

THE IPSWICH HOSPITAL NHS TRUST

Eye Clinic User Group

TERMS OF REFERENCE

- 1 To assist in seeking the views of patients, their families and carers about specific services that are provided.
- 2 To contribute towards the development of service policies and procedures that affect patients, their carers and the public.
- 3 To consider all user feedback, highlighting good practice and making recommendations for improving services for patients and other service users.
- 4 To work closely with the Local Clinical Network in Ophthalmology.
- 5 To continue to develop links and liaise with Voluntary and Patient Groups.
- 6 To cooperate with Trust policies, procedures and guidelines.

Membership

- The group Chairperson will be an independent user group representative elected by the user group representatives. Service is expected to be two years. A Vice Chair will also be elected. The Vice Chair will shadow the Chairperson for approximately 6 months before taking on the role of Chair.
- The Chairperson will attend IHUG (Ipswich Hospital User Group) meetings. If the Chair cannot attend IHUG, the Vice Chair or another user group member must be nominated to attend.
- A representative of the user group will attend the Local Clinical Network in Ophthalmology

- It is anticipated that membership will be around 10-12 persons ideally drawn from all areas of the department's services aiming to include patients, and family carer representatives, as well as representation from associated ethnic, voluntary and community groups (maximum of 4 trustees/committee members from any one voluntary or community group).
- A Trust Lead will be identified for each user group. He/she will attend meetings or arrange for a deputy to be present. Other Trust staff may be invited to assist the group with its work.
- The Committee shall be composed of members of the user group, with working groups and/or sub committees when required.

Meetings

- Meetings will be held bi-monthly, to coincide with the Local Clinical Network in Ophthalmology meetings. Venue to be agreed by group members.
- Members who miss three consecutive meetings without providing adequate reason will be contacted to see if they wish to remain a member with the group.
- A quorum will be required as the minimum, for any decisions taken, to consist of, Chairman/Vice Chair, plus 3 members (5).
- Minutes and agendas will be issued at least one week before the next meeting.

Resources

Travel Expenses (subject to prior agreement):

Members must produce a receipt(s) for expenditure incurred and complete a Travel & Expenses Claim Form – these will be made available at User Group meetings.

- Own transport – mileage rate currently at 33p per mile – to cover the return journey from the member's home or place of work to the meeting venue.
- Public transport – return fares can be claimed on receipt of proof of expenditure.

- Taxi fares – this form of transport must be agreed with the PPI Lead **prior** to the person attending the meeting and if possible arranged using the contracted Taxi Company. A taxi can only be used if a) the patient is disabled and unable to use public transport or b) the person has no alternative means of transport.

Parking Permits:

- These will be issued by the Secretary for each meeting. Members should display these permits in their cars, thus avoiding parking charges. These permits will be date restricted.

Childcare/Carers – Sitter expenses:

- The Trust will reimburse the actual costs for the use of sitter services for children or dependants, when there is no alternative form of “care” possible.

Confidentiality Clause

During the course of his/her duties whilst a member of the Eye Clinic User Group, it may be the case that access to confidential information is given, this must not be divulged to any unauthorised persons at any time, this includes compliance with the Trust Policy on Data Protection.

Review of Terms of Reference

Terms of Reference will be reviewed bi-annually.