



## **Agreement between East Surrey CCG and Public and Patient/ Carer Representatives**

The Clinical Commissioning Group has committed to engaging with patients, carers and the public at all levels of its work. The experience of those who use our services, and their carers, is vital in informing service improvement and redesign.

The agreement is for use when the CCG invites patients and/or carers to take part in CCG activities, which may include:

- Long or short term projects
- Meetings and focus groups
- Participation on steering groups, partnership boards, etc
- Training and information sessions for staff

### **The CCG will:**

1. Provide full information on the involvement needed, as outlined in the standard user involvement template
2. Seek consent from the patient/carer to share contact details with the group
3. Provide a named contact for the patient/carer to liaise with for any questions or issues
4. Assess any particular needs that may need to be accommodated (e.g. format of papers, seating arrangements, etc)
5. Provide space within the agenda for the patient/carer to have meaningful input
6. Be clear on the role of the patient/carer- e.g. as a representative, to give a lay view, to give a personal account, etc
7. Ensure the Chair of a meeting actively encourages and includes input from the patient/carer
8. Include patient/carer comments in the minutes/notes of the meeting, as appropriate (recognising that the patient/carer may not wish to be identified, in which case reflect points anonymously)
9. Send information, notes of meetings etc to the patient/carer in a timely manner and in the agreed format (email, post)

10. Pay expenses as agreed within the scope of the work promptly
11. Avoid unnecessary jargon where possible in meetings
12. Send meeting minutes/ actions to attendees using plain English where possible
13. Be clear on the timescale for involvement, and indicate clearly when the end of the involvement is likely to be

**The Public/ Patient/ Carer Representative will:**

1. Prepare for meetings by reading papers and other materials in advance
2. Declare any conflict of interest to the CCG
3. Direct queries and questions to the named contact member of the CCG
4. Use open and honest communication and note that meetings are not a forum for pursuing individual complaints and single issues
5. Actively participate in the meeting or forum
6. Assume all matters to be confidential unless otherwise stated
7. Be solution focussed
8. Maintain respect for others in meetings, recognising that there may be others with opposing viewpoints
9. Keep to the topic in discussion – if additional issues arise the Chairperson should be made aware when appropriate
10. Contact the named CCG contact should they have any issues relating to the group or the role