

Thames Valley and Milton Keynes Patient Experience Operational Group

No decision about me, without me

Terms of Reference

Background and Purpose

To provide delivery to the joint patient and public involvement, engagement and experience work of NHS England South (Central – Thames Valley), the Thames Valley Strategic Clinical Networks (TV SCNs) and the Oxford Academic Health Science Network (AHSN), as described in the joint strategy No decision about me, without me. This joint strategic work includes:

- Involvement: working with patients, carers and the public to improve care delivery, training, education, research and innovation for the whole population
- Engagement: working with patients and their families to improve their own care
- Experience: listening to and acting on what patients, carers and the public say - collecting, understanding and using patients' and the public's feelings about their involvement and engagement in care, research and innovation.

The purpose of the Operational Group is to provide delivery of the strategy.

The strategy will include individual work plans for the three sponsor organisations. The named contacts responsible for the delivery of the individual organisation work plans are detailed below:

- Oxford Academic Health Science Network – Sian Rees
- NHS England Patient Experience Team – John Trevains
- NHS England Clinical Senate and Strategic Clinical Networks – Wendy McClure

In addition, the Group will:

- Share information on our work with patient and public groups and health and social care organisations;
- Collect and act on views about our work from patient and public groups and health and social care organisations.
- Report progress to the Oversight Group
- Provide a regular reporting mechanism for programmes of work such as The Leading Together Programme.
- Coordinate and align work plans

Principles of working

No decision about me, without me – this means:

- Doing things together - we will support patients, carers and the public to be involved throughout our work from shaping early thinking to evaluating the end result.
- Being inclusive - we will actively involve all stakeholders, including those who are seldom heard and ensure that all our communications are accessible to all.
- Doing things once and sharing - we will use existing expertise and structures whenever possible and we will coordinate our work with other organisations.
- Being open about what we are doing and why.

Confidentiality

Please be aware of your obligations with respect to the confidential handling of information originating from any meeting of the Patient Experience Operational Group for the Thames Valley and Milton Keynes. In fulfilling your role on this group you might have to access such confidential data in relation to policies, patients and staff. You must be aware of the importance of observing and protecting patient and staff confidentiality when handling this information. You must therefore limit access to such information to that strictly necessary to carry out tasks appropriate to the Patient Experience Operational Group for the Thames Valley and Milton Keynes and to keep any such information confidential.

Secretariat

Mildred Foster, Oxford AHSN will be acting Secretariat to the Operational Group

Frequency of meetings

The Operational Group will hold meetings every six weeks.

Chairing

The Group will have professional and lay co-chairs.

Membership

The Group will have at least two lay members, appointed through open interview.

The Group will have representation from the three sponsor organisations: NHS England Patient Experience Team, NHS England Clinical senate/Strategic Clinical Networks and Oxford AHSN.

Additional members may be called upon for ad-hoc support as required

Core Membership

Julia Coles Senior Clinical Network Manager, NHS England

Rebecca Day Lay Partner

Oliver Evans	NIHR, Clinical Research Network: Thames Valley & South Midlands
Nick Fahy/Polly Kerr	NIHR Oxford Biomedical Research Centre (BRC)
Douglas Findlay	Lay Partner (co-chair)
Mildred Foster	Oxford Academic Health Science Network (AHSN)
Paul Hewitson	Research and Design Service, Nuffield Department of Public Health, University of Oxford
Diane Hilson	Oxford Academic Health Science Centre
Lynne Maddocks	Nuffield Department of Primary Care Health Sciences, Oxford University
Wendy McClure	NHS England South Thames Valley Clinical Senate and Strategic Clinical Networks
Sandra Regan	Oxford Health Foundation Trust
Sian Rees	Oxford Academic Health Science Network (AHSN) (chair)
Emma Robinson	Patient Experience Lead, NHS England (South) (maternity leave)

**Thames Valley and Milton Keynes Patient Experience Operational Group
Group Principles of Behaviour**

- There is mutual respect between members, who are supportive of each other, non-judgemental, respect difference and listen to people's views
- Everyone is equal
- We have collective responsibility for the group
- Send apologies in advance
- Start and end meetings punctually
- Have mobile phones off
- Maintain confidentiality - in the room
- Treat others as you would like to be treated yourself
- Listen actively and show respect, especially during lively discussions
- Use clear and concise information
- Accept that it's O.K. to have a bad day
- Take responsibility for looking after yourself
- Feel free to take time out if you need it
- Assume good will
- If you challenge, challenge the statement and not the person

July 2017