

## Older People's User Group

### Terms of Reference

#### 1. Purpose

- 1.1 To bring together service users and carers alongside different professions involved in the care of the older person via The Ipswich Hospital NHS Trust (hospital based and community services).
- 1.2 To provide a forum for the purpose of information giving, consultation and discussion to ensure the Trust meets its aim to provide nationally recognised care for older people in hospital.
- 1.3 To represent the views of older people and their carers to the Trust to influence the planning and provision of care for older people to ensure that their views are carefully considered and taken into account in decision making.
- 1.4 To undertake research (via members' contacts and networking as well as surveys etc) in order to make recommendations to the Trust on ways in which services for older people can be improved and to act as a forum for consultation in respect of policy and service development/change matters.
- 1.5 To receive information concerning standards and the general effectiveness of care for older people provided via the Trust and to maintain awareness of factors which might cause an unsatisfactory outcome or experience during their receipt of a service.
- 1.6 To monitor feedback (eg; reports on concerns and complaints, survey results) about Trust services in general terms.
- 1.7 To set up from time to time, if required, sub-groups to work on specific topics and to report back to the Older People's User Group.

#### 2. Lay Membership

- 2.1 Membership will include patients, and family carer representatives, as well as representation from associated voluntary and community groups. Membership numbers and profile will be reviewed on an annual basis and appropriate recruitment will be undertaken to ensure 'a good mix' of representation, patients *and* carers and voluntary and community groups.
- 2.2 Members will be expected to abide by these Terms of Reference and be willing to become involved in research, surveys, other activities associated with gathering the views of older people and their carers.

- 2.3 The group's Chairperson will be elected by the lay membership of the user group. Service is expected to be between two and four years. A Vice Chair will also be elected. (see Role Descriptions)
- 2.4 The Chairperson is expected to liaise with the designated Trust Lead member of staff/administrative support to set the agenda, arrange speakers/other professional attendance as required.
- 2.5 The Chairperson is also expected to attend IHUG, or, if unavailable, the Vice Chair or other nominated member should attend.

### **3. Ipswich Hospital NHS Trust Representation**

- 3.1 A Trust Lead will be identified for the group (see role description). He/she will be the main link between the lay membership and the hospital and will attend meetings and arrange for a deputy to be present if unable to attend. Other Trust staff may be invited as required. (see also 2.4).

### **4. Meetings**

- 4.1 Meetings will normally be held bi-monthly, day, time and venue to be agreed by group members. If a member misses three consecutive meetings without substantive reason; their membership to be reviewed.
- 4.2 A third of lay members must be present for a meeting to be quorate.
- 4.3 The Trust Lead or their substitute/s must be present to enable meetings to proceed.
- 4.4 Minutes and Agenda will be issued at least one week before the next meeting.

### **5. Resources**

- 5.1 The Trust is responsible for resourcing the group:
  - 5.1.1 Administrative support will be provided.
  - 5.1.2 Expenses:
    - Reimbursement of out of pocket expenses – mileage, public transport fares etc
    - Payment of taxi fares (for those unable to travel independently)
    - Provision of car park permits (for hospital meetings)
  - 5.1.3 Other:
    - Interpreter (language/signing)

### **6. Review of Terms of Reference**

- 6.1 Terms of Reference were agreed on 27 July 2016 .
- 6.2 These terms of reference will be reviewed July 2017 .