Volunteer Tutor

Recruitment Pack

May 2007
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What is the Expert Patients Programme?

“A free course for people living with any long-term health condition”

The Expert Patients Programme (EPP) is an NHS self-management course for people living with any long-term health condition. The course provides an opportunity for people to learn new coping skills, which can help improve the quality of daily life.

Groups of 8-16 participants, with a variety of different conditions, meet over six weekly sessions of 2 1/2 hours per week. They are led through a structured course by trained tutors. Each session looks at ways to help manage the effects of their long-term condition such as:

- Managing symptoms such as pain and tiredness
- Dealing with difficult emotions such as anger, fear and frustration
- Coping with stress, depression and low self-image
- Eating healthily
- Learning relaxation techniques and keeping physically active
- Improved communication with family, friends and health professionals
- Planning for the future

The courses are led by two tutors, who themselves have experience of making life changes as a result of a long-term health condition. The majority of EPP tutors are volunteers. EPP courses are run in suitable venues in local communities and are free of charge.

The course does not provide any health condition or treatment information, nor does it look at specific health needs. The aim of the EPP is to give participants the confidence to take responsibility for their own care, whilst also enabling them to work in partnership with health and social care professionals. What makes EPP special is the sharing of skills and experience with people who have to deal with the same things as each other.

People who have been on an EPP course have reported an increase in:
- Control of their condition
- Feeling of well-being
- Ability to cope
- Exercise & relaxation
- Quality of consultations with Doctors

They have also reported a decrease in:
- Pain and fatigue
- Anxiety, depression and breathlessness
- Visits to GPs
- Outpatients visits
- A&E admissions
- Hospital admissions

For more information about EPP and courses in your area, visit: www.eppwales.org
Frequently Asked Questions about becoming an EPP Volunteer Tutor

Q. What do I need to do to become an EPP Volunteer Tutor?
A. Ideally, you will have already attended an EPP course as a participant, then all you need to do is contact your local EPP Co-ordinator to say that you would like to become a Volunteer Tutor.

Q. Will there be an interview?
A. Yes, you will be interviewed and asked for references. The interview will give you the chance to ask questions about the role of being a Volunteer Tutor and will also give you the opportunity to meet some of the people involved with the programme locally. We need to ensure that the quality of the programme is consistent across Wales and as the Volunteer Tutors have direct contact with members of the public/patients, we have to be sure that our Volunteer Tutors are suitable for the role.

Q. How long is the training?
A. The training is four full days; this is usually split 2 days one week, then 2 days the following week.

Q. Is there a test or exam at the end of the training?
A. As part of the training, you will be assessed delivering a chosen activity from the 6 week EPP course. The assessment is to make sure that our tutors are able to deliver the course effectively. The trainers who deliver the training will help you as much as possible to prepare for the assessment.

Q. What happens if I don’t succeed in the assessment?
A. Very occasionally we find that being a Volunteer Tutor is not right for a person - where this happens, we will always offer alternative ways for that person to be involved with the programme - for example, talking to people about the programme at events/community fairs etc, helping us with our marketing and publicity, contributing to newsletters or the website.

Q. Do I need my own transport?
A. It is a great help if you are able to drive and have your own car - or if you have access to your own transport (perhaps a relative or friend). If you don’t have transport but still want to be a tutor, then discuss this with your local co-ordinator to see if it would be a problem or not.

Q. Is there any ongoing support?
A. Yes. Each local area has regular Tutor Support meetings - these are not compulsory but our volunteer tutors find them a good way of keeping up to date and for sharing experiences of being a Volunteer Tutor - all tutors are encouraged to attend. There are also annual sessions delivered by the Principal Trainer, to which Volunteer Tutors are invited.
Tutors also have a series of ongoing assessments and monitoring visits by experienced assessors. This is to help further improve your delivery skills and to give advice and support if you are finding some parts of the programme difficult to deliver.

Q. **Can being a volunteer tutor help me get back into work?**
A. Yes it can for some people. Showing that you are committed to fulfilling a role, being part of a team, able to help others and reinforcing self-care messages in yourself each time you deliver a course has helped a number of people back to work. A number of the EPP Co-ordinators across Wales were Volunteer Tutors before being employed as Co-ordinators.

Q. **Do I need to attend an EPP course as a participant before training as a Volunteer Tutor?**
A. Yes, it is best to attend a six-week EPP course before training as a Volunteer Tutor. The majority of our tutor training courses are designed for those who have attended the six-week course. We do however, run at least one tutor training event each year which will accepts people who have not been on a six week course - the programme is slightly longer to compensate for this. (People who have attended a six-week course are able to attend this training if the dates of the usual training are not suitable for them).

Q. **With whom will I deliver the course?**
A. You will always deliver the course with another tutor. Your local Co-ordinator will make sure that you deliver your first couple of courses with an experienced co-tutor.

Q. **How many courses will I deliver?**
A. We ask that our volunteer tutors deliver 2 courses per year for three years. We do appreciate though that sometimes, this is not possible due to changes in circumstances, ill health or if people go back to work. Some of our Volunteer Tutors want to deliver more than 2 courses and so we always try to do what we can to fulfill such requests. If you feel that you would like to deliver more than two courses per year, then discuss this with your Co-ordinator.

Q. **How much preparation time does each course take?**
A. Everything that needs to be delivered in the course is already there for you in the Tutor Manual. The course is ‘scripted’ which means that you don’t have to prepare anything in order to deliver the session. What we do advise is that you take a little time chatting to your co-tutor a week or so before the start of the course to agree which activities each of you will lead on during the first week and to learn a bit about each other’s delivery preferences. Then, at the end of each subsequent session, you can discuss the next week’s activities with your co-tutor. There are a couple of things that need to be agreed before each session such as what each of you will do for your action plan for the coming week.
In all, no more than about half an hour needs to be taken to prepare yourself for the session you are delivering on any particular week. This would include reading through the activities of the session in the Tutor Manual and briefly reminding yourself of the relevant sections of the course Handbook for that week’s session.

In most areas, Tutors are asked to make their own set of course charts (flipchart paper and pens will be provided!). You will be given advice about this during the Tutor training.

**Q. Do I get paid for being a Volunteer Tutor?**  
A. No, although any expenses incurred will be reimbursed so long as they have been agreed with the local co-ordinator first.

**Q. Where will I be asked to deliver the course?**  
A. This should be discussed and negotiated with your local Co-ordinator. Much is reliant on whether or not tutors have their own transport. Some tutors are happy to deliver within a certain distance of their home, where as others deliver anywhere within their own county area. Some tutors are willing to travel to neighbouring counties in the event that a tutor is sick or not able to deliver a session.

**Q. Do I have to book the venue?**  
A. No, the Co-ordinator is responsible for all venue reservations. If, however you are aware of suitable venues in your area, then you Co-ordinator would be very interested to hear about them. We have a strict criteria for the types of venues we use and so sometime have difficulty in finding such venues. All venues must be assessable for people with disabilities.

**Q. Do I have to recruit participants?**  
A. No, this too is the responsibility of the Co-ordinator. We would however encourage you to talk about the programme at any appropriate opportunity and many of our tutors always have a supply of our leaflets so that they can give them to friends or family.

**Q. What happens if I am unable to deliver a session (if I am unwell for example)?**  
A. It is usual practice to have a third tutor on ‘stand by’ in case one of the course tutors is unable to deliver a session. If you are unable to deliver a session, just contact your Co-ordinator and they will sort it out - they may even fill in for you themselves.

**Q. Will I need to have a police check?**  
A. Yes, all our volunteer tutors undergo an Enhanced check. We need to ensure that the participants who attend the course (and any person who refers a patient to the course) have the peace of mind that the tutors have had the relevant checks made. There is more detailed information about police checks (Criminal Records Bureau Checks) in this pack.
EPP Volunteer Tutor - Role Profile

Role Summary
The role of an EPP Volunteer Tutor is to participate as a member of an EPP tutor network team, in the delivery of courses within a local community.

Responsible to
EPP Volunteer Tutors are responsible to a named local EPP network co-ordinator, employed by the Local Health Board or Voluntary Council. The EPP co-ordinator will maintain close contact with the local team of volunteer tutors through planned quarterly meetings and, when requested, for individual advice and support.

Role of EPP Tutor
- To deliver a minimum of two 6-week EPP courses per annum
- To make arrangements with co-tutor as required to discuss, plan and prepare the delivery of the course sessions
- To deliver courses in an equal and supportive partnership with a co-tutor
- To deliver courses according to the scripted manual. Any additional request for information from participants about care or treatment should be directed to the appropriate professional contact (when necessary, please contact your local co-ordinator for advice)
- To participate as a member of the local EPP network volunteer tutor group
- To contribute experiences and suggestions arising from the delivery of courses which will benefit the further development of EPP Wales
- To attend quarterly meetings of EPP tutors in order to review progress, share ideas and deal with issues relating to further development of EPP
- To attend refresher training / annual supervision meetings in order to maintain tutor accreditation
- To act as an ambassador for EPP courses within the local community and helping to spread the word so that more people are able to attend
- To respect confidentiality - However there may be instances when it is necessary to break confidentiality e.g. in cases of self-harm, harm to others or child protection. It is appropriate to discuss such issues of concern with your EPP Co-ordinator
- At all times adhere to EPP policies of Equal Opportunities.
What you can expect from your local EPP Co-ordinator:

- Access to a named EPP Co-ordinator (when required) to provide advice, support and supervision during and after each course.

- Planned opportunities to meet as a team, every 3 - 4 months to contribute ideas for the further development of the EPP within the community.

- To have all the necessary planning, organisation and administrative arrangements in place (e.g. planning venues, day to day contact informing course participants, raising awareness and marketing), so that volunteer tutors can concentrate on the planning and preparation required with the co-tutor to secure the delivery of courses.

- The reimbursement of out of pocket expenses e.g. travel. Your co-ordinator will provide information about how to claim expenses.
EPP VOLUNTEER TUTOR PERSON SPECIFICATION

Criteria:  E = Essential   D = Desirable

Experience of living with & in self-managing a long term limiting health condition including dealing with associated personal feelings or caring for someone with a long term condition.  E

Good group working skills & the ability to support all participants with a long-term health condition.  E

Good communication & listening skills.  E

Appropriate level of confidence and maturity  E

Ability to work as part of a team.  E

Ability to accept supervision and build on feedback.  E

A current driving licence or access to transport.  E

Willingness to travel out of home area as necessary  D

Ability to complete routine administration after courses, e.g. submitting expense forms & monitoring forms.  D

Ability to promote the programme to third parties  D

Ability to carry out this role at all times within an Equal Opportunities and Quality Assurance framework  E

Ability to deliver a scripted education programme  E
# APPLICATION FOR VOLUNTEER TUTORS

**Name:**

**Address:**

**Post Code:**

**Tel No (day):**  
**Tel No (evening):**

**Mobile Tel No:**  
**email:**

**Present / previous occupation / volunteer experience relevant to your application:**

**Emergency contact name:**

**Relationship:**

**Tel No (day):**  
**Tel No (evening):**

**Mobile Tel No:**

- **Do you have a long-term health problem?**  YES / NO
- **Are you a carer?**  YES / NO

- **Have you previously attended an EPP course?**  YES / NO
  - **If yes, please tick which weeks you attended:**
    - Week 1
    - Week 2
    - Week 3
    - Week 4
    - Week 5
    - Week 6

- **Do you drive?**  YES / NO
- **Do you have access to your own transport**  YES / NO
Information to support your application:

What are you hoping to gain from getting involved in the programme?

Please tell us your experience of living with a long-term health condition and about any personal feelings about your condition that you may have explored and dealt with.

What does self-management mean to you and what aspects of self management have you incorporated into your life?

Referees:
As part of your voluntary work with the Expert Patients Programme, you may come into contact with vulnerable people. We would, therefore, wish to take up references from individuals who are not family members.

Name: [ ]
Address: [ ]
Relationship: [ ]
Tel No: [ ]

Name: [ ]
Address: [ ]
Relationship: [ ]
Tel No: [ ]
Criminal Records Bureau (CRB)

It is now a legal requirement that all volunteers working with vulnerable adults will be required to have a police check at an enhanced level. This applies in all cases even when volunteers are observing or helping out.

Have you been convicted of a criminal offence? YES/NO

Because of the nature of the role of EPP Volunteer Tutor, this role is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975.
Applicants are therefore not entitled to withhold information about convictions which for other purposes are ‘spent’ under the provision of the act.

Is there any information that you should give YES / NO

If yes, please give details:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Note: Having a criminal record will not automatically stop you from volunteering with the programme. The final decision will be made by the Chief Executive of the Local Health Board.

Are there any physical or mental health issues that you feel we could support you with when volunteering with the programme? YES / NO

Please specify:

Confidentiality
I understand that anything I hear or see regarding individuals during my volunteer work with the Expert Patients Programme must be kept in the strictest of confidence (unless it concerns harm to self or others or child protection issues). I accept that a breach of this confidentiality may result in a termination of my volunteering with the programme.

I confirm that the information given in this application form is correct:

Signature:______________________ Date:__________________

Print Name_____________________
Volunteer Tutor Agreement

PLEASE NOTE:
This agreement must be completed in discussion with the EPP Co-ordinator and done prior to the volunteer attending the tutor training course.

Volunteer Position: EPP Volunteer Course Tutor

<table>
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<tr>
<th>Name:</th>
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<td>Start date:</td>
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Responsible to: The EPP network co-ordinator

Purpose of role
To deliver the EPP self-management courses in ____________(state area)

Main responsibilities
Refer to EPP Volunteer Tutor - Role Profile (copy attached)

Duties
To deliver a minimum of 2 courses a year, for a period of three years with the approval and support of local network EPP network Co-ordinator.

EPP tutors course
Attend EPP tutor training course (up to a total of 24 hours) and pass a formal assessment of delivery during that training event.

EPP Tutor Accreditation
Following successful completion of the tutor training course, you will be assessed on the delivery of the first two 6 week courses in the community and more if required.

After the successful delivery of two courses a certificate of accreditation will be awarded by your EPP co-ordinator.

There are systems built in to gain and maintain accreditation such as refresher training and annual supervision sessions.

Note: EPP volunteer tutor assessments are performed by Welsh Assembly approved / registered assessors.
Quarterly Meetings for EPP Tutors
You will be encouraged to attend quarterly meetings arranged by your local EPP network co-ordinator. This will be an opportunity for direct support, supervision and tutor networking.

Regular Monitoring
Following accreditation, tutors will receive regular monitoring through observed practice every 12 months or every 3 courses (whichever occurs first) to ensure that quality is maintained. The first monitoring will be performed on the delivery of the tutor’s third course. All tutors will be required to attend supervision events at least once per year in order to maintain accreditation.

Outline of legitimate expenses (details on attached sheet)
Ensure that any expenses incurred are submitted to the EPP Co-ordinator as outlined the ‘Expenses Guidance’.

Code of conduct
As an EPP tutor, you are required to abide by the organisation’s Equal Opportunities policy and represent the programme in accordance with the values, principles and commitments of the programme.

Criminal Records Bureau (CRB) Enhanced Level Disclosure Check
CRB Enhanced Level checks are mandatory for EPP volunteer tutors as the role involves the delivery of training to vulnerable adults. Information about the CRB check and how to apply is attached. Please note that the LHB/Organisation will pay the application fee.

As a volunteer tutor you are required to notify the Local Health Board / Voluntary Organisation hosting the programme in writing within 7 days if you are convicted of any criminal offence, bound over to keep the peace, accept a police caution, become the subject of any adverse investigation into fraud or professional conduct. This does not apply to traffic offences unless the penalty for the offence includes imprisonment or disqualification from driving.

Failure to declare any criminal offence will lead to the need to review your suitability to continue as a volunteer tutor.

Course Equipment
The LHB/Organisation will provide the equipment, training materials and handbooks necessary to enable the delivery of EPP courses. Depending on the venues used, it may be necessary for tutors to store and carry the equipment over the six weeks. (Arrangements will be made for tutors who are not able to lift or carry the equipment).
Notice period
In the event of you being unable to deliver a course, you are required to contact your EPP network co-ordinator as soon as possible, so that alternative arrangements can be made.

Termination of the Agreement
Your EPP co-ordinator will review your activities and progress on an ongoing basis and reserve the right to withdraw from the scheme any volunteer Tutor whose volunteer activity or general conduct does not adhere to the standards required.

(specify name of LHB/Organisation .............) EPP Co-ordinator reserves the right to terminate the agreement in the event of the volunteer not carrying out their role satisfactorily.

<table>
<thead>
<tr>
<th>Declaration: (Please print name)</th>
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<tr>
<td>I, ______________________________ confirm that I wish to take up the offer to become an Expert Patients Programme Volunteer Tutor. I understand and accept the terms and conditions listed above, including record keeping and confidentiality of information relating to course participants.</td>
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<tr>
<td>Signed:</td>
</tr>
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<td>Date:</td>
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<thead>
<tr>
<th>EPP Co-ordinator/trainer</th>
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<tbody>
<tr>
<td>Name:</td>
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<tr>
<td>Please print</td>
</tr>
<tr>
<td>Signed:</td>
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<tr>
<td>Date:</td>
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A copy of this agreement should be given to the volunteer tutor and the original kept in their file at the local EPP office.
Criminal Records Bureau (CRB) Disclosure Checks and EPP Volunteer Tutors

Some frequently asked questions:

What is a CRB Disclosure check?
A CRB Disclosure is a way of checking whether a person has a criminal record.

What is an Enhanced Level CRB Disclosure check?
An Enhanced CRB Disclosure check contain details of all convictions current or spent, as well as details of cautions, reprimands or warnings.

Why is an Enhanced Level CRB check necessary?
Since 18th March 2005, CRB Disclosure checks are a mandatory part of NHS recruitment. As a potential EPP volunteer tutor you are required to apply for an Enhanced Level Disclosure check, since the delivery of training involves direct contact with patients or vulnerable people.

Note: that a person's criminal record will only be taken into account when it is relevant to the role of becoming an EPP tutor.

When will the CRB check happen?
Having attended an interview with your Local EPP co-ordinator to become an EPP Volunteer tutor, the recruitment offer will be subject to an enhanced CRB check. It is best to apply for the check as soon as you receive confirmation that your interview was successful and that you are eligible to attend an EPP tutor training course. Your local EPP co-ordinator will provide information about how to apply.

Where can I get help with my CRB application?
Your local EPP co-ordinator or a nominated person in the Local Health Board will be only too pleased to help with your application. It is important to avoid any errors in completing the form to prevent any delays. If you do have any convictions, current or spent, or had any cautions, reprimands or warnings, there is a place on the form to state this.

How long do CRB checks take?
Checks on average take between 4-6 weeks.

Who will see the results of my disclosure?
A copy of your Disclosure results will be sent to you and the nominated countersignatory officer in the Business Services Centre (BSC). The BSC is responsible for safe storage and disposal of Disclosures as confidential waste within 6 months.
What happens if the Disclosure reveals a conviction or criminal record?
If the Disclosure reveals a conviction or criminal record, the countersignatory officer in the BSC (who receives the copy of the disclosure) will inform the Local Health Board (LHB) lead signatory (this is usually the Chief Executive of the LHB).

The LHB lead signatory will then carry out a risk assessment to determine if your criminal record is relevant to the role of becoming an EPP tutor. If the lead signatory decides that your record is not relevant to the role, you will usually be invited to a meeting with the lead signatory so that the matter can be discussed and that you are given an opportunity to clarify any remaining issues. A record of this meeting will be kept in your personal file with a copy sent to you. The record will state that the LHB is aware of your criminal record, and that following a risk assessment and an interview with you, the LHB deems that it is not relevant to the role of EPP tutor. In such instances it is considered that you do not pose a threat/risk to those people who attend EPP courses.

Where the content of a Disclosure results in an offer being withdrawn, you will be offered a meeting with the LHB lead signatory (normally the LHB Chief Executive). This will enable the sharing of information and to help you understand the reason for the decision.

What happens if I am convicted of an offence in the future?
As a volunteer tutor you are required to notify the Local Health Board / Voluntary Organisation hosting the programme in writing within 7 days if you are convicted of any criminal offence, bound over to keep the peace, accept a police caution, become the subject of any adverse investigation into fraud or professional conduct. This does not apply to traffic offences unless the penalty for the offence includes imprisonment or disqualification from driving.

Failure to declare any criminal offence will lead to the need to review your suitability to continue as a volunteer tutor.

The Business Services Centre (BSC) provides specific services to a number of Local Health Boards in its catchment area. BSC services include things like Human resources/Personnel, Salaries & Wages, IT support etc. Part of the role of the Human Resources is to manage and provide administration for the CRB checks for Local health Boards (LHBs).

October 2006
Example of Tutor Training Programme

Day 1:

09.15 Arrival and Registration
09.30 Introduction to tutor training course
10.00 Session 1
   • Introduction - Identifying Common Problems
   • Course Overview and Responsibilities
   • Differences Between Acute and Long Term conditions
10.45 BREAK
11.00 Session 1 continued
   • Using your mind to manage your symptoms & Distraction
   • Introduction to Action Plans
11.50 Review of Session 1
12.15 LUNCH
13.15 Session 2
   • Dealing with Difficult Emotions
   • Introduction to Physical Activity
14.10 Review of session 2
14.30 Review of Training Techniques
15.00 BREAK
15.10 Practise Delivery Assignments
15.20 Preparation with partner
16.20 Scaling / Questions
16.30 Close

Day 2:

09.15 Arrival & Coffee
09.30 Session 3
   • Feedback and Problem Solving
   • Better Breathing
   • Muscle Relaxation
   • Pain and Fatigue Management
   • Endurance Activities
   • Action Plans
11.10 BREAK
11.25 Review of Session 3
11.45 Trainees Practise Teaching
13.00 LUNCH
14.00 Trainees Practise Teaching
15.30 BREAK
15.40 Assignments
15.45 Preparation with partner
16.25 Questions
16.30 Scaling and Close
Day 3:

09.15  Arrival & Coffee
09.30  Final Preparations
10.00  Trainees Practise Teaching
11.30  BREAK
11.50  Trainees Practise Teaching
13.30  LUNCH
14.30  Feedback in Pairs (Quiz/Video)
15.30  BREAK
15.10  Feedback in pairs (Quiz / Video)
16.10  Questions
16.30  Scaling / Close

Day 4:

09.15  Arrival & Coffee
09.30  Healthy eating
10.40  Review of Sessions 4, 5 and 6
11.00  BREAK
11.40  Working with groups
12.30  LUNCH
13.30  Admin etc
13.50  Discussion on Tutor’s Handouts Pack
14.30  Guided Imagery
14.45  Questionnaires
15.00  BREAK
15.10  Looking back and planning for the future
15.30  Bringing it all together Questions
15.45  Scaling and close
## EPP Wales Contact Details

### EPP Co-ordinators - North Wales

<table>
<thead>
<tr>
<th>Location</th>
<th>Contacts</th>
<th>Contact Details</th>
</tr>
</thead>
</table>
| Anglesey, Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham | Michelle Rigby, Melanie Williams, Del Rawlins  
Tel: 01286 674213 / 674236  
epp@gwyneddhealth.org |                                                      |

### EPP Co-ordinators - Mid & West Wales

<table>
<thead>
<tr>
<th>Location</th>
<th>Contacts</th>
<th>Contact Details</th>
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</thead>
</table>
| Powys              | Ian Sandison  
Tel: 01874 712507  
ian.sandison@powyslhb.wales.nhs.uk |                                                      |
| Carmarthenshire, Pembrokeshire, Swansea, Ceredigion | Claire Norman, Caroline Davies, Terry Davies  
Tel: 01554 744492  
epp@carmarthenlhb.wales.nhs.uk |                                                      |
| Neath Port Talbot  | Keith Walters  
Tel: 01792 326500  
keith.walters@neathporttalbotlhb.wales.nhs.uk |                                                      |
| Bridgend           | Donna Davies  
Tel: 01792 326500 / 01656 754400  
donna.davies@neathporttalbotlhb.wales.nhs.uk |                                                      |

### EPP Co-ordinators - South East Wales

<table>
<thead>
<tr>
<th>Location</th>
<th>Contacts</th>
<th>Contact Details</th>
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</table>
| Monmouth, Torfaen  | Sarah Cronin  
Tel: 01291 672352  
sarah.cronin@gavowales.org.uk |                                                      |
| Blaenau Gwent      | Susan Arnold  
Tel: 01495 306602  
sue.arnold@gavowales.org.uk |                                                      |
| Cardiff, Vale of Glamorgan | Carol Young, Carol Stingl  
Tel: 02920 350620  
cardiffandvale@eppwales.org |                                                      |
| Newport            | Maureen Hendon  
Tel: 01633 234663  
maureen.hendon@gwent.wales.nhs.uk |                                                      |
| Caerphilly         | Julia Mirfin  
Telephone: 01495 241261  
 julia.mirfin@caerphillylhb.wales.nhs.uk |                                                      |
| Merthyr Tydfil     | Caroline Jones  
Tel: 01685 353900  
caroline.jones@vamt.net |                                                      |
| Rhondda Cynon Taff | Melody Cranbourne  
Tel: 01443 485337  
mcranbourne@interlinkrct.org.uk |                                                      |

### EPP Wales Recruitment Pack 2007

Heather Owens EPP Project Manager  
Tel: 02920 826526  
heather.owens@wales.gsi.gov.uk

Dawn Thomas EPP Principal Trainer  
Tel: 01407 764319  
dawn.thomas@wales.gsi.gov.uk

For more information about the Expert Patients Programme please visit:  
[www.eppwales.org](http://www.eppwales.org)