

Stakeholder Reference Group: Terms of Reference

Moving Forward Together: Greater Glasgow and Clyde's Transformational Change Programme

Context

The way that healthcare and social care services in Greater Glasgow and Clyde are provided is changing. Over the next 18 months, 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 Greater Glasgow and Clyde residents.

This new 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. It will be designed to:

- Support and empower people to improve their own health
- Support people to live independently at home for longer
- Empower and support people to manage their own long term conditions
- Enable people to stay in their communities accessing the care they need
- Enable people to access high quality primary and community care services close to home
- Provide access to world class hospital based care when the required level of care or treatment cannot be provided in the community
- Deliver hospital care on an ambulatory or day case basis whenever possible
- Provide highly specialist hospital services for the people of Greater Glasgow and Clyde and for some services, in the West of Scotland

This will be developed through the Moving Forward Together Programme. This will see a Core Team of multidisciplinary healthcare and social care clinical and managerial staff from across Greater Glasgow and Clyde working collaboratively. They will work in partnership with Scottish Government, neighbouring NHS Boards, Local Authorities, Scottish Ambulance Service, Third Sector and Education. They will engage with the full range of people¹ in an open, transparent and accessible way and use their feedback to shape the development of the Transformational Strategy.

Stakeholder Reference Group

Purpose and Remit

The Stakeholder Reference Group (SRG) is a time limited group established to support and guide the Moving Forward Together Programme with how it informs and engages with people. This group will be made up of patients, service users and carers and representatives from groups and organisations that represent them or that have an interest

¹ 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

in this area. They will offer their perspectives on how the Moving Forward Together Programme can inform and engage with people.

The aim of this Group will be to:

- Act as a sounding board for testing early plans, and information materials
- Offer perspectives on how the Programme can engage more widely with people
- Advise on the development of information for wider public use
- Strengthen and play a significant role in wider public communication

Members

We ask that members contribute to the work of the SRG by virtue of their personal qualities, experience and insight.

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.

Participation in the SRG is completely voluntary. Members can opt out at any time.

Moving Forward Together Core Team

Throughout the process the Moving Forward Together Core Team will engage with the SRG 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
- We encourage open discussion on matters arising
- Listen to and respond to points raised by members – if we can't answer a query or point on the day, we will do so as soon as possible
- Meetings run to the agreed timings
- Individual support and assistance is provided as requested
- Expenses incurred through participation are reimbursed

Notes of meetings will be taken and made available to inform people and organisations of the work and decisions of the Group.

Meetings

Suggested dates:

- Wednesday 06 December 2017
- Wednesday 13 December 2017
- Tuesday 09 January 2018
- Tuesday 23 January 2018 (TBC)
- Tuesday 30 January 2018 (TBC)
- Wednesday 21 February 2018 (TBC)
- Tuesday 27 February 2018 (TBC)

- Tuesday 27 March 2018 (TBC)
- June 2018 (TBC)

Events

- Nine public conversation events across Glasgow and Clyde in April and May with dates to be confirmed

Proposed Membership

Dr Ian Ritchie (Chair)	NHSGGC Non Executive Director
Dr David Stewart (Co-Chair)	NHSGGC Core Team
Liz Porterfield (Co-Chair)	NHSGGC Core Team
John Barber (Facilitator)	NHSGGC Core Team
Ann Souter	Glasgow City IJB Service User / Carer
Aileen Hills	Diabetes MCN Patient / Carer
Alison Stewart	Chest Heart Stroke Scotland
Anne Marie Kennedy	East Ren IJB Service User / Carer Rep
Anne McDougall	West Dun IJB Service User / Carer Rep
Barbara Barnes	West Dun IJB Service User / Carer Rep
Betty Graham	NHSGGC Patient / Carer
George Brown	Mental Health Network Greater Glasgow
Gordon McInnes	Mental Health Network Greater Glasgow
Ian Good	NHSGGC Patient / Carer
Janet Nicholls	NHSGGC Patient / Carer
Janice Woodburn	NHSGGC Patient / Carer
Jewels Lang	Scottish Refugee Council
Karen Haldane	Your Voice Inverclyde
Margaret Telfer	Inverclyde IJB Service User / Carer
Martin Brickley	East Dun IJB Service User / Carer
Morag Cullen	NHSGGC Patient / Carer
Morag McIntosh	Glasgow Older Peoples Welfare Assoc.
Susan McDonald	Renfrewshire IJB Service User / Carer
Thomas Cassidy	NHSGGC Patient / Carer
T.B.C.	Alzheimer's Scotland

Agreed Date: 06 December 2017

Additional Information and Code of Conduct for SRG Members

The aim of this activity is to bring a patient, service user, carer focus or public perspective to the Moving Forward Together public engagement process.

Who can attend the SRG Meetings?

Patients, service users and carers and representatives from groups and organisations that represent them have been invited to participate in this discreet group. Space is limited and

participation was 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 SRG do?

The function of the SRG is to assist and advise the Moving Forward Together Core Team with how it informs and engages with people. The SRG will use their collective experience and knowledge to develop approaches that support the Core Team in wider public engagement. The SRG 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 SRG?

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 Programme presents information and communicates these plans with the wider public.

Stakeholder Reference Group Code of Conduct

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

- be open warm and friendly
- have a non-judgemental attitude

In order to best use 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, team leader 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 Core Team between meetings
- engage in debate and decision-making in meetings according to any agreed procedure, maintaining a respectful attitude for the opinions of others
- maintain confidentiality about any meetings held in private

You should only act as a SRG representative with the prior knowledge and approval of the Core 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 SRG as past, current or future user of the healthcare and social care services we provide.

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