

Patient & Public Voice (PPV) North West, North Wales and the Isle of Man Congenital Heart Disease Network (NW CHD Network) Terms of Reference

Purpose

The PPV group serves as a platform for patients, service users, carers, and members of the public to contribute their perspectives, experiences, and insights to inform decision-making processes within the NW CHD Network.

Objectives

- To provide a forum for open and transparent communication between healthcare providers, NW CHD Network and Commissioners.
- To ensure that the patient and public voice is actively considered in the planning, delivery, and evaluation of healthcare services.
- To promote collaboration and partnership working between healthcare professionals and the patient experience to inform healthcare outcomes.
- To facilitate the involvement of patients and the public in the development of policies, strategies, and initiatives across the NW CHD Network.
- To advocate for the needs and preferences of patients and the public, ensuring their voices are heard and respected.

Membership

Membership of the PPV group is open to individuals who have personal experience as patients, service users, carers, or members of the public. Members may also include representatives from patient advocacy groups, community organisations, and voluntary sector organisations

Membership should be diverse, reflecting a range of ages, backgrounds, experiences, and perspectives.

Members are expected to actively participate in meetings, discussions, and activities of the PPV group.

Roles and Responsibilities

- Members are responsible for sharing their experiences, insights, and feedback on healthcare services and policies.
- Members are expected to contribute constructively to discussions and decision-making processes.
- Members should represent the interests of the wider patient and public community, rather than personal or individual interests.
- Members should respect confidentiality and privacy when discussing sensitive information shared within the group.
- Members may be involved in consultation exercises, working groups, or other activities as required.
- Members are expected to attend regularly. If no engagement for a period of 6 months, then the chair of the PPV group will check whether they wish to continue in their role. If no further engagement for a further 3 months, then a decision will be made to remove the member from the PPV group. Notification of this decision will be by email.

Meetings

- The PPV group will meet once a month on the first Wednesday of the month between 19:30 – 21:30. This is subject to change dependent on the requirements of the group and will be decided by majority. Occasional ad-hoc meetings may also be arranged as agreed by the group.
- Meetings will be held virtually using Microsoft Teams. At least one face-to-face meeting year will be arranged in person.
- Agendas and meeting materials will be circulated in advance to allow members to prepare and contribute effectively.
- Minutes of meetings will be taken and circulated to members for review and feedback.

Governance

The PPV group will be chaired by a designated individual, who will be a member of the group. In their absence the meeting may be chaired by a healthcare professional or representative of the NW CHD Network.

Decisions within the PPV group will be made by:

1. Majority at the time
2. Quorate (Need minimum of 50% +1 to agree a decision)
3. Need to be at the meeting to vote

4. If contentious issue, then Chair can decide to include the opinions of people not at the meeting
5. Teams can be used to vote anonymously during a meeting if required

Any conflicts of interest should be declared and managed appropriately in accordance with the PPV Volunteer Agreement.

Review and Evaluation

The terms of reference for the PPV group will be reviewed every 3 years to ensure they remain fit for purpose and aligned with the objectives of the PPV group and NW CHD Network.

Feedback from members and stakeholders will be sought to evaluate the effectiveness of the PPV group in achieving its objectives. Recommendations for improvements or changes to the PPV group will be considered and implemented as appropriate.

Confidentiality

Members of the PPV group are expected to respect the confidentiality of discussions and information shared within the group. Personal and sensitive information disclosed during meetings should not be shared outside of the group without explicit consent.

The NW CHD Network will take appropriate measures to safeguard the privacy and confidentiality of PPV members and their contributions.

Dispute Resolution

Any disputes or disagreements within the PPV group will be addressed through open dialogue and mediation, facilitated by the chair or designated mediator. The PPV members will abide by the PPV Volunteer Agreement escalation policy for resolving conflicts and disputes.

Adoption and Approval

These terms of reference are adopted and approved by the PPV group members on [Date of Approval].

Signed:

[Chair of the PPV group]

[Date]

Signed:

[NW CHD Manager]

[Date]