

Information Pack: Lived Experience Partners

Part 1: General Online NHS Trust Introduction

Introduction

Thank you for your interest in becoming a Lived Experience Partner with Online NHS Trust.

Working in partnership with patients helps to ensure services meet people's needs, improving their experience and outcomes. Becoming a Lived Experience Partner is one of the important ways that we can hear people's voices.

Please read this application information pack before completing the application form for this role. It will help you decide if the role is right for you.

If you would like support or this information in another format, please contact onlinetrust.info@nhs.net.

The closing date for applications is **5pm on 30th October 2026**. Interviews to take place **9th November**.

Please note that correspondence will be primarily via email, unless otherwise requested. If you do not have access to email and would like to be contacted via telephone, please state this on your application form.

This post attracts an involvement payment in line with NHS England's [Working in partnership with people and communities policy](#)

Please note: Involvement payments are classed as a form of income by HMRC and are subject to deductions including tax and National Insurance (depending on individuals' circumstances).

Involvement Payments are made via payroll for tax purposes only, to ensure that Online NHS Trust makes payments in a tax compliant way in line with [HMRC guidance](#). Lived Experience Partners are not employees, workers or agents of the Trust.

Before accepting an offer of a role with an involvement payment you are advised to get independent advice. You may wish to contact the job centre or Citizens Advice.

Online NHS Trust is not able to provide benefits advice (or any other financial advice) to Lived Experience Partners.

You can choose to decline an involvement payment if you wish.

How to apply

Please complete the following:

- Application form: [Lived Experience Partner Application Form – Fill in form](#)
- Equal opportunities monitoring form [Equal Opportunities Monitoring Form - Lived Experience Partners – Fill in form](#)

If you do not wish to complete the online form, you can send these documents by email to onlinetrust.info@nhs.net.

We understand that filling in forms is not the most accessible way for some people to apply for roles. We do not want the application process to be a barrier to your involvement. If you would like to apply for the role in a different way, for example by telephone or by sending a voice recording or if you would like support to apply for this role, and/or information in another format please contact onlinetrust.info@nhs.net.

We will rely on the information you provide in the application form to assess whether you are a good fit for the role.

Diversity and equality of opportunity

Online NHS Trust values and promotes diversity and is committed to equality of opportunity for all. To help us understand if we are achieving this, we ask you to fill out an **equal opportunity monitoring form** as part of the application process.

Online NHS Trust is a Disability Confident employer. Disability Confident applies to all recruitment opportunities, including Lived Experience Partner recruitment. Applicants who state that they have a disability and successfully evidence the essential criteria will be offered an interview. Please note: In certain recruitment situations such as high-volume, disabled candidates who best meet the essential criteria will be interviewed rather than all of those that meet the essential criteria.

Once we receive your application

The steps will be as follows:

1. We will acknowledge receipt of your application form via email. If you do not receive an acknowledgement within 2 working days after submission, please get in touch.
2. Applications will be shortlisted by a panel, including members drawn from the following groups: **Communication / Engagement and Clinical team.**
3. Applications will be assessed against the skills and experience required. Selection will be made on the basis of the content of the application form.
4. Interviews will take place via MS Teams on **9th November.**
5. Please note that two references will be taken up for successful applicants before the role is confirmed.
6. All applications will receive a successful or unsuccessful notification. The successful notifications will include information about next steps.

If you wish to be informed about future involvement opportunities, please sign up to the [#StartWithPeople Network](#)

If you have any queries about the application process or would like an informal discussion about the opportunity – please contact Felicity Smith onlinetrust.info@nhs.net.

Part 2 – Role specific information

Background, context and aims of the programme

NHS Online - [Online NHS Trust](#)

We are building a new way for people to access NHS care.

The Online NHS Trust was created on 1 June 2026 as the first national, digital-first NHS Trust. Our focus is on making it simpler and faster for people to get the safe NHS care they need.

We are developing virtual services that will:

- help reduce waiting times
- improve access to care across the country
- make it easier for people to access NHS services from wherever they are

Our ambition is to support the NHS to deliver high-quality care at a national scale, while improving patient experience and tackling health inequalities.

We plan to begin offering services to patients by the end of 2027.

How it will work

A new online provider for specialist care

From 2027, the Online NHS Trust will give people in England the option to receive planned care through the NHS App.

It will connect people with specialist clinicians across the country, helping them get care sooner without always needing to travel.

Using the Online NHS Trust is optional. Anyone who prefers in-person appointments will continue to use existing services as usual.

What the Online NHS Trust will offer

When it is the right option for their care, people can use the service to:

- have online consultations
- get advice on managing their condition
- access digital prescriptions for use at local pharmacies
- book tests, treatments and procedures through the NHS App at locations close to home or work

How it will work

Care starts with a primary care consultation. If specialist input is needed, the GP or other practitioner may offer the Online NHS Trust as a referral option, but only when it is suitable for the person and their condition.

If the person chooses the Online NHS Trust, they:

- manage their care through the NHS App
- may answer simple questions about their symptoms online
- have their notes, test results and responses reviewed remotely by a specialist clinician
- receive notifications through the NHS App when action is needed – for example, answering questions, attending an online consultation or booking a test

If a physical examination or procedure is needed, NHS Online will offer these through existing local providers, such as community diagnostic centres or surgical hubs.

Conditions covered first by the Online NHS Trust

The service will start with conditions where evidence already shows digital care works well and current waiting times are long.

Only those that can be safely managed partly or fully online will be included.

Why is the Online NHS Trust being introduced?

The Online NHS Trust is designed to:

- offer more choice and convenience
- provide faster access to specialist care
- reduce waiting times by using specialist teams across England
- free up face-to-face appointments for those who need them most
- support more efficient use of NHS resources

It is expected to deliver up to 8.5 million appointments and assessments in its first 3 years.

What is the role of the Lived Experience Partner within the Online NHS Trust?

Lived Experience Partners are people who bring direct personal experience of using services, living with a condition, caring for someone or navigating relevant health and care pathways. This means the role is open to anyone who can draw on relevant experience to advocate for patients in relation to the conditions we are focusing on. They use this

experience to advise, challenge and strengthen decisions about service design, delivery and improvement.

For Online NHS Trust, Lived Experience Partners would act as critical friends across the programme during meetings and alongside our clinical colleagues. They will bring patient insight into practical discussions about how pathways are designed, how patients understand and choose the service, what support they need and where risks or barriers may arise.

We are specifically looking for patients who have experienced the following conditions:

- Iron Deficiency Anaemia (IDA)
- Irritable Bowel Syndrome (IBS)

Applicants must be over 18 years of age.

You will have a key role to play in championing engagement and patient voice within the Trust, which includes:

1. Having an awareness of, and commitment to, equality and diversity.
2. Working creatively and collaboratively and having experience of offering objective challenges.
3. Be able to display sound judgement and objectivity.

All Lived Experience Partners will need to comply with the [Standards of Business Conduct Policy](#) and respect the confidential nature of some discussions. The team will make it clear when a topic is confidential.

Skills and experience desirable for this role

- Have experience of one of the conditions mentioned above
- Be confident with online communication methods (e.g. MS Teams, e-mail etc.)
- Be available to attend meetings during working hours (9-5, Monday – Friday)
- Understand the need for confidentiality
- Passionate about healthcare
- Able to communicate with lots of different people
- Able to speak about their views, and where appropriate represent the views of others
- Have an awareness and commitment to equality, diversity and inclusion
- Able to keep up to speed with latest developments on the Trust

Time commitment

- You will need to be able to commit 2 days (15 hours) a month. This will be during the hours of 9-5, Monday – Friday. We expect most of this to be remote working, but there may be occasions where you will need to travel to our offices (London). Travel costs will be covered.
- We would like Lived Experience Partners to commit for at least 6 months.
- We expect you will be working alongside our clinical team in testing the pathways for patients, as well as sharing your experience with the wider Trust where appropriate.