives via email, they will send communications and meeting invitations from the below email address.

- england.postgraduatedeansoffice.yh@nhs.net

Lay Representatives will ensure that they check their spam folders for any communications. They may be contacted via email from any of the email addresses listed on our [Contact Us](#) page.

Lay Representatives will not be provided with an NHS.net email address and therefore any sensitive information communicated via email should be encrypted as per [NHSE Information Security](#).

8. Monitoring Progress of the Process

The effectiveness of the policy will be reviewed on a regular basis by the PMO with any discrepancies or possible changes highlighted to the SOP Development and Delivery Group where required. Any adjustments following feedback or changes to national or local policy will also be considered, reviewed and highlighted. This SOP will be reviewed to consider any changes that are required formally on an annual basis.

Monitoring activity of Lay Representatives will take place via the records log maintained by PMO.

Each directorate will monitor Lay Representative attendance for their own events/activities in alignment with the relevant SOP/guidance. Any concerns will be fed back to the PMO to escalate.

9. Equality Impact Assessment (EIA)

English Deans are committed to equality, diversity and inclusion (EDI), with a duty to eliminate discrimination, promote equality and ensure inclusive opportunities are available to all with regards to age, disability, gender, ethnicity, sexual orientation, religion or belief in the design and delivery of all our services. English Deans aim to meet and exceed their statutory obligations under the Equality Act 2010 by adopting a continuous improvement approach.

10. Contacts in the Yorkshire and Humber Deanery

Role	Name	Email Address
Associate Dean Lead for Lay Representatives	Adam Burns	Adam.burns@nhs.net
Portfolio Management Office (PMO)	PMO	england.postgraduatedeansoffice.yh@nhs.net



Appendix A – Lay Representative Feedback Form

NHSE Lay Representative Feedback Form

Event Details
Lay Person:
Date of Event:
Type of Event: <i>(incl speciality where relevant)</i>
Location:

Summary of Event
<p>Were you appropriately informed of the arrangements (dates, time, venue) in advance of the event?</p> <p style="text-align: center;">Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If No, please specify why and where improvements could be made</p> <p>.....</p> <p>.....</p>
<p>How did you prepare for the event to enable you to fulfil your role fully?</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p>Were the structure and delivery of the event in accordance with local / national guidelines? (eg. was timetable realistic/for ARCPs proper constitution of the panel)</p> <p style="text-align: center;">Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If No, please specify why and where improvements could be made</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p>Were details of the event (Assessment outcomes, Interview documentation, Minutes etc) recorded appropriately?</p> <p style="text-align: center;">Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If No, please specify why and where improvements could be made</p> <p>.....</p> <p>.....</p> <p>.....</p>



Part of Health Education England Yorkshire & the Humber’s responsibility is to ensure that all parties are treated fairly and equitably through all processes and events (Equality Act, 2010). Was the event equitable in process for all those involved?

Yes No

If No, please specify why and where improvements could be made

.....

Were any problems encountered?/suggestions for any improvements:

Yes No

.....

Areas of Good Practice

Areas of good practice are those which could be used by colleagues locally and nationally to improve the quality of postgraduate medical education. Please list below any areas of good practice which you have identified.

.....

.....

Areas of Development

Please list below any areas of development which you have identified that you feel need further investigation by NHSE Y&H.

.....

.....

Lay Rep Signature: Date:

Please return the form to: england.postgraduatedeansoffice.yh@nhs.net

Appendix B – Lay Representative Feedback Questionnaire

LAY REPRESENTATIVE FEEDBACK QUESTIONNAIRE

(Completed by panel Chair/Lead - please note feedback is shared with Lay Reps)

Full name of Lay Representative:								
Type of Event: (please circle)	ARCP	Specialty interviews	School committee	Trainee appeal				
Other (please state):								
Date(s) of Event:		Specialty:						
Were the arrangements for booking a lay representative satisfactory?				Yes	No			
If no, please comment:								
Did the lay representative arrive on time?				Yes	No			
Did you understand the purpose of lay representative at the event?				Yes	No			
Did the lay representative fulfil their purpose in your opinion?				Yes	No			
1. Understand the process? 2. Satisfactory engagement in the process?								
How would you rate their contribution? (1 negative to 5 positive)				1	2	3	4	5
Any other comments:								
Form Completed by (full name):								
Please return the questionnaire to:								
E-mail to: PostgraduateDeansOffice.yh@hee.nhs.uk								
Thank you for completing this feedback questionnaire.								