

## WMQRS SERVICE USER AND CARER INVOLVEMENT POLICY

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<b>ASSOCIATED TRUST DOCUMENTS:</b>	Criminal Records Bureau Policy Induction and Mandatory Training Policy Equal Opportunities Policy Health & Safety Policy Standing Financial Instructions Expenses Policy

# WMQRS SERVICE USER AND CARER INVOLVEMENT POLICY

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## INTRODUCTION

- 1 Service user, carer and public involvement within the NHS is key to developing and delivering responsive health services. For effective involvement, people need to feel supported and for their contribution to be valued, respected and have an impact. They should therefore be treated with courtesy and dignity, be offered clear information on what they are to be involved in, how they can participate, what expenses will be met and whether refreshments will be available.
- 2 West Midlands Quality Review Service (WMQRS) has been set up by the NHS organisations in the West Midlands to help improve the quality of clinical services. It undertakes reviews of clinical services using a team of professional (peers) and lay reviewers to establish whether services are meeting agreed Quality Standards.
- 3 User and carer involvement occurs at various stages of WMQRS' work: Board, programme Steering Groups, and through acting as reviewers. Service users and carers offer their skills, expertise, knowledge and experience on an unpaid basis, in their own time, and of their own volition. Service users and carers also meet reviewers in order to give their perspective on services being reviewed but this is not covered by this policy.

## PURPOSE

- 4 This policy aims to:
  - a. Describe the opportunities for service user and carer involvement in the work of WMQRS.
  - b. Ensure service users and carers have the information they need in order to make an informed choice about becoming involved with WMQRS.
  - c. Ensure that people contributing to WMQRS work are not 'out of pocket' as a result of participation.
  - d. Ensure the necessary systems are in place appropriately to select, train and support service users and carers.
  - e. Make clear the circumstances under which service users and carers will receive an honorarium in recognition of their time and expertise and, in these circumstances, the arrangements for payments of honoraria.

## GENERAL ISSUES

### 5 Risk

This policy and supporting procedures will ensure that WMQRS is able effectively to identify and manage any risks associated with voluntary activity, thereby safeguarding other NHS service users and carers, those involved with the work of WMQRS, and staff.

### 6 Relationship of Employment

WMQRS at no time wishes to create an employment relationship with a person who volunteers as defined in this policy.

### 7 Other Trust Policies

This policy should be read in conjunction with the Sandwell and West Birmingham NHS Trust Equal Opportunities Policy, Health & Safety Policy, Fire Policy, Harassment at Work Policy, Security Policy, Expenses Policy and Standing Financial Instructions.

### 8 Equal Opportunities

WMQRS welcomes the contributions that volunteers of different gender, culture and background can make to the organisation and promotes equality of opportunity regardless of race, ethnic or national origin, disability, colour, sex, sexual orientation, age, religious beliefs, creed and marital status. Equality is essentially about

creating a fairer society where everyone can participate and has the opportunity to fulfil their potential. It is backed by legislation designed to address unfair discrimination (past, present or potential) that is based on membership of a particular group.

## 9 Diversity

WMQRS is committed to diversity in all areas of its work believing that there is much to learn and profit from diverse cultures and perspectives. WMQRS wants to develop and maintain an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.

Diversity is about the recognition and valuing of difference in its widest sense. It is about creating a working culture and practices that recognise, respect, value and harness 'difference' for the benefit of the WMQRS and the population of the West Midlands which it aims to serve.

Diversity includes recognising that the care pathways reviewed by WMQRS affect different groups of the population in different ways and this will be reflected through a variety of mechanisms for service user and carer involvement.

## RECRUITMENT AND SELECTION

- 10 For each type of service user and carer engagement the WMQRS core team will seek advice from appropriate groups and individuals as to how best to contact possible service users and carers. Each programme Steering Group will identify how best to involve service users and carers for its particular review programme/s.
- 11 Information will be made available to service users and carers to support discussions about their involvement with WMQRS. This information will explain the purpose of the service, the type of people who WMQRS are seeking to involve (person specification), expected time and travel commitment, arrangements for payment of expenses (and, if applicable, honoraria), and support available. An example of this information is given in Appendix 1.
- 12 Service users and carers will be offered the opportunity to discuss involvement with a member of the WMQRS Core Team before committing themselves. Group briefings may be undertaken; this has the advantage that service users and carers have the opportunity to meet others who may also be involved, which may help to reduce anxieties.
- 13 All service users and carers should comply with the requirements of the person specification. The WMQRS generic person specification (Appendix 2) should be used as a basis and amended as necessary for individual programmes by the relevant programme Steering Group.
- 14 All service users and carers must agree to the WMQRS confidentiality agreement prior to starting their involvement with WMQRS.
- 15 A member of WMQRS staff will speak to all service users and carers prior to them starting any involvement with WMQRS activities.
- 16 Service user and carer reviewers will not normally be engaged in a 'regulated activity' as defined by national guidance<sup>1</sup>. There is the possibility that, for some, that the frequency of their involvement with WMQRS and / or other organisations could reach the level where they should be vetted. There is also the possibility that user and carer reviewers may become separated from the NHS staff who normally accompany them. WMQRS therefore:
  - a. Will only use as reviewers service users and carers who have been vetted (CRB checked).

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<sup>1</sup> *Vetting and Barring Scheme Guidance*. HM Government. 2010

- b. Where the nominating voluntary or NHS organisation or local authority provides assurance that the individual has been vetted for their involvement in health and social care WMQRS will not re-vet the individual.
- c. WMQRS (through S&WBH) will arrange for user and carer reviewers to be vetted if their nominating organisation has not vetted them for their involvement in health and social care.
- d. Expenses and honoraria (if) will not be paid unless a CRB check has been confirmed.
- e. If the CRB check identifies issues which should be considered, WMQRS staff will take the advice of Sandwell and West Birmingham Hospitals NHS Trust on whether the individual should act as a reviewer.

The requirement for vetting (CRB checking) does not apply to service users or carers who are involved with the WMQRS Board or a programme Steering Group but who do not act as reviewers.

## TRAINING AND SUPPORT

- 17 Following any briefing sessions WMQRS will maintain its philosophy of partnership working and therefore all reviewer training will include health professionals and lay reviewers. Each programme steering group will consider if service users and carers have any particular training needs in addition to briefings and the multi-professional reviewer training sessions.
- 18 Each review programme will identify any specific information needs for user and carers, for example, a glossary of terms or Interpretation advice.
- 19 It is likely that some users and carers will need additional support and time to understand the review process and Quality Standards. The WMQRS core team will also endeavour to address any other reasonable information needs identified by service users and carers at briefing or training sessions.
- 20 WMQRS will ensure that service users and carers know that they can ask for support in their work with WMQRS, for example meeting prior to formal meetings. Service users and carers will be given WMQRS contact details for queries. Reasonable guidance, support and supervision will be available.

## RESPONSIBILITIES

- 21 Service users and carers will be expected to:
  - Act on behalf of, and in the interests of, the West Midlands health community.
  - Act in accordance with the expectations of the person specification for Board members, Steering Group members or reviewers (as applicable)
  - Comply with the WMQRS Confidentiality Agreement at all times.
  - Undertake reviewer training as required.
  - Comply with appropriate standards of cleanliness, dress and behaviour.

## EXPENSES

- 22 Service users and carers, are entitled to travel and subsistence expenses provided that these are not paid by another organisation. Agreement should be made in advance for them to do so in line with this policy. Wherever possible, public or car transport should be used.
- 23 Expenses to be reimbursed in accordance with the Sandwell and West Birmingham Hospitals NHS Trust Expenses Policy and Standing Financial Instructions. In particular:
  - a. People are requested to use public transport or the most cost effective, environmentally friendly form of transport where practical. Where this is not the case, due to disability or caring responsibilities or remoteness of the venue then people can claim a mileage rate as set by Sandwell and West Birmingham Hospitals NHS Trust.

- b. Where required because of health needs or exceptional circumstances, the costs of a taxi can be met with prior agreement with WMQRS.
- c. Special transport arrangements may be required by some people and should be discussed with WMQRS in advance.
- d. Parking costs will be met for the duration of the meetings or reviews, but not parking fines. A receipt or ticket must be produced and attached to the claim form for reimbursement.
- e. Subsistence covers meal and drink costs when these are not provided during the event. A guideline for these costs is: a maximum of £10 for lunch or breakfast and £15 for an evening meal. These will only be payable when the activity and travel time together exceed five hours and no provision is made at the venue/event. If costs are likely to exceed this guidance then this should be discussed with WMQRS in advance.
- f. Replacement care or essential assistance costs can be met for registered child care or support costs from registered care providers, but should be discussed and agreed in advance with WMQRS. Payments for these costs will require a VAT registered invoice or a receipt. Agreement to fund such costs is dependent on sufficient budget being available.
- g. If a service user or carer is to attend a review on behalf of WMQRS and the timings would mean that it was unreasonable to expect travel from home to the venue and back in one day, then accommodation will be arranged. WMQRS will aim to arrange accommodation and meals where possible to keep the 'out of pocket' expenses low for the individual(s). No accommodation costs can be covered without prior agreement with WMQRS. WMQRS will endeavour to reduce the need for overnight accommodation for service users and carers.
- h. Incidental costs such as photocopying, mail or telephone costs will be kept to a minimum by WMQRS providing a 'free-post' address or arranging for stamped addressed envelopes, printing copies of documents and providing photocopying facilities. In exceptional circumstances, where this is not possible, reasonable costs must be agreed with WMQRS in advance. It may be easiest to provide replacement goods such as paper or printer cartridges, using internal stationery processes. Receipts must be produced to support any expenditure.

- 24 In order to claim expenses a form must be completed and authorised by the WMQRS. All expense claims must be submitted with receipts using the agreed WMQRS/SWBH claim form and expenses should be claimed within three months.

## HONORARIA

- 25 WMQRS recognises and appreciates the time and expertise contributed by service users and carers but does not pay honoraria to service users and carers. Some service users and carers may, however, receive honoraria funded by other sources for working with WMQRS, especially for care pathways or services where this is normal practice (for example, mental health services, services for people with learning disabilities and cancer peer review).
- 26 Current honoraria rates (DH Reward and recognition 2006) are: £50 for a half day and £100 for a full day. Both the recipient and the nominating organisation should be aware of the implications for the individual in terms of tax liability and/or the potential impact on the individual's state benefits, together with the relevant employment law. Should an individual receive an honorarium they will be required to declare this to the Inland Revenue as a self employed person or have tax and national insurance contributions deducted. If the individual is in receipt of certain state benefits they will be responsible for declaring the payment appropriately. Where applicable, honoraria will be claimed on the agreed WMQRS / SWBH expenses form.

## COMPLAINTS

- 27 If a complaint is made about a service user or carer or their work with WMQRS, it will be initially discussed between the service user or carer concerned by a member of the WMQRS team. This discussion will focus on the basis for the complaint and any changes that may be required, for example, additional support. If the matter is not resolved, WMQRS reserves the right to conclude the involvement of the service user or carer concerned with WMQRS work.

## REVIEW OF INVOLVEMENT

- 28 At the end of each review programme, service users and carers will be invited to review their involvement with WMQRS, in discussion with the WMQRS core team.

## REFERENCES

*Achieving change through Patient Partnerships*. Patient and Public Involvement Strategic Framework 2003-2010, Sandwell and West Birmingham Hospitals NHS Trust.

*Making a Difference – Strengthening Volunteering in the NHS*. Department of Health, 1996

*Policy for the reimbursement of expenses of patients, service users, carers and members of the public engaged in improving health services*. NHS West Midlands. August 2008

*PALS Core National Standards and Evaluation Framework*. Department of Health, 2005

*Patients, Our Driving Force - A Strategic Framework for Nurses, Midwives and Therapists Which Reflects Patient and Public Involvement 2003 – 2010*. Sandwell and West Birmingham Hospitals NHS Trust, 2005. L&G Davis

*Volunteers across the NHS: Improving the Patient Experience and Creating a Patient-Led Service*. Sheila Hawkins and Mark Restall, Volunteering England, 2005

*Vetting and Barring Scheme Guidance*. HM Government. 2010

## APPENDIX 1 EXAMPLE OF SERVICE USER AND CARER INFORMATION

This example was prepared for potential service user and carers for a Long Term Conditions Steering Group.



### SERVICE USER AND CARER STEERING GROUP MEMBERS

#### WEST MIDLANDS QUALITY REVIEW SERVICE (WMQRS)

The West Midlands Quality Review Service (WMQRS) was set up by NHS organisations within the West Midlands as part of the drive to improve the quality of health services. It undertakes reviews of clinical services using a team of professional (peers) and lay reviewers to establish whether the services are meeting agreed Quality Standards. There is a long history of peer review within the West Midlands, especially of cancer services and care of critically ill children. These have been shown to lead to improvements in the quality of services.

The West Midlands Quality Review Service (WMQRS) has a Board that oversees its work on behalf of NHS organisations in the West Midlands. The Board recommends the annual programme of services to be reviewed, oversee delivery of the programme and ensure evaluation takes place.

#### WHAT WILL THE STEERING GROUP BE RESPONSIBLE FOR?

There is a Steering Group for each programme agreed by the WMQRS Board. The Steering Group develops the details of the approach to any quality reviews. All Steering Groups operate within the overall WMQRS Principles and Approach and are accountable to both the WMQRS Board and a sponsoring organisation such as a clinical network for long term conditions. It is important that the voice of service users and carers is at the heart of the work of the Steering Group and so the membership includes two service user and / or carer representatives.

The Steering Group will have responsibility for:-

- Ensuring there is appropriate engagement and consultation with relevant stakeholders at all stages of the programme.
- Contributing to the design of the peer review programme.
- Overseeing the development and maintenance of Quality Standards for the programme. Ensuring that any Quality Standards are based on the latest national guidance and fit for purpose.
- Defining the process for the review programme for those involved.
- Agreeing peer review visit reports.
- Ensuring dissemination of the findings of peer review visits.
- Supporting organisations in monitoring progress with action following review visits.
- Supporting action needed following, or in preparation for, peer review visits.
- Contributing to the evaluation of the programme.

## WHY IS USER AND CARER INVOLVEMENT SO IMPORTANT?

User and carer involvement is crucial at all stages of the WMQRS programmes. It allows learning from the 'inside' about good practice and how services operate.

It is our philosophy that collaborative working between users, carers and health service professionals ensures that our focus remains on the quality of care across the whole patient pathway. We believe that this process is successful because it creates a genuine partnership between users and carers, who have experience of the whole patient journey and will focus on the impact of services for service users and carers, and health professionals, who have expertise on delivering specific parts of the service.

## SERVICE USER OR CARER MEMBER EXPERIENCE

Service users or carers who want to be members of a Steering Group should:

- Have recent knowledge and understanding of the service/care pathway for long term conditions
- Have some knowledge and understanding of how the NHS works
- Have an interest in helping NHS organisations improve their services
- Be able to contribute to discussions – in a similar way to being part of other patient forums or group.
- Be able to act with sensitivity and discretion, and to respect confidentiality.

## WHAT COMMITMENT IS EXPECTED?

Steering Groups will remain in operation for the length of the programme i.e. development, implementation, follow up and evaluation. How long this is for each group depends on the size of the programme and the number of services involved. A Steering Group will meet approximately six to eight times a year, more frequently when the review programme is being established and less frequently once the programme is in place. Meetings may take place anywhere in the West Midlands. Service user and carer members will need to prepare for Steering Group meetings. Once involved in the Steering Group service user and carer members may also wish to become user reviewers on the peer review visits (usually a day each).

## WHAT SUPPORT WILL BE AVAILABLE?

Expenses will be paid for attendance at meetings and other events in line with the WMQRS Service User and Carer Involvement policy. The WMQRS core team will also be happy to advise and support service user and carer members, for example, by meeting before meetings in order to go through the papers.

## HOW DO I BECOME INVOLVED?

If you are interested in being considered for one of these roles, or would like some more information, please contact Sarah Broomhead on [sarahbroomhead@nhs.net](mailto:sarahbroomhead@nhs.net) or 07976499580.

## APPENDIX 2 WMQRS SERVICE USER AND CARER REVIEWER PERSON SPECIFICATION

Specification	Essential Skills
<p><b>Experience</b></p> <p>Have recent knowledge and understanding of the service/care pathway for XXXX</p> <p><b>Knowledge, understanding</b></p> <p>Have some knowledge and understanding of how the NHS works</p> <p><b>Aptitude</b></p> <p>Would like to help NHS organisations improve their services</p> <p><b>In addition, nominees for peer review should be:</b></p> <ul style="list-style-type: none"> <li>• Able to commit to and be available for any briefing sessions, reviewer training and undertake at least one quality review visit. (Minimum of 2 ½ days)</li> <li>• Willing and able to support (buddy) new service user or carer team members as individuals become experienced.</li> </ul>	<p><b>Good Listener and Communicator</b></p> <ul style="list-style-type: none"> <li>• Can contribute to discussions</li> <li>• Ability and confidence to present own viewpoint clearly and concisely in meetings and working with other team members.</li> <li>• Ability to listen to others’ viewpoint without interruption</li> <li>• Ability to understand and utilise others’ contribution.</li> <li>• Tactful in communication and awareness to others’ verbal / nonverbal reactions.</li> </ul> <p><b>Good at working in teams</b></p> <ul style="list-style-type: none"> <li>• Ability and confidence to ask for advice, guidance and the views of other team members where necessary.</li> <li>• Ability to demonstrate respect for others’ points of view.</li> <li>• Able to adapt own approach/style to suit situation during the review day – between the different sessions of the day (the morning preparation, the review, and report writing sessions)</li> <li>• Able to demonstrate an ability to work within a team.</li> <li>• Ability and confidence to raise any concerns with the review team and ask for help if needed.</li> </ul> <p><b>Ability to prepare for review</b></p> <ul style="list-style-type: none"> <li>• Able to assimilate relatively large amounts of information both at the review and in preparation prior to the review.</li> <li>• Ability and confidence to ask probing questions sensitively during the review day.</li> <li>• Able to use the evidence available to base judgements at the review to ask questions and contribute to the writing of the report.</li> <li>• Ability to maintain and project enthusiasm during the review day</li> </ul>