

Service User Network

Terms of Reference

April 2015 review

1. TITLE

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

2. PURPOSE

2.1 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.

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

2.3 To participate in HQIP meetings and events.

2.3 To contribute to the PPI blog and other areas of HQIP social media.

2.4 To promote HQIP and SUN at external meetings and events.

3. MEMBERSHIP

3.1 At least 5 network representatives and one HQIP representative must be present for the meeting to proceed.

3.2 Members need to be representative of people using NHS and/or social care services within England 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 leave during some agenda items

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

3.6 Committee 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 section 9)

3.7 Members must attend as frequently as possible, send apologies or contribute in a virtual capacity.

3.8 Membership is reviewed every two years.

4. NEW MEMBERS

4.1 Anyone is welcome to contact the HQIP PPI lead with an expression of interest in joining the network. To become a member they must have a specific interest in clinical audit, care audit, quality improvement methodologies and patient /service user involvement and aim to promote patient and public involvement in clinical or care audit to their host organisations.

4.2 Newcomers are welcome to attend a SUN meeting but will only be welcome as SUN members once a quorum number have invited them to join.

GOVERNANCE ARRANGEMENTS

5. CHAIRPERSON

The Chairperson shall be elected by the group for a period of two years

Their responsibilities include:

1. Inviting specialists to attend meetings when required by the committee.
2. Guiding the meeting according to the agenda and time available.
3. Ensuring all discussion items end with a decision, action or definite outcome.
4. Ensuring that all meeting etiquette rules are followed.
5. Review and approve the agenda and draft minutes before distribution.
6. Attend HQIP Advisory Group meetings 3-4 times a year.

6. VICE CHAIR

The Vice chair shall be elected by the group for a period of two years.

Their responsibilities include:

1. Filling in the role of Chair when the Chair is unavailable.
2. Attending advisory group meetings as the second network representative.

7. MINUTE TAKER SECRETARY

7.1 The PPI lead at HQIP will take the role of the minute taker, responsibilities are to:

1. Schedule meetings and notifying group members.
2. Invite agenda items from members via email
3. Prepare agendas and issuing notices for meetings.
4. Ensure all necessary documents requiring discussion or comment are attached to the agenda and hard copies to be sent by on request.

7.2 Distributing the agenda and papers two weeks prior to the meeting

7.3 Taking notes of proceedings and preparing minutes of meeting.

7.4 Distributing the minutes to all group members one week after the meeting and be made available to all network members.

7.5 The minutes shall be checked by the chairperson and accepted by group members as a true and accurate record at the commencement of the next meeting.

8. DURATION OF MEETINGS

Meetings shall be held between 2 – 3 times a year for a period of 4 hours. Extraordinary meetings and task and finish groups for specific pieces of work will be called by the Chair or PPI lead.

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. Be on time
4. Start the meeting on time
5. End the meeting on time

6. Switch off all mobile phones
7. No interrupting others even if you strongly disagree with their comments
8. Listen to all contributions
9. Personal criticism is not permitted
10. Keep the meeting focused on the agenda and discussion on the topic
11. Ensure participants are aware of the purpose of the meeting

9. ETIQUETTE RULES

9.1 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.

9.2 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.

10. EXPENSES

All expenses for Network members will be covered by HQIP in accordance to the HQIP Expenses policy. Members who make contributions outside of the remit covered in the Terms of Reference maybe awarded £75 honorarium fee. This must be agreed beforehand, however members can expect a fee if:

- They give a presentation at an HQIP event
- They give a presentation at an external event on behalf of HQIP
- They participate in a review which requires more than half a day's reading
- They contribute written text to HQIP resources (guidance, workshops, online learning)
- They participate in a interview or judging panel.

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: **June 2015**

To be reviewed in July 2016