

Involving you in the work of NHS Grampian

An information pack for patient, service
user, carer and public representatives

involvingyou

May 2018

This information pack is also available in large print and other formats and languages upon request. Please call the Public Involvement Team on 01224 558098.

How to use this information pack

This information pack is designed to help you in your role as a patient, service user, carer or public representative in the work of NHS Grampian. You will have been given this pack by a member of NHS staff who is working on the project or group with you (known as your contact person) or by a member of the Public Involvement Team.

As a representative you will be bringing a patient, user, carer and public perspective to the work of NHS Grampian. A small number of representatives may come from an organisation such as a charity or a voluntary group.

This pack is designed to provide you with the information you need to have a positive experience of being involved in the work of NHS Grampian. This pack was revised in consultation with existing representatives, NHS staff and representatives from the voluntary sector.

Your contact person should have also provided you with details about the project or group you are working on. If you have any problems, staff working in the Public Involvement Team within Corporate Communications are able to offer additional advice and support. Please call 01224 558098 or e-mail nhsg.involve@nhs.net

A similar information pack for staff in NHS Grampian has also been produced to help make your experience of working with us a positive one.

The information is laid out as if joining a project or group from new. Please check the contents page if you require a specific topic.

This information pack is also available online at:

<http://foi.nhsgrampian.org/globalassets/foidocument/foi-public-documents1---all-documents/Rep-PI-Info-Pack.pdf>

General information on patient, carer and public involvement can be found on our webpage:

www.nhsgrampian.org/involvingyou

Contents

1.	Your introduction to involvement	4
2.	What you can expect from us	4
2.1	As a representative you will be expected to...	5
3.	A brief guide to standards of conduct	6
4.	A brief guide to Disclosure and the Protecting Vulnerable Groups (PVG) Scheme	6
5.	The legal responsibility to involve people	7
6.	A brief guide to the National Health Service in Grampian	7
6.1.	Health and Social Care Partnerships	7
6.2.	Acute hospital services	7
6.3.	Other partner organisations	8
7.	The language of the NHS	8
7.1.	Glossary of NHS terms and acronyms	8
7.2.	More information about NHS Grampian	14
8.	What if being a representative is not quite what you expected?	14

Appendices

A.	Confidentiality Agreement	15
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More information on consultations and projects which are involving patients, carers, service users and members of the public can be found at:

www.nhsgrampian.org/involvingyou

1. Your introduction to involvement

No formal qualifications are needed to become a representative.

Generally, the sort of people we look for:

- have an interest in the NHS and health-related issues
- are able to work in a team and with working groups
- are able to look at things with an open mind
- are able to listen to other people's points of view or experiences

Your role will be to:

- use your experience to give a patient, user, carer or public view
- be willing to suggest and influence changes to services or plans
- take an active role in groups or projects with our support

Examples of involvement that representatives have influenced include: the design of new healthcare buildings; the content of patient information; the development of programmes of work such as self management for long term conditions; healthcare associated infection monitoring; improvements to services and influencing NHS policies and strategies.

2. What you can expect from us

As someone who has agreed to work as a representative with NHS Grampian, you can expect:

- to be treated as an equal partner with your views taken seriously
- to be able to step down at any time, knowing that it will not affect any future care or treatment
- to be given support or training and any information that you need, free of jargon (or jargon explained) and in a format that is suitable for you
- that your involvement will not impact on your care or treatment if you remain a patient of the NHS
- to have personal information about you kept confidential
- to be given a clear remit of your responsibilities, which will include the length of time you are expected to be involved
- to be able to opt out of anything you don't feel comfortable with or find stressful
- to be introduced to other participants in the project, and have their jobs and roles in the project explained to you
- to be consulted about decisions which affect you

- to be sent papers of meetings in your preferred format, at least one week before the meeting
- to be provided with a named contact person who will give you the support and guidance you need
- to be informed about what has happened as a result of your involvement
- to be able to claim your travel and other agreed expenses

2.1. As a representative you will be expected to:

- follow NHS Grampian's policies and procedures (e.g. no smoking policy, equal opportunities, health and safety). We will ensure you have access to appropriate documents.
- follow rules of confidentiality and not discuss personal or sensitive information outside the group or project. We will ask you to sign a confidentiality agreement, a copy of which can be found in Appendix A on page 15.
- take part in an initial induction session if arranged by the project or group and any other briefings or training sessions.
- read papers for meetings before you attend and if unable to attend, give your apologies in good time if possible.
- follow the NHS Grampian expenses policy for patient/public representatives. A copy should have been supplied to you. If not, please call the Public Involvement Team on 01224 558098 for a copy.
- remember that any contact with the media (newspapers, television, radio) or through social networking will be handled by the Corporate Communications Team at NHS Grampian. You should contact the team (01224 558098) if you are approached by someone from the media or via social networking to talk about the group or project you are involved with.
- provide references or complete Scottish Disclosure/PVG Scheme Membership documents if required by us. We will guide you through this process.
- declare any interests, employment or otherwise, which may conflict with your involvement with NHS Grampian. This will not necessarily stop you working with us.
- raise any concerns or difficulties with your contact person or, if you prefer, the Public Involvement Team.
- inform your contact person if you no longer wish to be a representative.

Please be aware that your name may appear on minutes of meetings which can then go on to the NHS Grampian website. Please inform your contact person should this be of any concern for you.

3. A brief guide to standards of conduct

NHS Grampian staff are required to follow standards of business conduct. We ask that representatives who are involved with NHS Grampian should observe these standards too.

From time to time, representatives may be involved in activities or projects which will bring them into contact with commercially sensitive information, for example when examining bids or business proposals for health service developments.

Please do:

- be impartial and honest in any official business you carry out on behalf of NHS Grampian
- ensure the interests of people who use services are paramount
- disclose any of your other interests – employment, business or voluntary, which might conflict with your involvement
- ask for advice from your contact person or from the Public Involvement Team (01224 558098) if you are unsure or are worried about anything

Please do not:

- accept any gifts or inducements or inappropriate hospitality
- abuse your involvement with NHS Grampian for personal gain or to benefit family or friends or to benefit another organisation (voluntary or private), over and above the expenses you are entitled to claim
- unfairly advantage one competitor over another or show favouritism
- misuse or make available “commercial in confidence” information

4. A brief guide to Disclosure and the Protecting Vulnerable Groups (PVG) Scheme

Most representatives will not be required to have a Disclosure Check. As a general guide we will only carry out a Disclosure Check if you are going to be in direct and unsupervised contact with patients, carers and the public. This will normally require a Standard Disclosure. A request for PVG Scheme Membership will only be made in particular circumstances. We will advise you if your role is subject to Disclosure or membership of the PVG Scheme. If it is, we will help you with your application process and pay any fees. We will also pay for a Scheme Record Update if you are already a member of the PVG Scheme.

NHS Grampian can request your membership of the PVG Scheme or a Scheme Record Update at any time, but we will always do this in consultation with you.

5. The legal responsibility to involve people

One of the commitments of the Scottish Government has been to give patients and the public a greater say in the work of the NHS in Scotland. In 2004, the National Health Service Reform (Scotland) Act placed a statutory duty on the NHS to involve people in planning and developing health services.

As part of this legislation, the Scottish Health Council was set up to ensure the views of patients and the public are properly taken into account by NHS Boards. The Scottish Health Council is independent from NHS Boards with a local office in each Board area:

Scottish Health Council
3rd floor, East Wing
Ashgrove House
Foresterhill
Aberdeen
AB25 2ZA

Telephone: 01224 559444
www.scottishhealthcouncil.org

6. A brief guide to the National Health Service in Grampian

NHS Grampian provides health services for approximately 569,580 people living in Grampian.

6.1. Health and Social Care Partnerships

Health and Social Care Partnerships (HSCPs) were launched across Scotland in April 2016. They bring NHS and local authority services together with the aim of benefiting patients, families and carers. NHS Grampian is working in partnership with Aberdeen City, Aberdeenshire and Moray Councils to develop and implement arrangements to support health and social care integration. This represents a significant change in the way that health and social care is planned and delivered in Scotland. Over 40% of the NHS budget has been transferred to the Integration Joint Boards (see page 11) of the new Health and Social Care Partnerships.

6.2. Acute hospital services

Acute or “secondary” care services are based in Aberdeen around the Foresterhill site and at Dr Gray’s Hospital in Elgin. Both hospitals provide a range of in-patient and out-patient services.

6.3. Other partner organisations

NHS Grampian is very closely linked with both the University of Aberdeen and the Robert Gordon University, especially in the fields of research, workforce planning and training. Representatives from each of the local authorities (and the University) are members of Grampian NHS Board.

You can find out more about NHS Grampian by visiting our website:
www.nhsgrampian.org

7. The language of the NHS

As a representative, you will come across terms and acronyms only used in the NHS. At first these will probably sound unfamiliar. We will always do our best to explain jargon and acronyms. Please ask for an explanation if you do not understand some of the discussion at meetings. The following glossary of terms may help.

7.1. Glossary of NHS terms and acronyms

A&E	Accident and Emergency also known as the Emergency Department (ED).
AHP	Allied Health Professional. These are clinical healthcare professions distinct from medicine, dentistry and nursing. Examples include occupational therapy, physiotherapy, speech and language therapy, podiatry, art psychotherapy, radiography and dietetics.
Ambulatory Care	Medical conditions that can be treated without the need for an overnight stay in hospital.
AMH	Aberdeen Maternity Hospital. A new hospital called the Baird Family Hospital is due to open in 2020 on the Foresterhill site and will include maternity, gynaecology, breast screening and breast surgery services. It will also include a neonatal unit, centre for reproductive medicine, an operating theatre suite and research and teaching facilities.
ANCHOR	Aberdeen and North Centre for Haematology, Oncology and Radiotherapy. A new building on the Foresterhill site is due to open in 2020 and will be called The ANCHOR Centre. This will provide out and day patient investigation and treatment services for patients with cancer and for patients with blood disorders which will include non-cancer conditions

as well as cancers. The centre will also include pharmacy, research and teaching facilities.

Anticipatory Care

To help reduce avoidable and unscheduled acute admissions for people with pre-existing conditions.

ARI

Aberdeen Royal Infirmary

BTS

Blood Transfusion Service.

CAMHS

Child and Adolescent Mental Health Services

CHI

Community Health Index. The CHI number uniquely identifies a patient while preserving confidentiality.

Clinical Governance

A systematic approach to maintaining and improving the quality of patient care within a health system.

Community Empowerment Act (CEA)

The Act aims to strengthen community planning and to give communities more of a say in how public services are to be planned and provided. It gives new rights to communities to identify needs and issues and request action to be taken on these including the right to buy or have greater control over assets.

Community Hospital

A local hospital, unit or centre providing a range of accessible healthcare facilities and resources. The range of services can vary within the 16 community hospitals across Aberdeenshire and Moray.

Community Planning

The process by which local authorities, the NHS, voluntary sector, police and other partners work together with local people in planning and supporting well being within their communities, including such issues as housing, education, health and the environment.

Co-production

The delivery of public services as a result of an equal and reciprocal relationship between professionals, people using services, their families and their neighbours with the aim of services and communities becoming more effective agents of change.

DATIX	A web-based incident reporting system used by NHS staff to report an event or incident involving a patient and/or a member of staff.
DC	Day case.
DGH	Dr. Gray's Hospital in Elgin and often referred to as just "Dr. Gray's".
DNA	Did not attend (appointment at a clinic, hospital or GP).
ED	Emergency Department – a term becoming increasingly used instead of "A&E".
EiC	Excellence in Care – a national approach to assuring nursing and midwifery care.
Elective Care	Refers to all non-emergency specialist services where care is scheduled at a time convenient for the patient and the clinician. It is sometimes also known as 'planned care' or 'scheduled care'.
Equalities Impact Assessment (EQIA)	A means of ensuring that any new NHS Grampian policy or strategy does not discriminate against any particular group or community.
Feedback Service	NHS Grampian Feedback Service deals with comments, suggestions and complaints received from patients, carers and the public about NHS Grampian.
FOI	Freedom of Information.
HAI	Healthcare Associated Infection (e.g. Methicillin-resistant Staphylococcus aureus – MRSA).
GCS	Grampian Clinical Strategy 2016 – 2021 focuses on clinical related activities and outlines the direction for services and the change that is required to support the health system to work more effectively.

HSCP	Health and Social Care Partnership (see 6.1 on page 7 for more detail).
Health Inequalities	Unfair differences in health between different population groups.
Healthfit	The term used to describe all the work being done to improve what NHS Grampian does. This is a vision which sets out in practical terms how the NHS in Grampian could and is changing. It describes a health service that seeks to support people to remain healthy and in their own communities for as long as possible.
HEI	Healthcare Environment Inspectorate.
HIS	Healthcare Improvement Scotland (HIS) is an improvement and scrutiny organisation and has the responsibility for the regulation of independent healthcare which was carried out by the Care Commission.
IJB	Integrated Joint Board. In Grampian there are three IJBs each covering one of the three Health & Social Care Partnership areas and with each having responsibility for health and social care services and budgets in their respective areas.
IP	In-patient.
Local Delivery Plan (LDP)	LDP Standards are priorities that are set and agreed between the Scottish Government and NHS Boards (e.g. GP access, Detect Cancer early, Dementia Post Diagnostic Support) to provide assurance on NHSScotland performance. The LDP Standards replace the system of Health Improvement, Efficiency, Access and Treatment (HEAT) targets with the vast majority of LDP Standards being former HEAT targets. http://www.gov.scot/About/Performance/scotPerforms/NHSScotlandperformance
Managed Clinical Network (MCN)	Managed Clinical Networks (MCNs) are defined as linked groups of health professionals and organisations from primary, secondary and tertiary care, working in a co-ordinated manner with patients and carers, unconstrained by existing professional and Health Board boundaries, to

ensure equitable provision of high quality clinically effective services. Sometimes a network is referred to as a Managed Care Network if non-clinical partners (e.g. voluntary organisations) form an important role. Examples of services which are run by Managed Clinical Networks in Grampian are Cancer, Diabetes, Stroke and Coronary Heart Disease.

MDT

Multidisciplinary Team. A group of healthcare professionals who are members of different disciplines each providing specific services to patients.

NHS Grampian (NHSG)

The organisation responsible for leading efforts to improve the health of the people in Grampian and for the provision of NHS health care services. Sometimes written as NHSG.

NHS Grampian Public Involvement Network

A group often referred to as “The PIN”, made up of patients, carers and members of the general public who have an interest in health services in Grampian. In Moray there is a Public Partnership Forum (PPF).

PFPI

Patient Focus & Public Involvement.

Person-centred

Is an approach to working with people which respects and values the uniqueness of the individual and puts the individual’s needs and aspirations at the centre of the process.

PMS

Patient Management System. PMS is a new electronic patient’s health record.

Primary Care

Primary care describes the health services that play a central role in the local community, such as family doctors (GPs), pharmacists, dentists and midwives.

RACH

Royal Aberdeen Children’s Hospital.

RCH

Royal Cornhill Hospital in Aberdeen

RTT

18 weeks Referral To Treatment.

SAS	Scottish Ambulance Service.
Scottish Government Health and Social Care Directorate	The Directorate based in Edinburgh allocates resources and sets the strategic direction for NHSScotland and is responsible for the development and implementation of health and social care policy and monitoring the performance of NHS Boards.
Scottish Health Council (SHC)	National body set up by the Scottish Government to take a lead role in supporting and assessing public involvement activity within NHS Boards across Scotland.
Secondary Care/Acute Sector	The terms usually used to describe care and treatment delivered in specialist clinics and hospitals (e.g. Aberdeen Royal Infirmary, Dr. Gray's Hospital).
SPSP	Scottish Patient Safety Programme.
Telehealthcare	A technology-enabled and integrated approach to the delivery of healthcare services and is used to describe a range of care options available remotely by telephone, mobile, broadband and videoconferencing.
Tertiary care	Care provided by specialised hospitals or departments that are often linked to medical schools or teaching hospitals. They treat patients with complex conditions who have usually been referred by other hospitals or specialist doctors.
Third Sector	An overarching term for voluntary organisations such as registered charities, non-profit organisations and community and self-help groups.
TTG	Treatment Time Guarantee. For example, 12 weeks from referral (all sources) to a first outpatient appointment.
Unscheduled Care (USC)	Care that is not planned or predicted and requires immediate attention. Services providing unscheduled care include Emergency Departments, out-of-hours community teams, ambulance service, GPs, social care and particular medical services (e.g. cardiology). Unscheduled care is available 24 hours a day, seven days a week and is a significant part of healthcare services.

Workforce

Staff.

7.2. More information about NHS Grampian

More information about NHS Grampian is available on our website at www.nhsgrampian.org If you would like to know about our Board Members, Committees and view our corporate documents, please click on the tab “About Us”. If you do not have access to the internet, or would like printed copies of any particular documents, please contact the Public Involvement Team on 01224 558098.

8. What if being a representative is not quite what you expected?

Involving people in the work of NHS Grampian usually goes smoothly. However, just occasionally, it may not work out for you, or it is not what you expected. This may only become apparent after induction and you have started to attend meetings, or meet with other people. In the vast majority of cases, such problems can be sorted out satisfactorily and quickly through an informal discussion with your nominated contact person. However, if this proves difficult for you, someone from the Public Involvement Team within Corporate Communications on 01224 558098 will be able to advise and support you.

Should there be a problem with a representative which cannot be resolved on an informal basis, it may be necessary for us to put things on a more formal footing. Should this ever happen, a representative will always be kept informed about what to expect. It is rare for us to do this, but we may put in place a process which could lead to a representative being asked to leave.

Public Involvement Team
Corporate Communications
NHS Grampian
01224 558098
nhsg.involve@nhs.net

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NHS Grampian Patient and Public Involvement Confidentiality Agreement

In the course of your role as patient, carer or public representative with NHS Grampian you may have access to confidential or sensitive information.

For example, this may include hearing about a patient's experience of a service, sensitive financial information, or problems and challenges within a particular service. Such information must be kept within the group or project you are working with.

On no account must information relating to patients be given to anyone other than medical or nursing staff who are directly involved with the care, diagnosis and/or treatment of patients.

If you are approached by any person or organisation (including the media) seeking information on any of the above matters, you must inform and seek advice from your contact person at NHS Grampian.

From time to time, information may need to be gathered or sought where a representative is representing a particular group or organisation, in order to gain feedback for NHS Grampian. If this situation arises, this will be explained and clarified by the lead or Chair of a group and/or by your contact person.

Please sign this agreement over the page. Please also indicate if you are happy for us to pass on your personal information to the Public Involvement Team at NHS Grampian. If so, your details will go onto a database to enable the team to offer additional support and training opportunities.

Once signed your named contact person and/or a member of the Public Involvement Team will keep this agreement in a secure place. Please ask if you would like to retain a signed copy for yourself.

NHS Grampian Patient and Public Involvement Confidentiality Agreement

I hereby certify that I have read and agree with the statement outlined in this Confidentiality Agreement. I will comply with the agreement's requirements on confidentiality during the course of my involvement and after my involvement ends.

Please tick one of the following options:

I give my consent for my personal information below to be kept on a database held by the Public Involvement Team at NHS Grampian for the purpose of patient, carer and public involvement. I understand that I can withdraw my details from this database at anytime.

I do not give my consent for my personal information to be kept on a database held by the Public Involvement Team at NHS Grampian.

Name:

Address:

_____ **Postcode:** _____

Telephone: _____

E-mail: _____

Signed: _____ **Date:** _____

Name of group/s I am involved in (if none, please leave blank):

NHS Grampian complies with the provisions and obligations of the Data Protection Act 1998 in the processing of your personal information. Your information will only be used for the purpose of public involvement and will be held securely by NHS Grampian. Some information may be shared for statistical purposes only which will not identify individuals. Your information will not be disclosed or shared with any external organisations.