

## 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 – tbc
- 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 eight 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.

## **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

*March 2018*