

## Service User Network

### Terms of Reference

#### 1. TITLE

The “service user” in the Service User Network (SUN) refers to patients, service users, carers, children and young people and patient representatives and for this document we will refer to the SUN and PPI (patient and public involvement).

#### 2. PURPOSE

2.1 To act as ambassadors for HQIP in the following ways:

- Using slides developed by SUN, members can present on the positive use of patient data within the NCAPOP
- Promoting NCAPOP reports locally to champion the implementation of the recommendations to see QI improvements
- Promoting NCAPOP reports within the voluntary sector to achieve wider awareness for patients on the NCAPOP.

2.2 To initiate and develop ideas for HQIP in the area of patient and public involvement (PPI) in quality improvement for both health and social care providers.

2.3 To represent the patient perspective when involved in HQIP projects, specifically within the commissioning process.

2.4 To contribute, consult and evaluate initiatives developed by or on behalf of HQIP.

2.5 To participate in HQIP meetings and events.

2.6 To contribute to the website and other areas of HQIP social media.

2.7 To lead on the development of the impact report every few years that measures the impact of PPI at HQIP

#### 3. MEMBERSHIP

3.1 At least eight network representatives and one HQIP representative must be present for the meeting to be quorate; this will apply equally to virtual meetings via Zoom or equivalent.

3.2 Members need to be representative of people using NHS and/or social care services within England and Wales and each meeting should include a diverse group of representatives.

3.3 Non-members may be invited to attend the meetings at the request of the Chair on behalf of the group to provide advice and assistance where necessary. They have no voting rights and may be requested to leave the meeting at any time by the chairperson.,

3.4 Carers are welcome to attend with members but may be asked to sit elsewhere in the room and to leave during some agenda items

3.5 A maximum of 20 members attending each SUN meeting on a first come first served basis

3.6 Decisions will be made by voting. In the event of a tie, the Chair will have the casting vote.

3.7 Network members will cease to be a member of the group if they:

- resign from the group
- breach confidentiality
- do not adhere to the etiquette rules (see appendices)

- fail to satisfy para 3.8

**3.8** Members are requested to attend as frequently as possible (in person or by tele-conference), send apologies (which are acceptable to the meeting) or contribute in a virtual capacity during a 12 month period.

**3.9** Members are encouraged to be proactively engage in other HQIP opportunities outside of SUN meeting attendance; this includes the HQIP Advisory groups

**3.10** Members' participation will be reviewed every two years to ensure that their participation continues to support SUN group work. There is no maximum duration of membership of the SUN group.

#### **4. NEW MEMBERS**

**4.1** Newcomers are welcome to attend a SUN meeting but will only become a SUN member once a quorum number of SUN members have invited them to join; this can be done in person or via tele-conferencing.

### **GOVERNANCE ARRANGEMENTS**

#### **5. CHAIR and VICE CHAIR roles**

The Chair and Vice Chair shall be elected by the group for a period of two years. No one person should hold either office for more than four years. These roles are expected to have presence within HQIP and will be proactive SUN members who lead the network in its advisory role for HQIP.

Their responsibilities include:

1. Attending HQIP meeting and events; including meetings with HQIP staff and the Board, and participating in the AGM
2. Proactive involvement in HQIP projects (whether through own involvement or via another SUN member)
3. Leading on formulating the SUN response when asked for comment on national consultations
4. Inviting specialists to attend meetings when required by the network including HQIP staff and Board
5. Ensure participants are aware of the purpose of the meeting
6. Guiding the meeting according to the agenda and time available
7. Ensuring all discussion items end with a decision, action or definite outcome
8. Ensuring that all meeting etiquette rules are followed
9. Review and approve the agenda and draft minutes before distribution

#### **6. The HQIP PPI lead**

**6.1** The PPI lead manages and facilitates the SUN, working together with the Chair and Vice-chair.

**6.2** This role disseminates information and opportunities to the Network and supports SUN involvement and responses as required.

#### **7. DURATION OF MEETINGS**

Meetings shall be held 2 or 3 times a year, (as the SUN group determine), for a period of up to 4 hours. Extraordinary meetings and task and finish groups for specific pieces of work will be called by the Chair/Vice-chair or the PPI lead.

## **Zoom**

Zoom video conferencing is being trialled over 2019/20 as an alternative to face to face meetings to encourage attendance from a wider membership and those for whom it is not practicable to spend a day travelling as well as attending the meeting

A code of conduct for attendance via Zoom is a live appendix, written below. We will update and amend this as we use this facility over the next year.

## **9. GENERAL MEETING RULES**

**9.1** The following suggested rules are universal and should be encouraged at all meeting.

1. Share reports or documents that you wish to reference or discuss during the meeting at least three days in advance.
2. Prepare well for the meeting, read all documents distributed before the meeting
3. Meetings are both timely and kept to time
4. Switch off all mobile phones
5. Do not interrupt others even if you strongly disagree with their comments
6. Listen to all contributions
7. Personal criticism is not permitted
8. Keep the meeting focused on the agenda and discussion on the topic
9. When using Zoom for the meeting – use the option to raise your hand, or add a comment in the CHAT BOX to bring attention to the Chair.

## **10. EXPENSES**

**10.1** All expenses for Network members will be covered by HQIP in accordance to the HQIP Expenses policy.

**10.2** A Rewards policy is being updated to consider payment for certain services, SUN members are playing a key role in its development – this will be updated

## **11. AMENDMENTS**

The Terms of Reference shall be reviewed annually from the date of approval. They may be altered to meet the current needs of all group members, by agreement of the majority of representatives. The above Terms of Reference for HQIP's Service User Network have been agreed on **March 27<sup>th</sup> 2019**.

*To be reviewed in 2020*

## **APPENDICES**

### **Code of conduct for video conferencing**

The chair should:

1. Ensure the meeting rules are followed.
2. Encourage all attendees to contribute to the discussion.
3. Encourage feedback from all members of the meeting.
4. Be a leader, show interest in other people's contribution and appreciation for their contribution.

5. Summarise decision made or progress made at the end of each discussion.
6. Confirm the date and time of the next meeting.

The members also have rules to follow to ensure the success of the group:

1. Respect each member's right to contribute, individual differences and opinions.
2. Respect each member's privacy, safeguarding information and contact details.
3. Prepares for the meetings, reading the papers submitted and thinking about their feedback.
4. Prepares to work at the meeting giving considered feedback and opinion.
5. Attends the meetings with the intention of being focused and helpful.
6. Willing to chair the meetings as and when required.