

Southern Health NHS Foundation Trust Working in Partnership Committee Terms of Reference

1. Aims of the group

1.1. To work in partnership with each other by:

- ✓ providing information and feedback from/to the Trust on current policies and strategies
- ✓ contribute to and influence future changes to Trust policies and strategies
- ✓ contribute to and influence service change and development
- ✓ agreeing priority areas of work for the group

1.2. To work collaboratively and positively to improve services and facilities for service users, patients and carers.

1.3. To advise staff on issues affecting service users, patients and carers and facilitate and support effective engagement strategies/activity.

1.4. To ensure that patient participation happens in a co-ordinated way and monitor and track engagement activity.

1.5. To build two-way effective and transparent communication channels between the Trust, service users, patients and carers, other individuals (including the Foundation Trust Membership), local NHS and non-NHS organisations, and the wider community to the mutual benefit of all.

1.6. To ensure engagement includes all groups.

1.7. To ensure that we pay due regard to our duty under the Equality, Diversity and Human Rights act and engage groups from the nine protected characteristics. i.e.

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

1.8. To act as a representative group and influence Trust decision making, bringing lay views into consideration.

1.9. To help raise awareness of Trust activity and developments.

2. Structure and Membership

- 2.1. Membership of the group shall be open, and will reflect the service user, patient and carer profile of the Trust and will aspire to be inclusive of different genders, ethnicities, ages and abilities.
- 2.2. The membership will include service users, patients, carers and staff and when appropriate external partners and agencies.
- 2.3. An executive member of Southern Health NHS Foundation Trust Board will attend a group meeting at least twice per year.
- 2.4. The group will be non-political and non-sectarian, and will at all times respect diversity and promote its commitment to the principles contained within the Equality Act.
- 2.5. The group will elect a Chair and Vice Chair.
- 2.6. To support the group and extend its reach beyond the group itself, the group will work alongside the Foundation Trust membership in order to obtain their views on specific matters, helping to gain wider views and increase meaningful engagement of the Membership.

3. Management of the group

- 3.1. Initially it is expected that the group will meet regularly (every six weeks) for planning purposes and to understand priorities for the Trust that will influence its work programme. When the group is established, it will meet no fewer than four times a year.
- 3.2. The group can conduct some of its business between meetings should the need arise.
- 3.3. The group will look to rotate the venue for its meetings in an effort to encourage attendance from all geographical areas in which services are provided.
- 3.4. In the absence of the Chair and Vice Chair, those members who are present shall elect a Chair from among the attendees unless a substitute is nominated prior to the meeting.
- 3.5. Meetings are subject to a quorum review of 7 members of the group (4 non-Trust staff and 3 staff). Apologies for absence should be sent to the Chair, via the project coordinator prior to the meeting. The group may invite relevant professionals or service users, patients, carers to specific meetings. Any such persons shall respect the confidentiality of the group.
- 3.6. Decisions shall be reached normally by consensus among those present. In the event of a tied outcome, the Chair may exercise a casting vote in addition to his/her deliberative vote.

- 3.7. Minutes of meetings will be taken and approved at the following meeting of the group. Subsequently they will be sent to members of the group (via email) and made available to all via the Trust website. Hard copies will be made available on request.
- 3.8. A budget will be available for 'out of pocket expenses' (not applicable to NHS staff) and where appropriate, a payment for involvement will be made in line with the Trust 'Reimbursing expenses and paying involvement payments' policy.

4. Reporting arrangements

- 4.1. The Editor of the group will provide at least quarterly reports to the Patient Experience and Caring committee. Reports will evidence topics covered, actions taken, any identified gaps in service and a summary of how the group has informed and influenced Trust business for the benefit of service users, patients, carers and staff. The work of the group will also be reported at the Annual General Meeting (AGM) and in the Trust Annual Report.
- 4.2. The groups' assurance process is shown in the framework in Appendix 4.

5. Confidentiality

- 5.1. All members of the group must be made aware of the need to maintain absolute patient and staff confidentiality at all times. Any member whose work on behalf of the group includes work in the Trust or liaising with other patients or members of the public should sign and return a copy of the Trust's Confidentiality agreement before undertaking any such activity. In some situations consideration will also be given to the requirement for a DBS (Disclosure and Barring Service) check.

6. Code of Conduct

- 6.1. All group members must abide by the Code of Conduct shown at Appendix 1.

7. Activities of the group

The group will:

- 7.1 . Make reasonable efforts during each financial year to review its membership in order to ensure that it is representative of the profile of service users, patients, carer's and staff of the Trust.
- 7.2. Share feedback from service users, patients, and carer's and staff about Trust services.
- 7.3. Review, with relevant staff, any feedback received about the services delivered by the

Trust with a view to agreeing the improvements/developments (if any) to be made to those services. This also applies to the receipt of positive feedback, compliments and evidence of good practice to enable Trust wide learning from both positive and negative experiences.

- 7.4. Contribute to decision-making at the Trust and be actively involved in service development and provision where appropriate, expressing opinions on these matters from a service user, patient, carer and staff perspective. However, the final decisions on service delivery rest with the Trust having taken due consideration and account of all feedback received from the group and other key influencing factors, for example but not limited to; commissioning requirements, legal requirements, equality and diversity.
- 7.5. Act as a sounding board to provide feedback on Trust policies, service change and developments and share concerns expressed by non-members of the group. The group will also constructively challenge the Trust whenever necessary, but also help non-members to understand the Trust's challenges and constraints.
- 7.6. Explore themes identified from the completion of Trust 'in house' and national surveys with a view to offering opinion on how to improve and/or share good practice.
- 7.7. Establish a group area on the Trust website with up-to-date information on current activities and the opportunities for service users, patients, carers and staff to comment.
- 7.8. Act as a forum for staff to raise issues affecting service users, patients, and carers or for input into any operational issues affecting the Trust, so that service users, patients, and carers can have their views on Trust matters taken into account.
- 7.9. Act as a forum for ideas on health promotion and self-care and support activities within the Trust to promote healthy lifestyle choices and raise awareness.

8. Signed agreement

- 8.1. These Terms of Reference were adopted by Working in Partnership Committee at the meeting held in Meeting Room 4 at Tatchbury Mount on Tuesday 30th October 2018 and may be reviewed according to emerging needs.

Signed by: SHFT staff member
Name: Date:
Job title:

Signed by: Service User/patient/carers
Name: Date:
Service area of interest:

Signed by: Chair
Name: Date:
Role:

Code of Conduct

The group Membership is not based on opinions or characteristics of individuals and shall be non-political and non-sectarian, at all times respecting diversity and promoting its commitment to the principles contained within the Equality Act.

All Members of the group agree to make this commitment:

- ✓ To respect Trust and service user, patient and carer confidentiality at all times.
- ✓ To treat each other with mutual respect, and to act and contribute in a manner that is in the best interests of all service users, patients and carers and staff.
- ✓ To be open and flexible, and to listen and support each other.
- ✓ To abide by the seven ^{*}Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.
- ✓ Not to use the group as a forum for personal agendas or complaints. These should be taken forward through other appropriate channels.
- ✓ To accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- ✓ Otherwise to abide by principles of good meeting practice, for example:
 - Reading papers in advance
 - Arriving on time
 - Switching mobile phones to silent
 - Allowing others to speak and be heard/respected

^{*}The Nolan principles were first set out by Lord Nolan in 1995 and they are included in the Ministerial code.

SAMPLE AGENDA

Working in Partnership Committee

Date, venue and time of meeting

1. Introductions
2. Apologies for absence
3. Approval and adoption of minutes from previous meeting
4. Matters arising
5. Items for discussion (to include ad hoc feedback gained since last meeting, presentations from staff, and updates on progress)
6. Any Other Business, including topics introduced by the chair/group and proposed agenda items for the next meeting
7. Date of next meeting: Venue, time and date

If you are unable to attend or if you have any special requirements (dietary/transport) please contact:

Name:Telephone:

Internal assurance processes

