

**St Helens Cares Stakeholder Reference Forum  
 Terms of Reference**

<b>Version</b>	1.0
<b>Implementation Date</b>	
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<b>Approved By</b>	St Helens Council Cabinet, St Helens CCG Governing Body, NHS St Helens & Knowsley Hospital Trust, North West Boroughs NHS Foundation Trust, Bridgewater Community Healthcare NHS Foundation Trust
<b>Approval Date</b>	5 <sup>th</sup> February 2019

**REVISIONS**

<b>Date</b>	<b>Section</b>	<b>Reason for Change</b>	<b>Approved By</b>
		n/a	

**TERMS OF REFERENCE OBSOLETE**

<b>Date</b>	<b>Reason</b>	<b>Approved By</b>
	n/a	

# 1. Purpose

We are changing the way that healthcare and social care services are organised in St Helens. Moving forward, clinicians, managers and planners will work together and will engage with patients/service users, the public and staff to develop plans for a better healthcare and social care system for St Helens' residents.

We aim to ensure that this local system of care will be organised in the most effective way to provide safe, effective, person centred and sustainable care to meet the current and future needs of our population. This will also support the vision of the St Helens People's Board which is *improving people's lives together, by tackling the challenge of cost and demand*.

The local care system, St Helens Cares, will be developed through locality working. This will see a core team of multidisciplinary health care and social care clinical and managerial staff from across St Helens working collaboratively. They will work in partnership with our local hospital providers, the ambulance service, local police and fire services, community and voluntary services, the local housing trust and education providers. They will engage with the full range of people<sup>1</sup> in an open, transparent and accessible way and use their feedback to support the implementation of the transformational St Helens Cares Clinical & Support Strategy.

The Stakeholder Reference Forum (SRF) is established to build and sustain meaningful engagement with people across all communities within St Helens, enabling them to have a voice in improving their health and in shaping services as part of St Helens Cares. As such, the SRF will play a key role in providing feedback to the St Helens Cares Provider Board and the St Helens Cares Executive Board, as well as other governance groups within St Helens Cares, on proposals for service change.

This Forum will be made up of patients, service users and carers, and representatives from groups and organisations that represent them or that have an interest in this area. They will offer their perspectives on how St Helens Cares can inform and engage with people on its programmes of work.

We firmly believe that to be properly engaged, people must feel included and valued. Our Stakeholder Reference Forum will promote a culture where inclusiveness is our baseline not an initiative. We will be diverse in age, gender identity, race, sexual orientation, physical or mental ability, ethnicity, and perspective and we will create an environment where everyone, from any background, can participate fully in our work.

To this end, the aims of this Forum will be to:

- Act as a sounding board for testing early plans, and information materials;
- Share insights to influence / inform areas requiring redesign;
- Offer perspectives on how individual work programmes can engage more widely with people;
- Advise on the development of information for wider public use; and
- Strengthen and play a significant role in wider public communication.

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<sup>1</sup> The word "people" should be interpreted to refer to healthcare and social care service users, patients, staff, members of the public, carers, volunteers, and the voluntary organisations which represent them.

For the avoidance of doubt, this Forum does not supersede any individual organisation's legal duties to undertake public and patient involvement as may be required, although it can be used as one option to discharge and support such involvement duties as appropriate.

## 2. Chair

The SRF will be chaired by the St Helens CCG Governing Body Lay Member with responsibility for Patient & Public Involvement.

## 3. Membership

Participation in the SRF is completely voluntary. Members can decide to leave at any time. It is envisaged that there will be core members and those whose attendance will vary, dependent on the subject under discussion by the SRF.

### Core Members:

Mark Weights	NHS St Helens CCG Governing Body Lay Member for Patient and Public Involvement
Councillor Representative	St Helens Council, St Helens Cares portfolio lead
Representative	Halton & St Helens Council for Voluntary Services
Provider representative	Voluntary Services
Representative x 4	Locality Patient Practice Groups (PPGs)
Representative	Torus Housing Residents Forum
Jayne Parkinson-Loftus	Healthwatch
Representative	Carers Forum
Representative	Faith Forum
Representative	St Helens Borough Council Public Health Department
Paul Steele (Facilitator)	NHS St Helens CCG Engagement & Involvement Lead

### Other Members to be invited to join the SRF (as required – to be determined by SRF Chair):

These may include: officers, representatives from provider organisations or patient groups who may be co-opted onto the SRF dependent on the work programmes under scrutiny at any time.

All members are expected to comply with the Code of Conduct for SRF Members at all times. The Chair may, in his or her absolute discretion, remove a member from the SRF if the Chair reasonably considers that SRF member has failed to do so without good cause.

## 4. Functions

Individual Teams leading specific transformational work programmes as part of St Helens Cares will engage with the SRF and will ensure that:

- Information is provided in advance of meetings;
- Information provided is clear and accessible;
- The venues chosen for meetings are fully accessible;
- The teams encourage open discussion on matters arising;

- The teams listen to and respond to points raised by SRF members – and if that is not possible at the meeting, it is answered as soon as possible thereafter;
- Meetings run to the agreed timings; and
- Individual support and assistance is provided as requested.

In response, through the SRF, members are asked to contribute to the work and development of St Helens Cares by providing feedback and comments in light of their individual personal qualities, experience and insight.

In doing so, members are asked to:

- Use their experience and knowledge to offer thoughts and ideas;
- Actively contribute to discussion whilst always respecting the contribution of others;
- Be courteous to each other at all times and allow each other to speak;
- Prepare for and attend meetings and keep to agreed timings; and
- Comply with the Code of Conduct for SRF Members appended to these Terms of Reference.

## **5. Authority/Reporting**

The work of the SRF will be shared with the St Helens Cares Executive Board<sup>2</sup> through a report prepared following each SRF meeting to the Executive Board.

The Executive Board will report periodically on the work of the SRF to the People's Board, St Helens Clinical Commissioning Group Governing Body or St Helens Borough Council Cabinet, as the Executive Board deems appropriate.

## **6. Frequency of meetings**

Meetings of the SRF will be held every six weeks. A schedule of meeting dates for the SRF for the following 12 months will be prepared by the Chair and disseminated amongst all members at the beginning of each financial year.

The Chair may call extraordinary meetings of the SRF at his or her discretion, subject to providing at least 10 working days' notice to SRF members.

In addition, further public and patient involvement and engagement events may take place across St Helens as the commissioners and providers in St Helens decide are necessary and appropriate. Such events will be publicised by those organisations individually, including, where possible, notifying SRF members through the SRF Chair.

## **7. Administration**

The SRF will be administered by the St Helens CCG Engagement Lead.

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<sup>2</sup> The St Helens Cares Executive Board is the group responsible for ensuring effective arrangements are in place to secure public involvement in the planning, development and consideration of proposals for changes to health and care services

Notes of meetings and reports produced by the SRF shall be made available via the St Helens Cares website.<sup>3</sup>

## **8. Review**

The terms of reference and effectiveness of the SRF will be reviewed by the Executive Board annually or more frequently if required.

## **9. Conduct**

In addition to the obligation to comply with the Code of Conduct for SRF Members, all members of the SRF are required to notify the Chair of any actual, potential or perceived conflict of interest in advance of the meeting to enable appropriate management arrangements to be put in place. All members are required to uphold the Nolan Principles and all other relevant NHS or St Helens Council Code of Conduct requirements which are applicable to them.

It is expected that members act in the spirit of co-production and collaboration in line with the key principles and ethos of St Helens Cares.

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<sup>3</sup> This website will host a virtual discussion forum for SRF members and other invited guests to enable on-going discussion on specific topics to enhance the quality of the formal meetings.

## **Additional Information and Code of Conduct for SRF Members**

The aim of this activity is to bring a patient, service user, carer focus or public perspective to the St Helens Cares (SHC) public engagement process.

### **Who can attend the SRF Meetings?**

Patient and service user representatives, carers and representatives from groups and organisations that represent them have been invited to participate in this discreet group. Participation is by invite only; however to ensure a transparent process details, information and a note of each meeting will be made available. We will also invite extensive participation at future public events and provide other means and opportunities for people to provide feedback.

### **What does the SRF do?**

The function of the SRF is to assist and advise those working on St Helens Cares Programmes with how it informs and engages with people. The SRF will use their collective experience and knowledge to develop approaches that support the SHC Teams in wider public engagement. The SRF will act as a means for wider communication and with prior permission some participant's details might be used in public facing information materials.

### **Why would you participate on the SRF?**

As a representative of patients, service users and carers, or someone from a group or organisation that represents them, you have insight into the questions and concerns other people might have and can pose these on their behalf. You can use this insight to help shape the early ideas around planning future service delivery and how the SHC work programmes present information and communicates these plans with the wider public.

# Stakeholder Reference Forum

## Code of Conduct

The SRF operates under the principle of mutual respect and all participants agree to:

- be open warm and friendly; and
- have a non-judgmental attitude.

In order to make best use of people's time and expertise, we ask that all those attending agree to:

- give apologies ahead of time if unable to attend or take part;
- study information sent in good time before meetings and be prepared to contribute to discussions and other work during the meeting;
- respect the authority of the chair or staff member leading the meeting;
- maintain focus and relevance to matters being discussed during meetings;
- be mindful of the time available in meetings, and use the opportunity to contribute by raising issues with the chair, facilitator or SHC Team between meetings;
- engage in debate and decision-making in meetings according to any agreed procedure, maintaining a respectful attitude for the opinion and of others;
- maintain confidentiality about any meetings held in private;

You should only act as a SRF representative with the prior knowledge and approval of the Chair or programme team. This applies to discussions in a public forum, private or informal discussion or discussions conducted using social media.

We ask that representatives from groups or organisations remain mindful of them, but to also positively contribute to meetings as an individual member of the SRF as past, current or future user of the healthcare and social care services we provide.

**Those found to be in breach of the SRF code of conduct will be asked not to participate in the SRF.**