

Service User Voice Terms of Reference

Name

The name of the group shall be Service User Voice (SUV).

Purpose

The purpose of SUV will be

- To act as a point of reference for the organisation in relation to issues and areas of relevance to service users and carers regarding services provided by City Health Care Partnership CIC (CHCP), City Health Practice (CHPL) and City Health Dental (CHD).
- To enable CHCP to gain a better understanding of service users' experience of using CHCP, CHPL and CHD services.
- To support CHCP in enhancing the service user journey.

Aims of the SUV

- To work collaboratively and positively with CHCP to improve services and facilities for service users, and to act as a sounding board for CHCP, CHPL and CHD colleagues on issues affecting service users and carers.
- To build two-way communication and co-operation between CHCP, CHPL, CHD and its service users, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all.
- To act as a representative group to support CHCP and influence local provision of health and social care.

Membership

Membership of the group is open to any service user who has used CHCP, CHPL and CHD services in the last 12 months. If you are a Primary Care service user you must have been registered with your GP practice for 12 months or more. If a person's circumstances change and they no longer access CHCP, CHPL or CHD services, he/she will no longer be a member of the group.

All members must sign up to the SUV's agreed Code of Conduct (Appendix A).

The carer of a service user who uses CHCP, CHPL and/or CHD services can be a member of SUV even if he or she does not use the services. The person they care for should have used CHCP, CHPL or CHD services in the last 12 months.

Other relevant colleagues may be invited to attend the meetings if the group is discussing an issue that is related to their area of work.

Authority

The SUV is authorised by the Group Chief Executive to conduct its activities in accordance with its terms of reference.

CHCP reserves the right to interject into meetings and the running of the SUV if it is not fulfilling its terms of reference.

Activities

Members of SUV will be able to get involved in a variety of different activities. This list is not exhaustive but provides an idea of the type of activities you may wish to take part in:

- Provide your feedback on services and help to gather feedback from other service users and carers
- Provide advice on making patient leaflets accessible
- Present your service user story at different events and meetings
- Help with ad hoc patient surveys in various service areas
- Work with CHCP to continually improve the service user experience

CHCP Voice

To ensure SUV is representative of the service user population an online group will be established. The online group will be called CHCP Voice. Any service user and/or carer may request to join CHCP Voice. There will be a standing item on the SUV agenda reporting any key themes, issues or suggestions that have been identified through CHCP Voice.

Members of CHCP Voice will follow the same Code of Conduct as those in the SUV that meets face-to-face (see Appendix A: Code of Conduct).

Roles

Role of the Chair

To manage and direct meetings effectively and with integrity. The Chair should be aware of the code of conduct for meetings and remind members of the agreed guidelines if need be. The role of Chair will be limited to a 12-month period.

Role of the Vice-chair

To provide support to the Chair in terms of administration and overall functionality of the meeting. The role of Vice-chair will be limited to a 12-month period.

Role of the Secretary

The Secretary shall produce an agenda (drafted and sent to the Chair and a CHCP representative for agreement prior to circulation). The Secretary will then send this to members at least 10 days prior to the next meeting. The role of Secretary will be limited to a 12-month period.

Items that members wish to raise under any other business should be sent to the Secretary/Chair.

The Secretary shall produce minutes of meetings to be considered and approved at the following meeting of the SUV. All approved minutes will be emailed and/or sent to members of the SUV and made available on the Virtual SUV Facebook group.

Role of the CHCP Voice Liaison



The CHCP Voice Liaison will contact the CHCP Voice members on a regular basis to ask if anyone has any agenda items or anything to feed back into the SUV group.

All contacts will take place through the CHCP Voice Facebook group.

The role of CHCP Voice Liaison will be limited to a 12-month period.

SUV elected officers can hold their position for 3 consecutive years (36 months) then they must stand down for a minimum of 2 years (24 months).

Meetings

The group will meet quarterly or at least 3 times per financial year (April – March).

Service Users and Carers are asked to attend as many of the meetings as possible.

Apologies for absence should be sent to the Secretary or Chair prior to the meeting. In the absence of any apologies or available explanation, any member recorded as not attending three consecutive meetings will be deemed to have resigned from the SUV.

Reporting Arrangements

Any issue that needs to be escalated will be done so in accordance with CHCP policy.

Administration

CHCP will provide the group with suitable venues to meet across Hull and the East Riding.

A member of SUV will take on the role of secretary and write the minutes. A member of CHCP staff will be responsible for disseminating the minutes to members.

Quorum

Quorum shall be a minimum of half the membership, including one member of CHCP staff and the Chair or Vice Chair.

If the meeting is not quorate it can still proceed, however, no binding decisions will be made.

Appendix A

Code of conduct

The SUV is not a forum for individual complaints, which will be referred to CHCP's Customer Care team.

Members will:

- Respect each other and each others' views in a non-judgemental way
- Allow time to listen to each other, and avoid speaking in a way that may be perceived as confrontational, bullying, abusive, discriminatory or derogatory
- Respect the confidentiality of individuals and of the organisation; confidential information about patients will not be available to members
- Respect equal opportunities, diversity and cultural differences
- Allow everyone to take part without interruption or intimidation
- Be open and honest about actions and decisions and give reasons for them
- Be clear and honest about whether members are giving a personal view or views of others
- Not bring City Health Care Partnership or its subsidiaries into disrepute.

The SUV and CHCP Voice is:

- service users and carers working with CHCP to improve services
- based on cooperation.

The SUV and CHCP Voice is not:

- a forum for complaints
- a time-consuming activity for staff or members.

Any member(s) who fails to follow the terms of reference and/or code of conduct will be subject to possible removal from the group. Any breaches of these terms of reference and/or code of conduct will be taken seriously and will be dealt with impartially. To ensure compliance with the terms of reference and/or code of conduct there will be a 'breach of terms' rule in place. Once a person breaches the code of conduct and/or terms of reference three times, they will be permanently removed from the group. However, this will not affect the service user's right to use CHCP, CHPL or CHD services.

Service User Name

Service User Signature.....